

Breakout VI: The Untapped Big Revenue Opportunity: Winning the Battle for Business Deposits

#AOBA23

Taylor Cembalisty

Narmi Inc.

Nikhil Lakhanpal

Narmi Inc.

Chris Tremont

Grasshopper Bank



The Untapped Big Revenue Opportunity: Win the Battle for Business Deposits

Sunday, January 29 | 3:15 - 3:55 PM



Nikhil Lakhanpal
Co-Founder
Narmi



Chris Tremont
Chief Digital Officer
Grasshopper Bank



Taylor Cembalisty
General Manager
Narmi

Meet Narmi at AOBA

Stop by booth 38 and say hello!

1/29

Sunday

7:00PM

Dinner with the Narmi Team
and special guest Ron Shevlin



1/30

Monday

6:30AM

Wellness Hour | @Spa Lawn



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Phoenix Suns Game with the Narmi Team

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Tuesday

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General Session: The Story of How Grasshopper
Bank and Radius Bank Redefined Banking
Innovation with Mike Butler, CEO, Grasshopper Bank



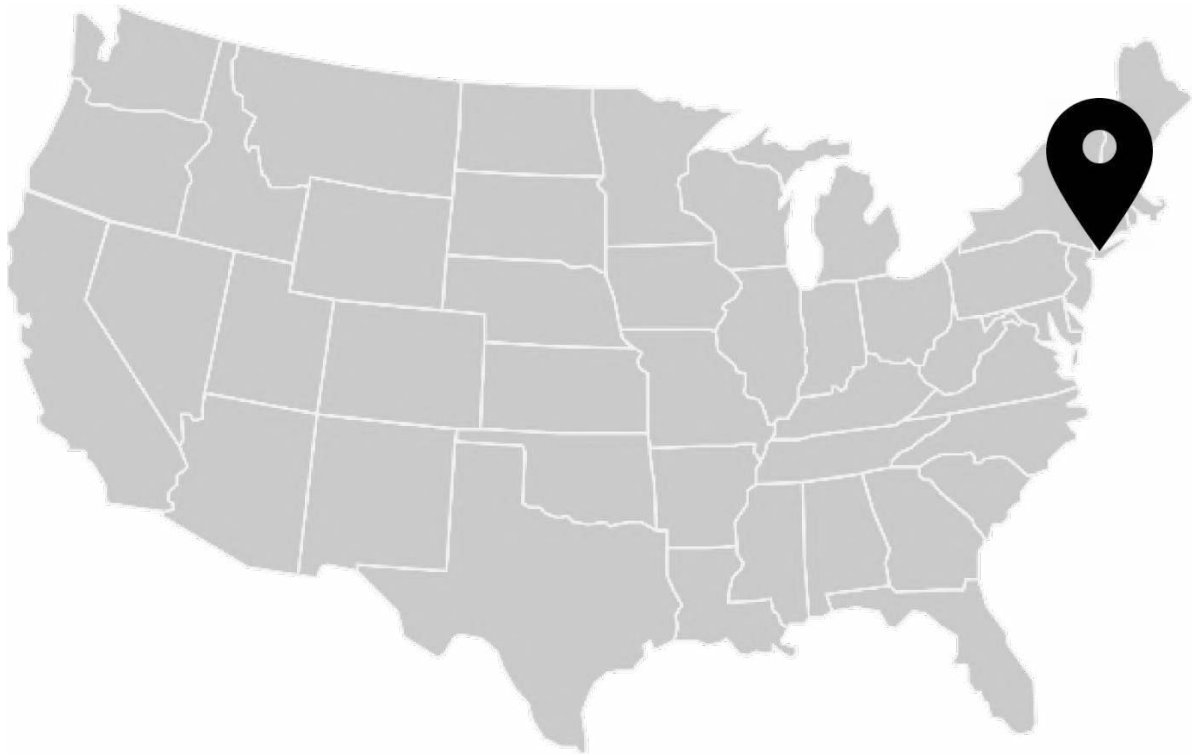
Today's Takeaways

Today's three takeaways.

You are uniquely positioned to win.

Tech-driven innovation drives business deposits.

You don't have to sacrifice quality service or high-touch.



