



NCR Lets You Talk to a Teller Through the ATM

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World's largest ATM provider unveils an Interactive Teller technology concept on their SelfServ 32 ATMs

DULUTH, Ga., May 17, 2011 (BUSINESS WIRE) --

NCR is putting the "teller" back in the "automated teller machine," and helping banks and credit unions extend hours and services in the process.

The world's leading ATM manufacturer and service provider, [NCR Corporation](#) (NYSE: NCR), today unveiled new technology that lets consumers video conference with live, remote bank tellers directly from the ATM. As financial institutions look to deliver more cost-efficient yet personalized services, NCR's APTRA Interactive Teller solution will allow financial institutions to extend branch hours by providing teller support from a self-service device. The Interactive Teller ATMs are currently in pilot with a major U.S. financial institution.

Using technology from uGenius Technology - a Utah-based pioneer in video banking solutions - NCR has integrated two-way video conferencing into its multi-function NCR SelfServ 32 ATM. Consumers can choose to use the standard self-service ATM functionality or choose the Interactive Teller interface to conduct a typical in-branch transaction with a remote centralized teller. The efficiency and security created through the centralization of tellers enables financial institutions to offer up to 24 hour access to teller services, build new small-footprint branches, and provide teller services in areas not served by branches, all while taking advantage of the advanced features of NCR ATMs such as intelligent deposit, bill pay and new account or loan initiation.

"Consumers cannot always bank during banking hours. They want service at a time and place that is convenient for them," said Michael O'Laughlin, senior vice president, NCR Financial Services. "Interactive Teller on NCR SelfServ ATMs offers the best of technology - convenient self-service for simple, typical transactions, and personalized banking for after hours and remote service. Our new NCR APTRA Interactive Teller ATM delivers an ideal solution at a time when banks are looking to improve their customer service while maintaining cost efficiencies."

To date, more than 1,300 financial institutions in more than 130 countries around the world have purchased NCR SelfServ ATMs. NCR has been the world leader in ATM shipments for 24 consecutive years¹.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, entertainment, gaming and public sector organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Duluth, Georgia.

About uGenius Technology

uGenius Technology is revolutionizing access to live transaction services by creating personal, convenient, and efficient methods of servicing customers through the use of personal video transaction technologies. uGenius is the leading firm in providing comprehensive video banking solutions to financial institutions. The primary product line is the uGenius Video Banking System which allows financial institutions to provide teller services remotely to customers by using video banking enabled devices. uGenius is based in Sandy, Utah.

NCR is a trademark of NCR Corporation in the United States and other countries.

Notes

(1) According to London-based Retail Banking Research (RBR) and NCR market share data

Photos/Multimedia Gallery Available: <http://www.businesswire.com/cgi-bin/mmq.cgi?eid=6726703&lang=en>

SOURCE: NCR Corporation

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