PCSB Bank First in Iowa to Introduce Video Banking

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Service hours extended through NCR APTRA Interactive Teller

CLARINDA, Iowa--(BUSINESS WIRE)--Mar. 18, 2014-- PCSB Bank, a family owned community bank in Southwest Iowa, is the first bank in the state to implement software-driven interactive video technology from NCR Corporation (NYSE: NCR), the global leader in consumer transaction technology. NCR APTRA™ Interactive Teller lets PCSB customers bank with a live video teller and conduct up to 95 percent of typical teller transactions – beyond what can be done at an ATM.

"Our family is both excited and proud to bring the most innovative banking technology to our hometown communities," said Ken Whitmore, Owner, PCSB Bank.

In November 2013, PCSB Bank installed two drive-up Interactive Teller units at its south branch location in Clarinda, extending service hours to 7 a.m. – 7 p.m. Monday – Friday and 8 a.m. – 1 p.m. on Saturdays. Interactive Teller Machine (ITM) technology allows customers to speak with a live remote teller, while giving the teller remote control over the machine to conduct transactions.

Since the initial November launch, PCSB Bank has installed a third drive-up Interactive Teller unit at its branch in Lenox, a strong agricultural community with a population of 1,400.

"By utilizing ITM technology, we were able to increase the service hours for our Lenox customer base by 173 percent," said James Johnson, Chief Operations Officer, PCSB Bank. "The drive-up ITM from NCR not only allowed us to extend weekday hours in Lenox, but also allowed us to offer all new Saturday hours. We're using ITMs right alongside our local branch staff, and it's just incredible what this new channel has done for our customers in terms of convenience. Interactive Teller is a digital extension of our people, and allows us the ability to maintain our very personal, relationship-driven style of banking that our customers value so much."

PCSB Bank has plans to bring Interactive Teller to all branch locations over the next two years. Data Business Equipment, an NCR solutions partner, worked with PCSB Bank on the project.

"NCR technology helps financial institutions better connect their customers with their staff, growing the relationship and their brand in the local community," said Jed Taylor, general manager, NCR Interactive Services. "Interactive video technology creates a bridge between availability and personal service. At PCSB Bank, customers will be able to bank with a staff member more often and more conveniently."

About PCSB Bank

Founded in Clarinda, Iowa in 1866, PCSB Bank has grown over the past 147 years into a multi-branch institution serving consumer, agricultural and commercial customers throughout Southwest Iowa. It is currently a fourth generation family owned business with $185MM in assets and branch locations in Clarinda, Corning, Creston, Lenox and Mt Ayr. PCSB Bank seeks to enrich local communities by offering innovative products and services to assist customers in reaching their financial goals.

Web site: www.pcsbbank.com

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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 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 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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