

Mobile Banking Now Part of DIEBOLD'S Total Outsourcing Solution

Strategic alliance with ClairMail helps bring emerging technology to market

ORLANDO, Fla. – Taking the next step in the delivery of innovative self-service solutions for the financial services industry, Diebold, Incorporated (NYSE: DBD) is now offering mobile banking services as an integral part of its total outsourcing strategy.

Through a strategic alliance with ClairMail, a leader in two-way mobile phone-based customer interaction, Diebold is providing ClairMail's two-way mobile platform, which offers comprehensive mobile banking and payment capabilities to help financial institutions better serve consumers who rely on mobile phones or personal digital assistants. In the agreement, Diebold will distribute and provide managed services for ClairMail's two-way mobile platform, which can be deployed either on-premise or as a managed service. Offering ClairMail's two-way mobile platform in conjunction with Diebold's comprehensive outsourcing solution offers financial institutions a proven, cost-effective approach to adding another channel to their customer access infrastructure.

With Diebold's mobile banking solutions, customers will have the capability to securely interact directly with their financial institution at their convenience to access accounts, pay bills and conduct other electronic transactions. According to research by Celent, an independent research and consulting firm focused on the application of information technology in the global financial services industry, 73 percent of U.S. consumers want the ability to access balance information via their mobile phone. Further, Celent revealed that by the end of 2010, 30 percent of all online banking households will engage in mobile banking. By including a mobile delivery channel in the self-service strategy, financial institutions not only heighten customer convenience and deliver the advanced technology consumers increasingly request, they also can significantly reduce operational costs.

"Today's banking customers appreciate having options that allow them to conduct their business, anywhere, at any time," said Charles E. Ducey, Jr., senior vice president, global development and services, Diebold. "Diebold's mobile banking technology literally places these options at their fingertips, which goes a long way in enhancing customer satisfaction and, ultimately, in strengthening relationships."

With security-industry expertise spanning more than 150 years, and the development of its standard-setting state-of-the-art Opteva® line of automated teller machines, Diebold continues to offer innovation through research and development. To that end, Diebold received several patents for innovative mobile technology applications that allow consumers to use mobile devices for such activities as conducting remote cash withdrawals, generating electronic checks for goods and services and transmitting wireless payments. These innovations underscore Diebold's commitment to developing the technological advancements that represent the future of banking and to delivering

the tools and resources that help keep the financial self-service industry relevant, now and into the future.

“ClairMail is honored to partner with Diebold to provide our industry-leading suite of secure, convenient and on-demand two-way mobile banking and payment services,” said Joseph Salesky, CEO of ClairMail. “We share Diebold’s commitment to innovation and self-service, and look forward to offering our solution to Diebold’s extensive financial institution customer base.”

Including mobile banking in Diebold’s outsourcing solution further enhances the roster of customer-focused technologies already offered through outsourcing. In a full-service outsourcing agreement, Diebold works with financial institutions to develop a comprehensive outsourcing program, tailored to each institution, which includes software, hardware and services in addition to Diebold’s award-winning security features. Outsourcing provides financial institutions with access to the latest, most cutting-edge technology and comprehensive support, while minimizing upfront capital expenses.

For more information about Diebold’s mobile banking solution, visit booth #1601 on the show floor, or visit Diebold online at www.diebold.com.