Headquarters

New York City

Assets

\$700M

Branches

Branchless

Number of Employees

100 employees

You are uniquely positioned to win market share

National Banks

Customer satisfaction is down 9 points from 2020 (on 1000 pt scale), led by steep declines among customers under 40.

Neobanks

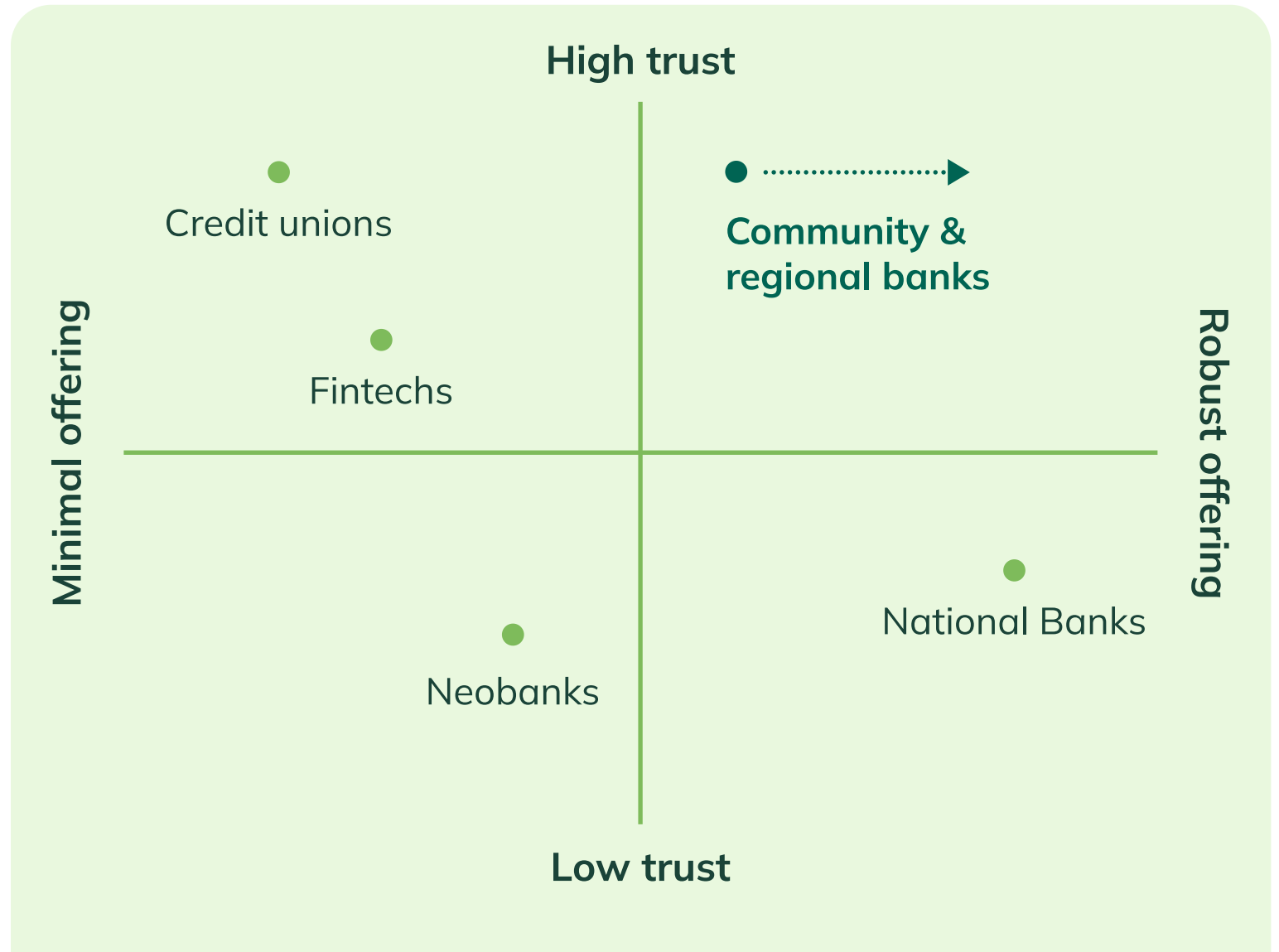
SMB neobank Azlo was killed off after being acquired by BBVA. N26 shut down its operations in the US.

