

ING Netherlands Launches Voice Biometrics Payment System in the Mobile Banking App Powered by Nuance

ING is the first bank in the Netherlands to introduce voice-activated payments through its mobile banking app

BURLINGTON, Mass., – July 28, 2015 – While banking customers have already been able to use the voice control mode on the ING Netherlands app, now they can also make voice-activated payments leveraging voice biometrics technology from Nuance Communications, Inc. A smart alternative to PINs and passwords, voice biometrics makes mobile banking easier in the ING Netherlands mobile banking app.

Over 100,000 ING Netherlands' customers already use the virtual assistant in the mobile app powered by Nuance, called Inge, to do tasks such as check their bank balance or issue payments within the app. The feedback provided by customers has been used to further develop the functions, and as of today, it will be possible to initiate payments using either voice biometrics (on iOS and Android phones) or fingerprint recognition (on iOS phones with Touch ID). Nuance Communications also provides the natural language understanding (NLU) technology that enables mobile voice banking in the ING mobile banking app.

“Thanks in part to the inclusion of biometric applications, we are able to make banking faster, smoother and easier for our customers and improve access,” said Jeroen Losekoot, Internet & mobile marketing manager at ING. “This allows them to have greater control over their finances.”

“By becoming the first bank in the Netherlands to incorporate voice biometrics into the mobile banking app, ING Netherlands is leading the charge in innovation by utilizing an effective solution that is natural and intuitive,” said Robert Weideman, executive vice president and general manager for the Enterprise Division of Nuance. “Customers can now bank in a seamless and convenient way by using the sound of their voice from start to finish in the mobile app.”

Inge, which is ING's version of Nuance's Nina, delivers a conversational experience to customers that enables a bank-free experience controlled by the sound of their voice. Customers can now also log in and confirm bank transfers using voice biometrics technology, making authentication fast and convenient.

Nuance's voice biometrics solutions have been adopted globally by other large organizations such as the Australian Taxation Office, [Santander Mexico](#), [SK Telecom](#), [Tangerine Bank](#), [Tatra Banka](#), Turkcell and [Vodacom South Africa](#).

About Nuance Communications, Inc

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

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Communications Contact:

Erica Hill
781-888-5518
erica.hill@nuance.com

PR:
Check Twice
Margerite van der Heijden
023-5628208
marguerite@checktwice.nl
www.checktwice.nl
Twitter: @checktwice_pr

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