



## New Technology Transforms Rivermark Credit Union Branches into Resource Centers

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*NCR branch technology a first in Oregon; gives time back to members*

DULUTH, Ga.--(BUSINESS WIRE)--Nov. 12, 2014-- Rivermark Community Credit Union, which serves 68,000 members in Oregon, is using technology to transform its branches, linking physical and online banking in order to make its member experience faster, easier and more convenient. Working with technology partner FTSI, Rivermark is implementing a variety of advanced software and hardware technology from NCR Corporation (NYSE: NCR), the global leader in consumer transaction technologies.

Most notably, Rivermark is extending its branch hours -- 8 a.m. to 8 p.m. from Monday-Friday and 10 a.m. to 6 p.m. on Saturday -- with NCR's Interactive Teller. With the technology, a live teller takes remote control of an ATM-like device while engaging the customer over two-way video, providing a personalized experience. The solution provides live teller services for customers 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, can provide cash beyond ATM limits, assist in loan payments, check cashing, transfers, and more.

The revitalized branch -- now a Resource Center -- is located in Gresham, Oregon. This will be the first lobby installation in a Rivermark branch and there are plans to extend this model to other branch locations in 2015. Drive-up Personal Teller Kiosks were made available in July of 2014 at Rivermark's Hawthorne and Beaverton locations.

With a modern feel and design, the Resource Centers combine elements of Rivermark's online and mobile banking experience into its branch design. A new online feature allows members to schedule in-person meetings with Resource Center staff, and a new technology bar will help members with live online and mobile banking demonstrations. The bar hosts multiple devices (iPhones, iPads, Androids, tablets, etc.) preloaded with Rivermark's online banking apps.

"We know that the way our members interact with our branch staff is changing, and it was important for us to give our members the same personal service but with more flexible hours and greater access to our specialized expertise," said Scott Burgess, President/CEO, Rivermark Community Credit Union. "With our new Resource Centers, all of our branch staff will receive additional training so any employee can help our members with any request they may have. And with extended hours through Personal Teller Kiosks and online scheduling, our members will have the banking services they need at the time they need it."

"Rivermark is innovating how banking services are offered in Oregon. With member service at the heart of their strategy, this branch investment reflects a vision of offering members personal service and extended hours with leading edge technology," said Susan Napier, President/CEO of FTSI. "FTSI is proud to be a trusted partner to bring live the first branch of its kind in the Pacific Northwest."

The new Resource Center also includes private video conferencing, giving Rivermark members access to mortgage and investment service professionals from any branch location. The new video conferencing technology allows branch staff more time to help members with more advanced financial service needs.

### About Rivermark

Rivermark Community Credit Union serves more than 68,000 members with assets over \$600 million. We're committed to delivering unsurpassed convenience and account access. Like our members, we're innovative, visionary and technologically proficient. Membership is open to anyone who lives or works in 11 Oregon counties. For more information, visit [rivermarkcu.org](http://rivermarkcu.org).

### 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. For more information, please visit us online at [www.ftsius.com](http://www.ftsius.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 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)

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

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