Fintechs

Strong in niche channels but lack broader set of services that businesses depend on.

Credit Unions

Have not matured on the needs of businesses. Own 3% of marketshare.

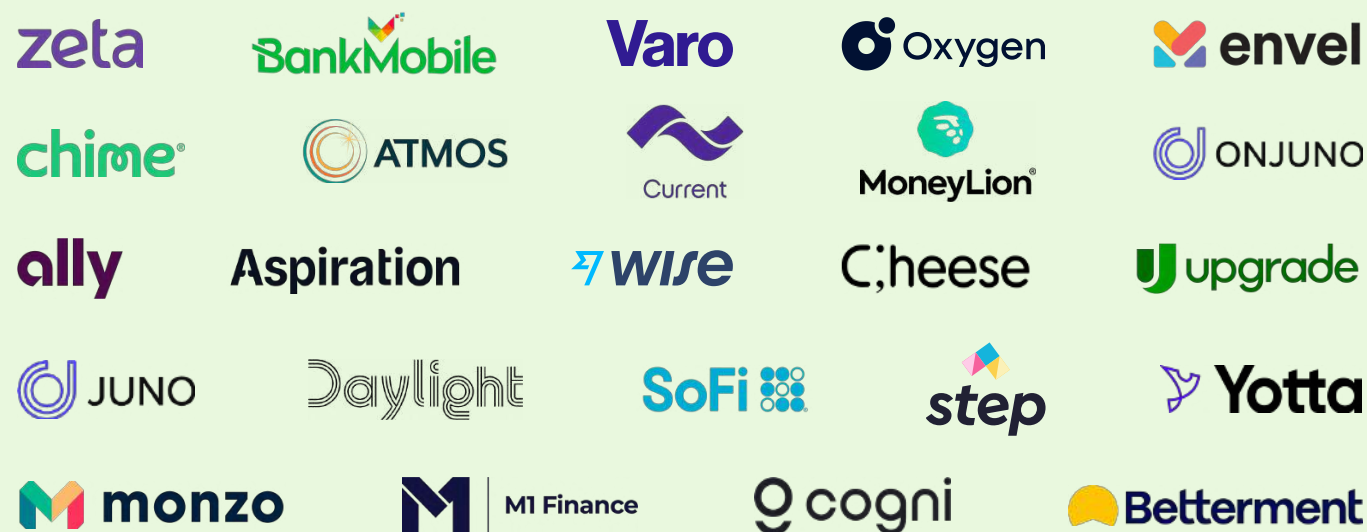


Investment in business digital banking has lagged compared to consumer digital banking

Neobanks for businesses:



Neobanks for consumers:



20+ more consumer neobanks

What can we learn from Grasshopper's approach to serving businesses?

