



Ion Bank Expands Its Use of NCR Interactive Video Technology

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Connecticut bank sees success from initial deployment of software-based solution and expands NCR Interactive Tellers to new locations

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 21, 2014-- [Ion Bank](#), a community bank serving customers in Connecticut, is increasing its use of interactive video technology from [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies.

Since the bank introduced the technology in its Wallingford location in 2012, Ion Bank customers have responded positively to use of the technology that lets them perform a full range of teller transactions with a live teller via video. In response, Ion Bank has added four additional NCR Interactive Teller units to two branches in Waterbury and Oxford.

With NCR Interactive Teller, a live teller takes remote control of the device while engaging the customer over two-way video, providing a personalized experience. The solution provides live teller services for clients who want the human touch, and also offers more services than can be conducted on an ATM or other self-service devices. For instance, customers can perform secure transactions without using a traditional ATM card and, like branch tellers, remote tellers can provide cash beyond ATM limits, assist in mortgage payments, transfers, and more.

Ion Bank's interactive tellers work out of the New Haven Road location in Naugatuck and can support customers at any of the bank's six Interactive Teller units. Video collaboration and transaction processing can both reduce operating costs by centralizing tellers across multiple branches, while still connecting customers and tellers in a face to face, highly personal engagement. This expansion of NCR Interactive Teller has also freed branch staff to focus on the service needs of customers visiting the branch.

"Our customers have responded enthusiastically to this technology," said Dawn D. Orsini, Vice President of Retail Banking, Ion Bank. "This is a great opportunity to give our customers the added convenience of longer banking hours. Our interactive Tellers enable us to leverage the latest technology with the traditional banking experience. It was a natural step to expand our use of this technology to additional locations throughout our service area."

Through Interactive Teller, Ion Bank is able to extend teller service hours even after the branch is closed, now offering teller availability from 8 a.m. to 8 p.m. Monday through Friday and 8 a.m. to 3 p.m. Saturday, an additional 27 hours of banking services per week.

"NCR Interactive Teller is changing the way consumers bank and helping our customers meet the needs of the consumer," said Jed Taylor, vice president and general manager, NCR Interactive Services. "Through assisted-service technology such as Interactive Teller, consumers are banking at times convenient to them while maintaining a personal touch with their bank."

Assisted service allows consumers to receive all the benefits of self-service convenience and accessibility with the added benefit of personal staff interaction. Of the more than 100 financial institutions that have implemented assisted-service strategies globally, 98 percent chose NCR.¹

About Ion Bank

Ion Bank, a wholly owned subsidiary of Ion Financial, MHC, has been serving customers throughout Connecticut's Greater Naugatuck Valley and central Connecticut since 1870. Locally owned, the bank is committed to helping customers as well as the community at large. Ion Bank offers personal banking, business banking and financial services at its 17 branch locations. For more information, visit ionbank.com or call 203.729.4442. You can "Like Us" on Facebook at facebook.com/ionbank and "Follow Us" on Twitter at twitter.com/ion_bank.

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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Twitter: [@NCRCorporation](https://twitter.com/NCRCorporation)

Facebook: www.facebook.com/ncrcorp

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YouTube: www.youtube.com/user/ncrcorporation

Notes

(1) Based on NCR estimates

Source: NCR Corporation

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