

Cash Processing Solutions

Secure Services Limited W.L.L. incorporation with our subsidiary, Secure Cash Processing B.S.C. (c) operating under an Ancillary Banking License issued by the Central Bank of Bahrain provides a host of enhanced cash processing services to the financial sector.

All operations are conducted from a purpose built cash processing facility established in 2003 and provide management expertise, software and hardware for cash processing, vaulting and distribution of our customer's cash supported by a fleet of over 60 armoured vehicles and 300 qualified staff.

Our aim is to provide our customers with professional outsourced solutions within specific guidelines issued by the Central Bank of Bahrain and create efficiencies within the cash cycle where the banks handle less cash, less risk, and associated fines from the Central Bank for currency mis-sorts and counterfeits.

We operate 24 hours per day, 365 days per year. All cash is fully insured through Lloyds of London from the time of acceptance until final delivery. All security aspects fully conform to Lloyds of London stipulations and Central Bank regulations.

Our range of services and available technology uniquely position us to provide the following services:

- Cash processing and deposit preparation to the Central Bank of Bahrain
- Corporate/Retail consolidation and processing of bank customer deposits
- ATM balancing, reconciliation and administration
- Inter-branch Processing and reporting
- Processing of Multi National Currencies
- Retail Deposits via Cash Depositing Units (CDU's)

1. Cash Processing (General)

To process Bahrain Dinar and banknotes from multiple world currencies to pre-determined standards as defined by the Central Bank of Bahrain and include:

- a. Banknote authentication and counterfeit detection to ensure that all suspected banknotes are evaluated and reported as stipulated by regulatory functions.
- b. Fitness sorting by determining the soil, stain, limpness and general deterioration of banknote in categories of ATM fit, fit and unfit.
- c. Emission (Issue) separation by print variants where changes are of security nature and not in favour of the public or completely new banknote and security designs.
- d. Orientation and facing of banknotes as defined by the Central Bank. This process also allows a proper standard for the filling of ATM cassettes to avoid skew feed to the dispenser resulting in less rejected banknotes and cash jams.

2. Bulk Deposit Processing

Bulk deposit processing relates to high volumes of banknotes being processed for a known purpose and the terms are defined within a specific cycle and as follow:

- a. Predetermined standards are applied for pre-deposit processes to meet the applicable regulations for banknotes deposited at CBB. These standards include facing, orientation, emission separation and quality sorting.
- b. Bulk processes are required to ensure that all banknotes unfit for circulation by the bank are removed and deposited to CBB whilst fit banknotes are circulated within the bank's own network of branches.
- c. ATM processing is dependent on high volumes where banknotes are processed to ensure the best quality banknotes are faced for cassette replenishment. On an average there are only 70% of the banknotes in circulation fit for the use of ATM's and using the appropriate levels reduce downtime related to cash dispenser failures.

Note: We ensure all CBB deposits conform to current regulations and will pay any CBB fines for counterfeits; miss-sorts on out of issue, incorrect fit/unfit bundling

3. Retail/Corporate

Retail / Corporate customers are defined as individual companies, shops and service providers or a group of companies holding multiple accounts with a bank where the cash is collected from their locations, transported to our facility 24 hours per day, 7 days per week. The following processes are designed to minimize the workflow at the bank:

- a. Customer deposits are received in secure tamper evident bags which are integrity checked, signed on receipt and opened one at a time where the deposit value is entered into the allocated Banknote Processing System using the correct operation mode.
- b. The machine counts and separates the deposit value by denomination and emission separation to conform to CBB standards for easy distribution as instructed by the bank where no additional verification or counts are required.
- c. All transactions are entered into our Secure Cash Management software and reconciliation is done with the issuance of various reports to meet the standards and requirements of the banks and available immediately.
- d. The files are exported and emailed in pdf to the bank for manual entries or in an excel format which is directly uploaded into the banking system. By posting electronic files the bank have direct access to the count details and update the customer accounts in less time.
- e. All files are transported by email using **Secure Sockets Layer (SSL)**, through industry standard protocols to provide secure communication over the internet.

