



Conestoga Bank to Expand its Interactive Video Banking Program with NCR

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Bank Adds New Personal Teller Machines as Part of New Branch Opening

DULUTH, Ga.--(BUSINESS WIRE)--May. 29, 2013-- [Conestoga Bank](#), a full service commercial bank serving Southeastern Pennsylvania, is expanding its interactive video banking program with [NCR Corporation](#) (NYSE: NCR). Conestoga Bank was one of the first financial institutions in the country to use interactive video tellers to conduct transactions beginning in 2012 with technology from uGenius, which NCR purchased in January 2013. Conestoga now is expanding their use of that video banking technology, installing two additional personal teller machines (PTMs) into their new Bankwerx at Gateway branch in Wayne, Pa.

"We've always believed that transactional video technology can create a great experience, and we've found that our customers appreciate the additional service they receive through our personal teller machines," said Lori Adamski, executive vice president and chief operating officer, Conestoga Bank. "By acquiring uGenius, NCR has demonstrated significant leadership in the future of video banking, and we're excited about the future for this technology."

Conestoga Bank's PTMs connect bank customers to a live, remote teller via a two-way video/audio conversation over an ATM. The remote tellers have full control of ATM functions, creating an interactive experience in which customers can complete more than 95 percent of typical branch transactions and do them faster – with transaction times typically 33 percent faster than an average teller interaction.

Through these PTMs, Conestoga Bank has been able to expand teller service hours to 7:00 a.m. to 7:00 p.m. Monday through Friday and 10:00 a.m. to 4:00 p.m. Saturday and Sunday.

"One of the best validations of new technology isn't the initial purchase by a customer, but rather when the customer comes back to buy that technology again," said Brian Bailey, vice president and general manager of Branch Transformation, NCR Corporation. "Conestoga Bank has been a great innovator in the area of interactive video banking, and they are seeing strong adoption and high satisfaction rates among their customers. Interactive video banking is proving to be a hit in Philadelphia."

About Conestoga Bank

Conestoga Bank is a community bank with 16 locations in the greater Philadelphia area. Headquartered in Chester Springs, PA, Conestoga Bank recently launched its second Bankwerx location. Bankwerx is an innovative new approach that combines personal service and technology to provide the ultimate convenience for consumers. Visit www.conestogabank.com or bankwerx.com.

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 300 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia, with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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