Growth in the last year

84%

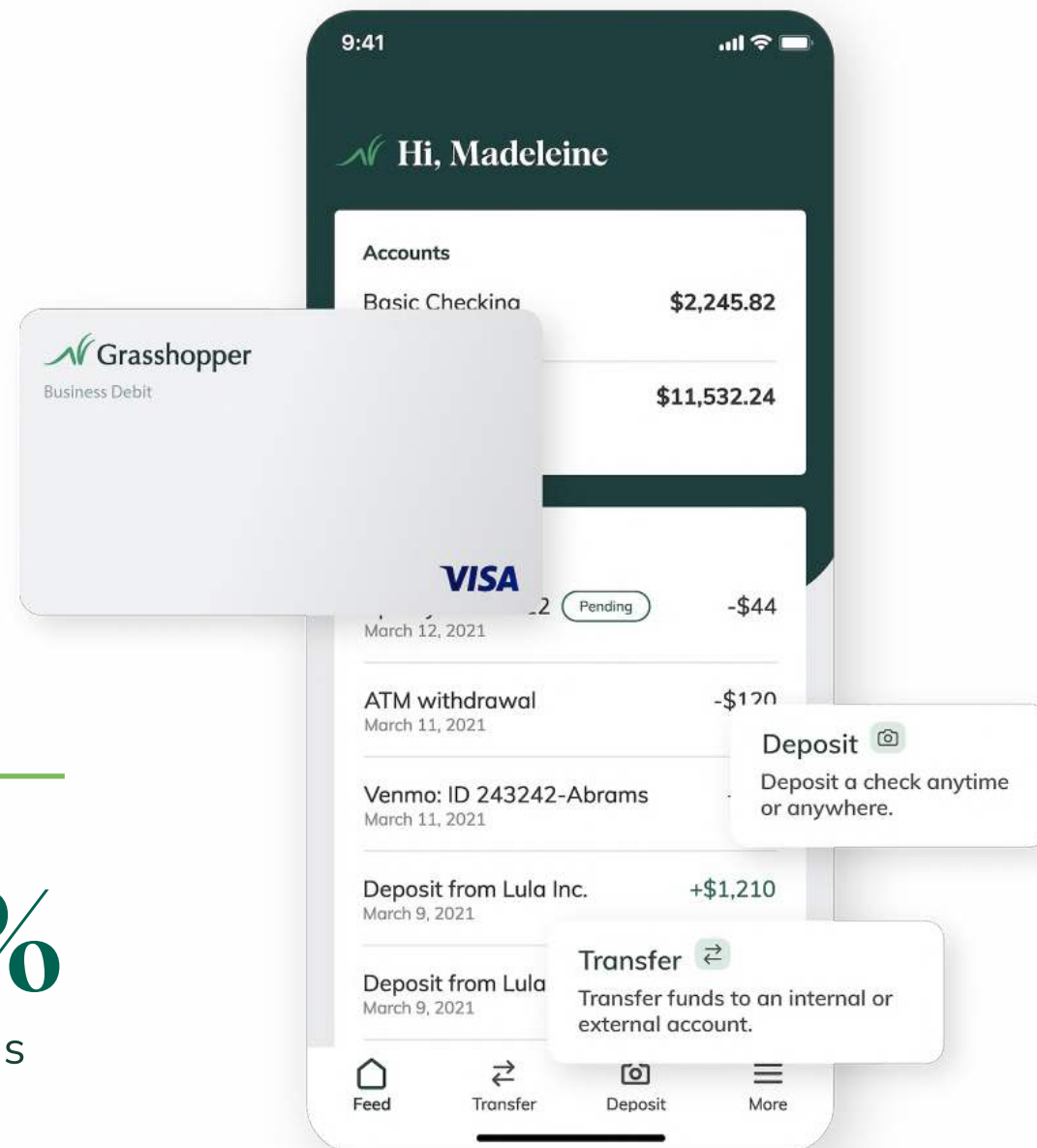
Growth in assets
in the last year

192%

Increase in core
deposits

358%

Uptick in loans



Grasshopper Bank places a heavy reliance on change more than most banks

9 out of 10

General Manager Customer Satisfaction score

Stable releases

Every 6 weeks

"...Our Narmi team is excellent– it almost feels like they're part of our internal team."



Move Money Seamlessly!

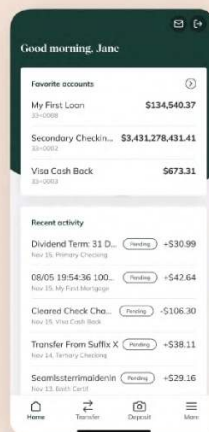
Hi Nikhil,
Through online banking and the Grasshopper Mobile app, seamlessly move money between your business's internal and external accounts in seconds!

Here's what you'll get:

- Unlimited free transactions
- Free ACH
- Free incoming wires

Limits

- **ACH**
 - ACH In limit - \$10,000 per day total
 - ACH Out limit - \$10,000 per day total
- **Remote Check Deposit**
 - Checks no more than \$15,000 can be deposited through remote deposit capture.



ALL UPDATES CONSUMER DIGITAL BANKING BUSINESS DIGITAL BANKING

Declutter to Direct Focus: Mobile Home Screen

When a user logs into their bank account on mobile, the first place they are directed to is the home screen. It serves as the entry point for navigation and...

November 22, 2022

This comes with keeping their customers regularly updated on the latest enhancements...



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Virtual Cards New Product Release

As a valued client, we want to make sure that you're always the first to know about the latest happening at Grasshopper Bank, as well as important updates to our products or services.

