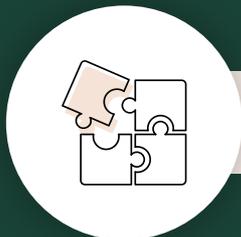
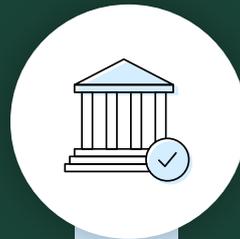
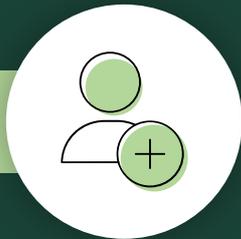
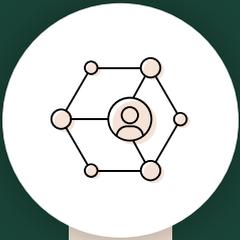


 narmi

Introducing Narmi One





Across the business world, consumers and stakeholders alike have embraced the necessity of a full platform. As consumer platforms have shown the benefits of stickiness, ease of use, personalization, and speed, expectations have drifted into what these same users desire out of their workstreams.

Why should banking be an exception? Shifting tides in the market have created increasing complexities in how digital banking is conducted, meaning financial institutions have less time to handle the inefficiencies that come with a mismatched vendor set. And users can't see that their experience spans across various bolted-together providers, but they can feel it: multiple points of failure, integration issues, long deployment times, and disjointed functionality all come across in the end-user experience.

With this in mind, Narmi is excited to announce the official launch of its dedicated platform built to help community banks and credit unions – **Narmi One**. We've designed this technology with all of these pain points in mind, culled from user feedback and our analysis of digital banking's trajectory in the short and long term. Narmi One is our ambition to fulfill the promise of SaaS in the banking industry: provide financial institutions of all sizes a reliable, comprehensive ecosystem, and a single source of truth.

"Narmi One is an articulation of the vision we had been building towards for years," says Chris Griffin, co-founder of Narmi. "Since the Narmi Platform is written using the same technologies and design system, there is a true integration advantage that is impossible to achieve when cobbling together disparate point solutions.

"A unified experience, both in features and design, helps build trust, drive engagement, and ultimately improve profitability for financial institutions."

Delivering function, without sacrificing speed

The Narmi One infrastructure was built to reflect the seamlessness of our front-end, with a single code base cultivated for maximum connectivity and function. Through wide-ranging user groups and customer feedback sessions over the years, we have heard a consistent refrain about the lack of cohesion in digital banking offerings. It's a result of the common practice of stitching together disparate technologies from M&A activity and vendor engagements that can become outdated as a bank or credit union grows or shifts strategic priorities.

“With Narmi One, financial institutions avoid suffering from the problems posed by a ‘Frankenstein platform,’ where integrations break down as systems evolve,” says Edwin Akrong, SVP of Product at Narmi. “And a single code base is more adaptable to technological advancements, as there’s no reliance on legacy components. Managing one system is inherently easier than managing a patchwork.”

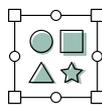
What users and staff alike are looking for is a seamless experience, reflective of cutting-edge consumer technologies that are often taken for granted. Integrating an all-encompassing platform like Narmi One, written using the same technologies and design system, allows financial institutions unlock significant primacy, growth, and efficiency opportunities, through benefits like:



Streamlined User Journey: Customers experience a smooth transition from account opening to ongoing digital services, reducing friction and enhancing satisfaction.



Speed to Market: With Narmi One, community FIs can deploy new features quickly and efficiently, without being bogged down by vendor integrations or extended roadmaps.



Scalable Simplicity: Narmi One's design allows institutions to grow and scale without complexity. Whether adding new services or expanding user engagement, everything works together seamlessly.



Winning against mega-banks and fintechs

A 2022 McKinsey research report counted 274 fintech companies with a unicorn valuation of more than \$1 billion, up from just 25 in 2017. Collectively, they commanded a market value of more than \$1 trillion.

Traditional banks and credit unions have faced stagnant or decreased revenue and profits in the same period. The average global banking ROE was around 9.5% in 2021—a sharp decline from the 15% it earned prior to the 2008 crisis. By 2030, McKinsey projects that number to fall below 7.2%¹.

And according to a recent report from Cornerstone Advisors, more than half of bankers now consider megabanks and large fintechs to be “significant threats,” something that wasn’t true even as recently as 2023².

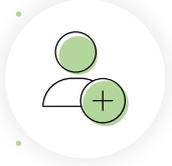
But the gap between community FIs and their tech-forward competitors is by no means insurmountable. Prospective customers and members of smaller financial institutions, which enjoy close relationships within the communities they work within, have proven more than willing to bank with their local if their user experience is on par with the alternative. Regional banks and credit unions have a real opportunity at primacy as the digital solutions they offer begin to meet – and surpass – industry standards.

