



NCR Powers UnionBank's First Fully Digital Branch

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Self-service branch concept to deliver personal touch and 24/7 banking services to customers

MANILA, Philippines--(BUSINESS WIRE)--Jan. 10, 2018-- [NCR Corporation](#) (NYSE: NCR), a global leader in omni-channel solutions, today announced that Union Bank of the Philippines (UnionBank), one of the country's leading banks, will unveil its prototype branch under the bank's digital transformation strategy.

Located at the Insular Building along Ayala Avenue corner Paseo de Roxas Avenue in Makati City – the branch is powered by NCR's [Interactive Teller](#) and is called "The ARK", where banking embarks on a voyage into the future: one that does away with lines and enters the world of touch screen, augmented reality, and digital interaction.

The Interactive Teller will allow UBP's centrally located video tellers to remotely deliver 90 percent of the teller services typically available at a traditional branch, and across expanded hours.

Designed with medium to high transaction usage in mind, the NCR SelfServ 83 dispenses cash as well as accepts cash and check deposits and offers a broad range of other services, such as bill payment, funds transfer, mobile phone top-up and mini-statements. The NCR SelfServ portfolio includes intelligent cash deposit and recycling options, multi-currency deposit, remote download of templates and scalable check deposit.

"Today, the banking sector is witnessing transformational changes in terms of customer expectations and meeting them to the utmost satisfaction is what puts one ahead of the crowd," said Edwin Bautista, UnionBank President and incoming CEO.

"Only through deployment of futuristic solutions can the present lead be sustained and expanded. With the addition of this innovative concept, we are confident of revolutionizing branch banking across the country and delivering exceptional customer experiences," Bautista said.

UnionBank aims to embed a culture of self-service and digitization in traditional day-to-day transactions. The addition of NCR Interactive Teller will allow UBP customers to complement live, in-branch tellers with remotely located assistants for any complex transactions. In addition, it will enable the teller to take remote control of the machine to conduct transactions such as cash deposit, and dispense, transfer between accounts, get cash beyond daily limits as well as cash or cheque acceptance without a card.

"Customers today don't merely seek effortless transactions at branches but also demand services at a time and channel of their choice. NCR remains committed to keep pace with evolving customer needs by delivering innovations they demand," said Jose Resendiz, Vice President & General Manager of NCR Financial Services.

"We are excited to deliver innovative self-service technologies that assist pioneering banks such as UnionBank to transform customer experiences and leverage optimal staff productivity, while maintaining a personal touch with their customers," Resendiz added.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across financial, retail, hospitality, travel, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier. NCR is headquartered in Atlanta, Ga., with about 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. NCR encourages investors to visit its website which is updated regularly with financial and other important information about NCR.

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