

A first in the sector by DenizBank: Voice verification application

DenizBank verifies identities of customers via GVZ Voice Verification in call centers and ensures them to access the system. This new technology offers great ease in terms of time and security.

Attracting attention with innovative products and services, **DenizBank** has realized the **first** voice verification application in the Turkish banking sector via **GVZ Voice Verification** in call centers. With this application customers calling call center of DenizBank access the system using their voices as signatures and carry out their transaction securely without losing any time due to security procedures.

A voice recording is adequate

DenizBank IT and Support Operations Group Executive Vice President **Dilek Duman** stated that DenizBank customer can easily access the system. Duman said "Customers who call DenizBank call center and wish to benefit from the system must record their voice on the system in their first call via a voice recording. After leaving their voice records in the system by repeating a set sentence three times, customers may benefit from voice verification by saying this sentence out loud in their calls. DenizBank continues to invest in information and technology. We will keep on simplifying lives of banking sector customer with our newest applications."

GVZ Voice Verification technology developed by **Sestek**, a prominent voice technology company in Turkey by fully local engineers verifies identity of customers on the phone after biometric voice analysis. Voice Verification, which is based on the fact that human voice is unique just as retina and finger print, carries significance of being the only biometric measure to be applied in transactions over the phone.