



Dollar Bank First in Region to Install New ATM-Based Teller Service

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Pittsburgh-based bank to extend teller hours and improve customer service through live, remote teller over ATM screen

PITTSBURGH--(BUSINESS WIRE)--Feb. 21, 2012-- Dollar Bank, a 157-year-old regional bank headquartered in Pittsburgh, Pa., will be the first financial institution in its region to install NCR APTRA Interactive Teller, new technology that will revolutionize the delivery of personal banking services. With APTRA Interactive Teller, consumers have the choice of conducting transactions with a live, remote teller via video conference at the ATM, or they can use the traditional ATM experience¹. Dollar Bank will use the new service to help reduce customer wait time during busy periods of the day and stay open for business longer – such as during evenings or on weekends.

NCR APTRA Interactive Teller will let Dollar Bank customers conduct most of their branch banking need ...

NCR APTRA Interactive Teller will let Dollar Bank customers conduct most of their branch banking needs at non-traditional times – such as evenings or weekends – and experience faster service during busy times of the day by connecting them with a live, remote teller over the ATM screen. (Photo: Business Wire)

Dollar Bank will introduce both walk-up and drive-thru ATMs with remote teller services to selected branches late in the second quarter 2012. Dollar Bank is a new NCR customer.

"We have been evaluating this technology and now believe the virtual teller can significantly improve the delivery of service

for our customers," said Robert Oeler, president and chief executive officer, Dollar Bank. "Dollar has a long history of using technology to benefit the customer experience. We are excited to be the first bank to introduce NCR's video teller services to the Pittsburgh region. Offering our customers extended evening and weekend hours of operation with APTRA Interactive Teller makes Dollar a more convenient bank for our customers."

"Dollar Bank will utilize a concierge approach to introduce this service to its customers. We will introduce this new, convenient banking service to our customers by having a branch employee show them how the remote teller can be used for their daily banking transactions. Using a video teller is really no different from a service standpoint than using a regular teller," said Jim McQuade, senior vice president of Retail Banking, Dollar Bank.

The efficiency and security created through the centralization of tellers enables financial institutions to transform their branch locations into more effective service and sales environments. APTRA Interactive Teller lets financial institutions offer access to teller services during non-traditional banking hours, build new small-footprint branches, and provide full 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 and loan initiation.

NCR introduced APTRA Interactive Teller in 2011, in partnership with uGenius Technologies – a Utah-based pioneer in video banking solutions.

"The branch experience is critical to a bank's brand and its business performance, and technology can help improve that experience," said Michael O'Laughlin, senior vice president, NCR Financial Services. "Dollar Bank is one of the first of what I expect to be many innovative financial institutions to recognize how APTRA Interactive Teller can help them efficiently bring more services and a better experience to their customers – without losing that human touch."

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 25 consecutive years².

About Dollar Bank

Dollar Bank is the largest independent mutual bank in the nation with assets of more than \$6 billion. Today, Dollar Bank operates more than 65 branches and loan centers throughout the Pittsburgh and Cleveland metropolitan areas. Utilizing PATs is the latest customer innovation from the bank that first introduced Pay-By-Phone telephone banking in the early 1970s. In February 1997, Dollar Bank was the 16th bank in the country to offer Online Banking, and shortly thereafter our Online Banking service was included in the 1998 Computerworld Smithsonian Innovation Collection. In June 2007, Dollar Bank was the first bank in the region to offer Text Message Banking. In June 2008, we introduced Mobile Online Banking and in 2009, we introduced applications for the iPhone, Android and BlackBerry phones. In 2010, Dollar Bank further enhanced our text message banking service by adding bill payment to the service. For 157 years, Dollar Bank has grown to become a large, full service, regional bank committed to providing the highest quality of banking services to individuals and businesses. Dollar Bank is headquartered in Pittsburgh, Pennsylvania.

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 multi-channel 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 (www.uGenius.com) is based in Sandy, Utah.

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.

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Notes

(1) Pending network certification

(2) According to London-based Retail Banking Research (RBR) and NCR internal data

Photos/Multimedia Gallery Available: <http://www.businesswire.com/cgi-bin/mmg.cgi?eid=50174682&lang=en>

Source: NCR Corporation

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