

S1 Corporation's new customer interaction solution selected by BankWest

S1 Corporation (Nasdaq: SONE), a leading global provider of eFinance solutions and services, has announced that Bank of Western Australia Limited (BankWest), one of Australia's most innovative financial service providers, has selected S1's new Customer Interaction Solution. This technology will provide faster and more personalised service for customers making requests from a range of incoming channels including phone, wireless, email and the Web.

For example, in a customer telephone call to the BankWest call centre, the new system will determine the type of request, access the relevant database or business, retrieve the information and format a response to be delivered automatically, by a call centre representative or by a product specialist in the bank. S1's Customer Interaction Solution features Virtual Customer Service Representatives, which use Natural Language technology from S1's subsidiary, Edify, to increase the speed and effectiveness of customer sales and service through the automation of customer contact, both written and verbal.

"This is a secure system which gives us a more effective and simpler way of handling the thousands of customer contacts we receive each day," BankWest General Manager Emerging Businesses and Systems Chris Whitehead said. "With this new technology, we expect to handle higher volumes of more sophisticated sales and service requests across every contact channel, and at the same time, provide faster and more personal customer service. The Customer Interaction Solution gives our customers another online alternative and frees-up our people to generate more sales, higher customer satisfaction, lower costs and a better bottom line."

"We are very pleased that one of Australia's leading financial institutions has selected our Customer Interaction Solution to create added value and enhance its service levels across all customer interaction points," said Jaime W. Ellertson, chief executive officer, S1 Corporation. "With the S1 solution, BankWest can fulfil customer requests from virtually any incoming channel and manage its customer service and sales interactions in real time, without delays or duplication of data entry. These advanced solutions will provide BankWest with significant competitive advantage and reinforce its position as a technology leader in the banking industry."

About BankWest

BankWest is a full service bank based in Perth, Western Australia. It is active in all market segments, and its lending is diversified between the business, rural, housing and personal markets. In its home state, BankWest is a market leader with about one quarter of all bank advances and deposits. Nearly 660,000 customers are served through an extensive network of branches, agencies and electronic banking facilities, as well as Internet banking and a 24-hour telephone banking service. In the interstate markets, BankWest has promoted a selected range of products using cost-effective third party distribution channels, including finance brokers and affinity partnerships. The interstate expansion is supported by offices in Adelaide, Brisbane, Melbourne and Sydney. The interstate markets account for about 36 per cent of BankWest's total lending. Nationally, relationship managers look after the banking needs of business and corporate customers. The Bank offers specialist services in the financial markets (i.e. foreign exchange, money market and bullion), international banking, equipment finance and project finance.

About S1 Corporation

S1 (Nasdaq: SONE) is a leading global provider of innovative eFinance solutions and services that are centred on banking, brokerage and insurance. S1 is enabling financial service providers to create a complete Integrated eFinance Experience(TM) by delivering the tools necessary to meet the evolving demands of their customers across various lines of businesses, market segments and delivery channels. Through its Open eFinance Architecture(TM), S1 offers a broad range of applications that empower financial institutions to increase revenue, strengthen customer relationships and gain competitive advantage. Additionally, through the Company's professional services organisation, S1 applications can be implemented in-house or hosted in an S1 Data Centre. Additional information about S1 is available at <http://www.s1.com>.

About Edify Corporation

Edify develops customer interaction solutions for all customer contact channels. Customer contact centres worldwide use Edify's proven, open platform to integrate and manage their customers' natural choice of web, voice, wireless and e-mail communications, strengthening customer relationships and enterprise profitability.

Edify Corporation is headquartered in Santa Clara, California with international offices in London, Sydney and Hong Kong. Edify is a subsidiary of S1 Corporation (NASDAQ: SONE), the pioneer of Internet banking and today's leading provider of innovative Internet-based financial services solutions.

More information about Edify may be obtained by calling 408-982-2000 (USA), +61 2 9238 6862 (Australia), +852 2273-5702 (Hong Kong) or +44 162 885 0222 (Europe, Middle East, Africa) or via the World Wide Web at <http://www.edify.com>

Forward-Looking Statements

This press release includes statements and other matters which are forward-looking and subject to a number of risks and uncertainties that could cause actual results to differ materially from expectations. The statements contained in this release that are forward-looking are based on current expectations and are subject to risks and uncertainties that could cause actual results to differ materially from the results contemplated by the forward-looking statements. These risks and uncertainties include, but are in no way limited to:

the possibility that the anticipated benefits from our acquisition transactions will not be fully realised;

the possibility that costs or difficulties related to our integration of acquisitions will be greater than expected;

our dependence on the timely development, introduction and customers acceptance of new Internet services;

rapidly changing technology and shifting demand requirements and Internet usage patterns;

other risks and uncertainties, including the impact of competitive services, products and prices, the unsettled conditions in the Internet and other high-technology industries and the ability to attract and retain key personnel; and

other risk factors as may be detailed from time to time in our public announcements and filings with the SEC, including the Company's annual report on Form 10-K for the year ended December 31, 2000.

In addition, nothing in the press release should be viewed as an update or comment on earlier forward-looking statements provided by S1 Corporation. As noted above, because actual results, performance or developments may differ materially from forward-looking statements, S1 will not update such statements over the course of future periods, except in the course of our reports under applicable laws.

Ends