“Since our founding, we’ve been working to provide the best point solutions to community financial institutions,” says Nikhil Lakhanpal, co-founder of Narmi. “But we found some of our most successful customers are ones that use our integrated products to help grow their businesses in their own way. Narmi One is a recognition of that power, and was intentionally built to support community financial institutions across the country.”

As the banking industry enters a new economic landscape, financial institutions will be faced with the problem of trying to strategize around opportunities in an uncertain market – a problem that smaller financial institutions are especially vulnerable to. Narmi One is built to provide a sense of long-needed stability for banks and credit unions of all sizes. When an opportunity arises, they need only consult with one major technology partner, without wasting time pricing a myriad of solutions against each other before taking action. One platform, one partner, one conversation — and the right team prepared to pursue any opportunity.

Narmi One’s dedicated offering spans across six highly integrated solutions: Narmi Grow, Narmi Guard, Narmi Banking, Narmi Open, Narmi Now, and Narmi Command.





Unlock your deposit strategy with Narmi Grow

Earning new deposits is, and has always been, a top priority for financial institutions. 62% of credit unions named new member growth as one of their top concerns for 2025, and 52% of banks named deposit gathering as one of their top concerns for the year — both the highest-ranking concerns polled in 2025². Narmi Grow's industry-leading business and consumer account opening solutions have a proven track record of reducing abandonment rates, and ensure users can complete applications efficiently anytime, anywhere.

Narmi Grow also offers multiple initial funding methods, including debit and credit cards, and financial institution transfers with funding limits that can be controlled by your admin. And while our Narmi Grow solution is easy to plug in through quick and effortless implementations, it also provides a gateway to the rest of the Narmi One experience:



Unified Experience from Day One: From the moment an account is opened, Narmi One connects that interaction to the broader digital banking ecosystem. Customers easily transition into mobile banking, P2P payments, and more—without any disruption.



Modular Yet Integrated: Banks can start with account opening and grow into other services over time. Whether you're ready for digital banking today or in a year, every piece fits into the same platform, ensuring continuity and ease of expansion.



Seamless Integration and Scalability: Narmi One is designed to grow with you. Unlike competitors that stack features on top of disjointed systems, Narmi's platform is built with seamless integration at its core. This allows financial institutions to scale their services effortlessly, without the need to add separate vendors or rework core systems.



Caldwell, Ohio-based Community Savings achieved significant deposit growth with the Narmi Grow solution, tripling their monthly deposits from \$5M to \$15M:

\$22M

total new deposits raised
after 120 days post go-live

\$57K

average deposit
amount

\$500K

highest single
deposit



Ensure security with Narmi Guard

Exponential growth shouldn't come at the expense of fraud defense. Through cutting-edge development and partnerships with leading fraud defense providers like Alloy and NeuroID, Narmi Guard ensures that financial institutions stay ahead of the ever-evolving fraud landscape. Our fraud defense options are both modular and comprehensive, meant to meet you where you are—whether you're looking to upgrade manual fraud checks or replace an outdated system with smarter, more flexible tools.

The Narmi Guard product offers full lifecycle fraud prevention across both account opening and digital banking, providing fraud teams a comprehensive data snapshot of account activity for all of their users. The fraud stack is scalable, flexible, and runs the gamut of products from integrated KYC/KYB verification, behavioral analytics, biometric authentication, and device intelligence, among others.

Financial institutions using Narmi's fraud suite experience:



99% reduction in fraud through intelligent, automated decisioning



Significant increase in approved application volume



Smooth customer experiences even in high-security environments

Arrowhead credit union

Southern California-based Arrowhead Credit Union partnered with Narmi to champion its expansion into digital channels, working with us to go live in record time, drastically reduce manual review time, and eliminate fraud:

81 business days to go-live

100% fraud reduction with Narmi Guard



Drive primacy with Narmi Banking

Your banking app is what your consumer knows you for. It is increasingly the main point of interaction for your customer/member base, and the financial institution of tomorrow succeeds and fails on how functional and frictionless its app experience is. Narmi Banking’s consumer and digital banking platforms are designed to be reliable sources of truth for your community – turning customers and members into avid users.

From comprehensive financial management to seamless money movement and granular permissions management for businesses, our digital banking solutions foster lifetime banking relationships through intuitive user experiences – culminating in industry-leading app ratings for our financial institutions. Narmi Banking also enables easy integration with numerous fintech solutions like QuickBooks and Lemonade, ensuring best-in-class features without high development costs. Narmi Banking offers a growing feature set that we’ve seen keeps users engaged with their bank, and gives them the agency to rewrite their financial story.



