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Champions Townhall

February 22, 2019

Agenda

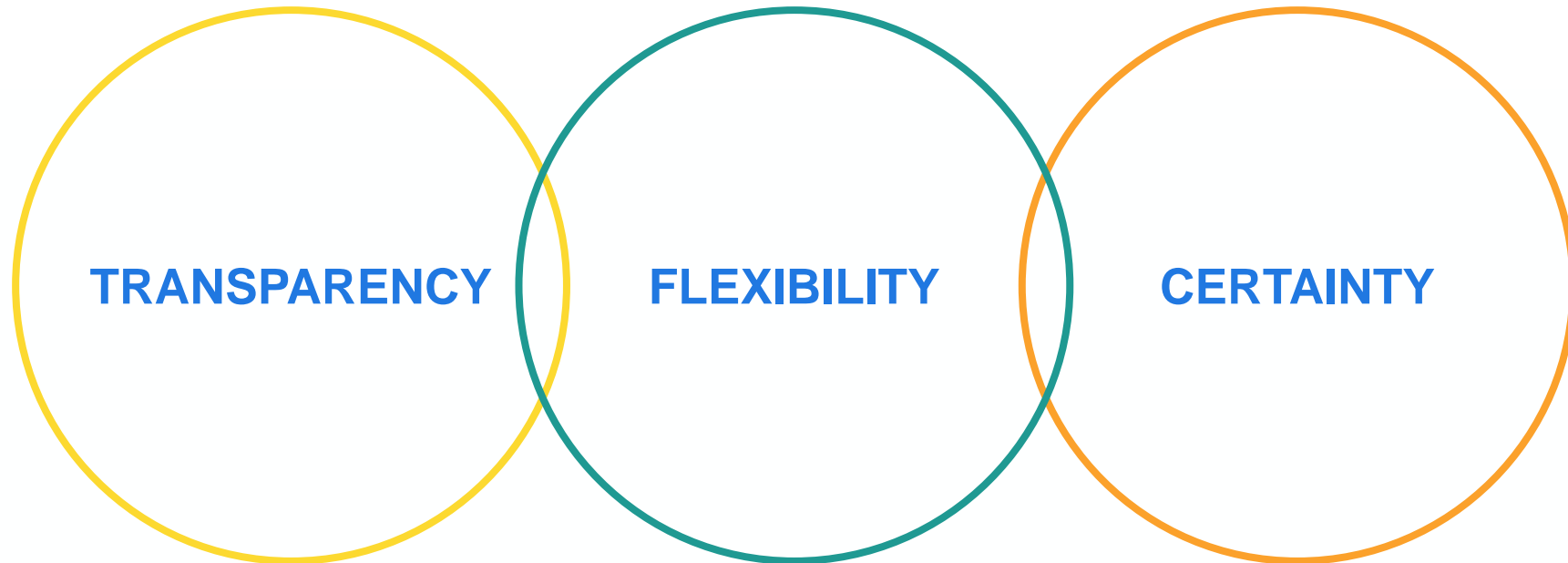
1. Welcome
2. Recent News
3. Updated Forge Roadmap
4. Champions Survey Results
5. Security
6. Questions

Key Q1 Milestones

- ✓ Alterna production application
- FirstOntario public site launch
- Progress towards online banking MVP April
- Remaining Wave 0 clients all in implementation

Our Updated Roadmap

Our Approach



Roadmap Structure

| | DONE | Q1 | Q2 | PRIORITY FEATURES | OPPORTUNITIES |
|----------------------------------|------------------|----------------------------|------------------------|-------------------------------|---|
| Product (e.g. public website) | What's completed | What we are working on now | What is coming up next | Our high-value, priority list | The innovations and new features we want on Forge |

Built from quarterly PI planning

Reviewed regularly & updated, if needed, based on input from the **PAC** and others

Driven by our:

- Established opportunity assessment process
- PAC & **Champion input**
- Client demand
- Fintech assessment
- Backbase roadmap

Champions Survey Results

Champions Survey Results

| TOPIC | AVERAGE RATING (OUT OF 5) |
|--|---------------------------|
| Mobile App | 3.0 |
| Public Site | 3.0 |
| Roadmap | 3.6 |
| Coms w/ Forge Tribe | 3.8 |
| Getting Info Needed from Sprint Updates? | 9/9 said "Yes" |
| Utility of Monthly Champion Townhalls | 3.2 |
| Overall Satisfaction | 3.3 |

Survey Take-Aways

1. **Mobile App** – “Very promising” with a rapidly expanding features set; timely progress needed towards features parity
2. **Public Site** – Eagerness to see more control in Experience Manager and to move beyond limited set of examples available to date
3. **Roadmap** – When will there be a shift towards innovation and new rather than current major features and functionality?

Security Update

Recent Progress & Status

- ✓ Identified threats and available controls
- ✓ Q1 security feature development progressing well
 - Bulk of outstanding security features will be completed Q2, providing equivalent level of security to Member Direct
 - Standardizing solutions for both platforms for efficiency and comparable user experience



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Questions

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Thank you