



## Financial Partners Credit Union First Institution with Video Teller Technology in Los Angeles

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*NCR Interactive Teller helps Financial Partners Credit Union work toward a smarter branch by delivering teller services via remote video software*

DULUTH, Ga.--(BUSINESS WIRE)--Jun. 9, 2014-- Financial Partners Credit Union is the first financial institution to use new interactive, remote video software to deliver teller services in the greater Los Angeles area. Working closely with [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, and [FTSI](#), Financial Partners launched their first NCR Interactive Teller at their branch in Downey, Calif., in May.

With interactive video software from NCR, Financial Partners members can bank with a live video teller and conduct up to 95 percent of typical teller transactions, extending its capabilities far beyond that of today's ATMs.

"FPCU has been working toward branch transformation since 2008 with our improved website, mobile banking, phone automation, new ATMs, paperless smart branches, and now Interactive Teller," said Nader Moghaddam, CEO of FPCU. "As leaders in adopting new technologies to serve our customers more effectively, we are committed to bringing our customers personalized service in more locations in a consistent manner through the implementation of the new Interactive Teller."

Interactive Teller allows a live teller to take remote control of the device while engaging the member over two-way video, providing a personalized experience. Video collaboration and transaction processing can both reduce operating costs by centralizing tellers across multiple branches, while still connecting members and tellers in a face to face, highly personal engagement.

"FTSI is proud to have helped Financial Partners implement this groundbreaking new technology," said Susan Napier, President & CEO of FTSI. "Becoming the first to market with interactive video tellers demonstrates Financial Partners' commitment to smarter products, convenient services, leading-edge technology, and greater return on investment for members."

Financial Partners worked closely with branch transformation specialists at NCR and FTSI to reduce overhead costs, enable branch employees to focus on member-facing activities, and most importantly build deeper connections with their members.

"Financial institutions throughout North America are recognizing the exceptional service they can provide their members and customers through Interactive Teller," said Jed Taylor, vice president and general manager of NCR Interactive Services. "Through longer teller-service hours and deeper interactions, Interactive Teller can help financial institutions efficiently bring more services and a better experience to their customers – without losing that human touch."

### About Financial Partners Credit Union

Based in Downey, Calif., Financial Partners Credit Union is one of Los Angeles area's largest credit unions with more than \$890 million in assets and over 62,000 members. FPCU serves employees and their families within the aviation, aerospace, and healthcare industries in the Los Angeles area, having branches in Brea, Downey, Huntington Beach, Orange, and Woodland Hills. Some of the products/services the credit union provides mobile and online banking, electronic bill pay, mortgage and auto loans, financial planning, insurance, business banking.

### About FTSI

FTSI is the largest independent provider of ATM services for credit unions and community banks in the Western Region of the United States. Connecting clients with financial industry technologies since 1998, FTSI offers a comprehensive collection of cutting-edge ATM management solutions including hardware, software, cash services and first and second line maintenance, in addition to consultative services to assist clients in a variety of areas. FTSI helps financial institutions increase ROI on their ATM channel, while allowing branch and administration employees to focus on customer-facing activities. FTSI connects leading technology with superior customer service to create turn-key solutions for customers.

Web sites: [www.ftsius.com](http://www.ftsius.com)

Twitter: @FTSIUS

Facebook: [www.facebook.com/FTSIUS](http://www.facebook.com/FTSIUS)

### 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.

Web sites: [www.ncr.com](http://www.ncr.com), [www.ncrsilver.com](http://www.ncrsilver.com)

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