Since the launch of Grasshopper 2.0, our dev team has continued to roll out new and exciting improvements to help keep your business moving forward, which is why we're excited to announce Virtual Cards as our first product release.



A Year in Review Grasshopper Latest

Hi Taylor,

As we approach the end of the year, we would like to wish you a happy holiday season, and let you know how much we value your business and appreciate you placing your trust in us as your banking partner.

We are continuously working to improve your banking experience and wanted to use this opportunity to share a few highlights of what we have accomplished this year to deliver on that promise:

- Launched a new digital business checking account, *Innovator Checking*, which can be opened digitally in under 10 minutes, offers both physical & virtual debit cards, and pays more than 37x the national average interest rate.

How other FIs are showing commitment to technology

A Narmi customer publishes updates to its digital banking platform on their website every single month.



Digital Banking Updates



Your feedback helps us identify issues and we are continuing to make improvements based on your comments and experiences. We will be updating the lists below when updates are released, so please bookmark this page for open and resolved digital banking issues, plus upcoming new features. We want to hear from you! If you have any questions or concerns, please reach out on our [feedback form](#).

December 2022 updates

- **Pending ACH Deposits and Credits are now available** [Mobile & Web]
- Added ability for members to click into Pending transactions to view more details about the transaction including transaction date, account, and description. [Web]
- Updated the way account numbers are displayed in the Accounts dropdown from the top navigation [menu] [Web]
- Added alphabetical ascending as the default sort method for the accounts list on the Dashboard [this only affects members who have not selected a sort method]. On the Dashboard in the Balances section to the right of the top balance select the three vertical dots to open sort and order options. [Web]
- Bill Pay scheduled transfers have been added within the Scheduled Transfers area when viewing the checking account page. [Web]
- Text messages will now include "TwinStar" in the message text. [Mobile & Web]
- **Enhancements to the home screen in the mobile app. We heard your feedback.**

November 2022 updates

- Based on member feedback, when viewing the account details section for the correct format for direct deposits and payments using routing and account number, text was updated from Direct deposit to Direct deposit/payment number [Mobile & Web]
- Web navigation: Select any share (example savings or checking), in the Account Details area [Web]
- Mobile navigation: Select any share (example savings or checking), tap Account Details [Mobile]
- Resolved in the quick bill pay area (before launching full bill pay site) an error when adding a new payee with a P.O. Box. P.O. Box addresses *are* supported for bill pay payees. [Mobile & Web]
- Previously if an account was overdrawn the navigation options to access Bill Pay were not present. This has been updated to allow access to Bill Pay in order to cancel any previously scheduled payments that would be unsuccessful due to non-sufficient funds. [Mobile & Web]
- Redesigned the accounts list (Feed, View all accounts) to show total balance for each group and CD and Hidden accounts are now collapsible sections. [Mobile]
- Business banking sub-users who have been deactivated will now have the status "deactivated" in Access Manager. Previously their status would appear as "inactive." [Mobile]

October 2022 updates

- Updated look and feel continues/streamlining user experience and optimizing for consistency across online and mobile banking [Mobile & Web]
- Enhanced level of biometric (e.g. Face ID and touch ID) retention during the mobile user login experience (members will no longer need to re-enable biometric login following an app update) [Mobile]
- Added ability to add tags and notes to individual transactions [Mobile]
- Members will now be able to delete scheduled transfers by tapping directly on that transaction [Mobile]
- New designs and functionality for drawer components making it easier to navigate within the accounts pages [Mobile]
- Beginning to roll out redesigned mobile pop-up notifications to make them easier to read and to match designs in online banking [Mobile]

September 2022 updates

- Card controls updated design [Mobile & Web]
- Certified draft holds enhanced to display additional details ["certified draft hold" in the description and payee's name [Mobile & Web]
- Last four digits of the card used for a purchase now display in digital banking transaction history (in mobile app tap the transaction to view more details including the last four digits of the card number) [Mobile & Web]