Note: All cash received from CDU's or customer/retail/corporate can be deposited directly at the central bank for the account of the bank. Customer account credit information is advised to the bank via encrypted email for file upload.

The processed consolidated cash is then disbursed as per bank instructions and can include;

- a. Direct deposit to CBB
- b. Use in ATM
- c. Delivery to a bank branch

4. ATM Balancing & Administration

The complete outsourced solutions are an option taken by the bank to centralize their ATM network where ATM's are replenished, balance and reconciled as per the bank's instructions. The service also allows ATM's to be managed outside the normal banking hours to ensure optimum up time. The service includes:

- a. Sorting of banknotes to an ATM fit standard to ensure that only the most suitable banknotes are replenished.
- b. The banknotes are processed in orientation to provide a straight feed into the cassettes to minimize miss or skew feeds which can result in dispenser failures and prepared according to predetermined values and sealed with unique security barcode seals.
- c. The seal numbers are scanned into the system before handing over the replacement cassettes to the CIT supervisor capturing all suitable ATM data and exchanged at the ATM during replenishment and returned the residual cassettes.
- d. All security seals are scanned to verify the origin of the cassettes to ensure that the seals were not tampered with during the replenishment or in transit.
- e. The cassettes are opened one at a time and balanced according to the printer journal from the ATM.
- f. The residual balances are confirmed and entered into the cash management software and the standard reports are sent to the bank to update and balance the banking General Ledger account.

Note: At no additional cost, we offer the option to replace all ATM locks with electronic Cencon_KABA locks which provide enhanced security on all ATM's that we service. In addition can we also provide an ATM monitoring service using a bank supplied platform.

5. Wholesale / Foreign Currency

Foreign currency processes are performed on behalf of exchange companies and banks through their international trade or branch networks. The processing of foreign currencies forms part of the daily business to meet the supply and demand of travellers across the globe. The currencies are processed in accordance to customer requirements using various types of cash processing machines with numerous currency software adaptations to ensure that all banknotes are appropriately authenticated and denominated.

6. IT Security

As a regulated entity the objective is to ensure the required level of security and integrity is maintained to ensure that all customer information and company data is protected and in compliance with international bank standards. Our IT security covers the following key areas:

- a. Network Security.
- b. Computer Security.
- c. Information Security.
- d. Internet Security.
- e. Remote Access Security.
- f. Password Security.
- g. Malicious virus and malware protection.
- h. Back-up and recovery processes.

7. Technology Advancements

As an industry leader we are always finding new solutions to restructure business to support the entire financial sector to optimise the complete cash cycle. Through technological advances we are able to provide banks and their customers with processing solutions to meet the everyday requirements whilst accurately speeding up the processes and end of day cash cycle. The technology available is listed as follow:

- a. BPS® M5 high speed automated Banknote Processing System offers a high input and fast output solution for Cash Processing Centres mimicking the processes of Central Banks and Monetary Agencies bringing counting, labelling and shrink-wrapping together in a single processing unit.
- b. BPS® C1 is desktop counting machines with the capability to count verify and authenticate 10 different currencies. The machine can separate currencies, denomination and emissions whilst having the ability to account for the adapted currencies mixes.
- c. BPS® C2 product family offers superior productivity, the utmost security, and a compact, attractive design with a very high level of user-friendliness.
- d. BPS® C4 allows multiple retail deposits in various denominations to be accurately processed, separated and consolidated in a single count. This speeding up the laborious processes normally done over the banking counter.
- e. BPS® C5 is developed to meet the needs of small and medium-sized cash centres, count rooms and back offices within large bank branches. The BPS C5 precisely fulfils banknote processing requirements, with outstanding efficiency, flexibility, and user-friendliness.
- f. BPS® C6 offers high-level performance, excellent usability and throughput of the fastest level. Perfect for cash centres, commercial banks and casinos with medium to large banknote volumes.
- g. ProNote® 1.5 & 1.5F combines cutting-edge sensor technology and compact design, to enable cash centres and banks to meet extremely rigorous requirements for counting, sorting and the authentication of banknotes.