



## Bank Audi Pioneers Real-time Video Technology in Lebanon

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*NCR Interactive Teller software helps Bank Audi work toward a smarter branch strategy with new video-led, remote assistance technology to deliver teller services*

BEIRUT--(BUSINESS WIRE)--Jun. 9, 2015-- Bank Audi has announced that it has chosen interactive video technology from NCR Corporation (NYSE: NCR) to deliver extended teller services to its customers in Lebanon. Bank Audi launched its first NCR Interactive Teller at its Novo Palladium branch in Bab Idriss, Beirut. Interactive Teller allows bank customers to conduct transactions with a live, remote teller over an ATM.

With NCR Interactive Teller, customers can perform banking transactions, manage their accounts, deposit and cash cheques, deposit and withdraw cash, pay bills, transfer money to a Bank Audi account, and get live assistance through video conferencing with personal tellers.

"Customers always expect the best from Bank Audi, which is why we leverage state-of-the-art technology to optimise service quality and customer satisfaction," said Mr. Marc Audi, General Manager – Bank Audi Lebanon. "With NCR Interactive Teller, we are actually increasing access to banking services using technology, while maintaining the comfort of human interaction. This will give our employees more time to better serve customers with more complex banking needs, and allow us to offer our clients the convenience they need every day of the year."

NCR Interactive Teller enables a centrally located teller to take full remote control of all modules on the device while engaging the customer over two-way real-time video conversation, delivering a highly personalized experience. Video interaction and teller-assisted transaction processing can reduce operating costs by enabling tellers at a remote central location to operate units deployed across multiple sites. With Interactive Teller, bank employees connect with their customers in a face-to-face, highly personal engagement – often outside of normal banking hours.

"Bank Audi is taking an innovative approach to better service its customers by giving its branch employees disruptive technology that caters for deeper customer interactions and allows them to behave as financial consultants rather than spending most of their daily time on rudimentary items such as handling cash and cheques," said Fawzi Ghazaley – NCR Country Manager, Sales.

The objective is better customer service with more convenient banking hours extending over seven days a week until 7:00 p.m. At the same time, the efficiency and security created through the centralization of tellers serving ITMs enable Bank Audi to deploy new branch network strategies and transform their branch locations into more effective service and sales environments.

### About Bank Audi

Bank Audi is a regional group with a universal banking profile. The Bank offers universal financial products and services including Corporate, Commercial, Individual and Retail, and Private Banking services, in addition to Investment Banking and On-line Brokerage services. As at end-March 2015, Bank Audi's consolidated assets reached USD 41.5 billion, principally driven by private customers' deposits of USD 35.1 billion, with shareholders' equity reaching USD 3.4 billion. Bank Audi's group staff headcount exceeds 6,000 employees and its shareholders' base encompasses more than 1,500 holders of common shares and/or holders of Global Depositary Receipts (GDRs) representing common shares.

Bank Audi ranks first among Lebanese banks and is positioned in the inner circle of top regional banking groups. Its shares are listed on the Beirut Stock Exchange. Its GDRs are listed on both the Beirut Stock Exchange and the London Stock Exchange.

For more information, please visit [www.bankaudi.com.lb](http://www.bankaudi.com.lb)

### 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 550 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 over 30,000 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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