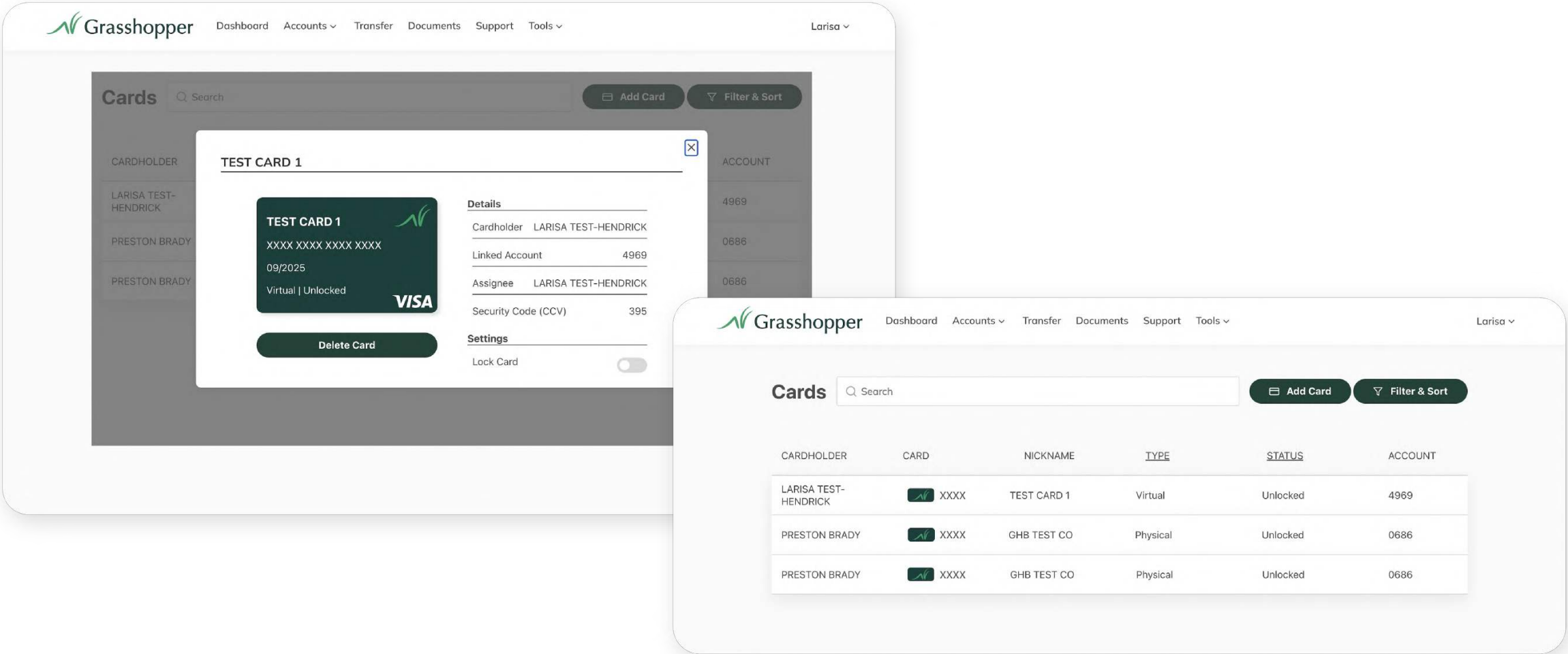
See it in action

How to innovate faster & *more cost-effectively* than your competitors

In less than 6 weeks

Grasshopper Bank launched a **virtual card issuance experience** using Narmi's API and Application Framework.

Launching virtual cards in less than 6 weeks



The faces of Grasshopper Bank

Luther Liang

Director of Product

"They can have a fintech experience without the downsides of the fintech experience."



Director of Product

Former Director of Product
Radius Bank now LendingClub

Chief Technology Officer

Former VP of Growth & Partnerships
Q2 and MX

Director of SMB Banking

Former VP of Acquisition
Radius now LendingClub

The faces of Grasshopper Bank

Pete Chapman

CTO

"I wanted to bring start-up culture to Grasshopper. I wanted to think less like a bank and more like a tech startup – like a Narmi."



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Former Director of Product
Radius Bank now LendingClub

Chief Technology Officer

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Director of SMB Banking

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The faces of Grasshopper Bank

Danielle Kane

Director of SMB Banking

"Who we are is nimble and changing. You have to have people who believe in the idea of digital banking."



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