



Access Softek Survey: Financial Institutions Need Universal Mobile Biometrics to Modernize the User Experience

-Access Softek releases API that enables financial institutions to easily add Biometric Authentication Manager in any channel or system-

Berkeley, Calif., March 9, 2021 – [Access Softek, Inc.](https://www.accesssoftek.com), an omnichannel digital banking platform provider, released a survey outlining consumers' interest in biometric authentication methods.

According to a survey of 500 financial service consumers, more than 63% of respondents agree that having a modern, easy-to-use, mobile biometric feature for verification would improve their service and support experience. Moreover, the survey concluded that more than 48% of respondents would like to see a consistent, unified verification method across channels, while 47% said they would have an increased appreciation of their financial institution if it had mobile biometric verification in the contact center.

To solve this need, Access Softek developed an API to give financial institutions the access needed to its Biometric Authentication Manager from any platform, regardless of the provider. This means banks and credit unions can now authenticate callers via the mobile phone across any channel, including branch, IVR, contact center, or digital banking technology simultaneously.

“There is a direct correlation between the use of passwords or pins and security breaches for financial institutions,” said Chris Doner, founder and CEO of Access Softek. “By using mobile-based biometric authentication such as fingerprint scans or facial recognition, financial institutions reduce their risk of fraudulent behavior, eliminate the password and create the most secure experience for customers and members engaging with their bank or credit union. These measures help users quickly and easily verify their identities and ensure that financial institutions are interacting with the right account holders.”

Biometric Authentication Manager verifies the account holders' identity through facial recognition or fingerprint scanning via their mobile device. This removes the stress and risk associated with passwords. By using the API, Access Softek gives financial institutions the opportunity to create a quick, easy, and secure verification experience in any step of the user's journey, while providing substantial cost-efficiencies for the financial institution.

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About Access Softek, Inc.

Access Softek sets the standard for the omnichannel digital banking landscape, having developed the first downloadable apps for mobile banking. Since that time, Access Softek has extended its track record of innovation to online banking, biometric authentication, real-time fraud prevention, and automated investing integrated directly into a financial institution's digital banking platform, among many other innovative products. Now in its 35th year, Access Softek has delivered industry firsts to over 400 bank and credit union clients from its Berkeley, California headquarters. Learn more at [AccessSoftek.com](https://www.accesssoftek.com).

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