Illinois-based Evergreen Bank Group partnered with Narmi to take its three brands digital for their national customer base:

89%

active digital banking users
in 90 days post-launch

126%

growth in ACH transfers
in 30-day period

30%

total customers
with loans



New York-based Grasshopper Bank looked to Narmi Banking to revolutionize its digital banking experience for customers in the “innovation economy,” to impressive results:

84%

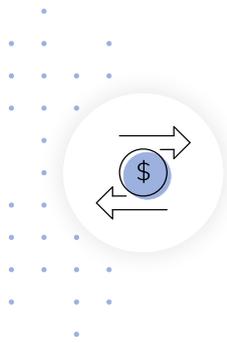
growth in assets in 12 months

192%

increase in core deposits

358%

uptick in loans



Future-proof your payments with Narmi Now

The global payments industry grew 7% annually from 2018 to 2023, and is tracking to an additional \$700 billion in revenue by 2028, constituting 35% of the total banking revenue pool³.

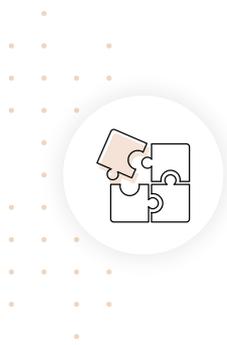
As consumers and businesses alike adopt more payments through third-party digital providers, the expectations for financial institutions to catch up their payments strategies will increase – especially for instant payments. It's why Narmi has been one of the earliest adopters of the Federal Reserve's FedNow Service – because we believe the future of instant payments lives within financial institutions themselves.

Available 24/7, 365 days a year, FedNow – which we've integrated into our Narmi Now solution – provides real-time interbank payments functionality to any financial institution which has onboarded the service.

"The immediacy of FedNow lends itself to a much more interactive user experience, more similar to Venmo or CashApp than what we're used to from traditional financial institutions," says Martin Lindholm, Director of Technical Product Management at Narmi. "The user ends up interfacing with their bank more. It's a big reason why Narmi is so excited about FedNow: we believe it will live in digital banking.

"In many ways, the speed is what shapes the experience. The immediate confirmation that a payment was delivered makes it fundamentally different from something like ACH. That is something that customers have experienced with peer-to-peer payment networks, but it will now be accessible for a whole range of other payment categories, including business payments.

"And it will be right there in their main financial institution, alongside the rest of their financial lives."



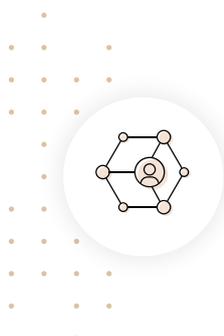
Innovate with Narmi Open

The pace of innovation in the banking industry will only increase over time. While non-financial institutions and fintechs have gained an early lead, extending functionality through a smart API strategy is a simple and necessary avenue towards keeping up with the latest in technology. In fact, a recent McKinsey survey found that 81% of IT executives at leading banks think APIs are a priority for business and IT functions⁴.

Now and in the future, community banks and credit unions can easily close the gap through an all-encompassing platform like Narmi One, which allows for seamless integrations to the best of fintech. In addition, our homegrown Narmi Functions capabilities provide FIs an ever-expanding suite of back office automations, bespoke features, and custom integrations with pre-built templates.

"Community financial institutions have limited resourcing and time, and need a partner who can bring the best solutions while managing the complexity of the infrastructure and integrations," says Angela Gentry Yue, SVP of Operations at Narmi.

"We believe they will win more of their market if they spend more time engaging in how to enhance their relationships and grow their business, and less time managing the integrations and relationships between different systems."



Achieve unprecedented efficiency with Narmi Command

A majority of bank (53%) and credit union executives (52%) recently named “efficiency, noninterest expenses, (and) costs” as among their top concerns². This resonates with what we've heard from financial institutions across the country: efficiency is always top-of-mind regardless of the state of the economy, and the importance of technology that provides superior visibility, control, and functionality is paramount.

Narmi Command is the connective tissue that links the entire Narmi One ecosystem. Its dedicated portal consolidates all back-office tools into an easy-to-navigate, self-service experience, including lifecycle marketing tools, secure messaging, troubleshooting, deep data access and audit logs, and permissions control. Narmi Command users also receive access to insights on application status, identity decisioning, and metrics on success & abandonment. In addition, Narmi Command embeds best-in-class business intelligence capabilities through our Narmi Analytics dashboards, which render actionable insights and allow financial institutions to gather information on new opportunities.



Narmi Command allowed Pennsylvania-based Freedom Credit Union to achieve:

50%
reduction in support volume

63%
improvement in response time

20%
improvement in Net Promoter Score

Moving forward with Narmi One

We're excited to champion community banking with Narmi One, and help financial institutions across the country drive primacy, growth, and efficiency to win against mega-banks and fintechs. It's a vision that has culminated from years of working with some of the most innovation-focused, community-centric financial institutions in the industry. We know we're not alone in looking forward to the next era of banking.



One platform for every team, every strategy, and every contingency. **One platform for every moment.**



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1. McKinsey. "The future of banks: A \$20 trillion breakup opportunity"
2. Cornerstone Advisors. "What's Going On In Banking 2025"
3. McKinsey. "Global Payments Report 2024"
4. McKinsey. "APIs in banking: From tech essential to business priority"