



Wright-Patt Credit Union Members Will Soon Bank with Live, Remote Tellers over the ATM

December 11, 2012 at 8:00 AM EST

NCR APTRA Interactive Teller brings intimate customer experience through a self-service device

DULUTH, Ga.--(BUSINESS WIRE)--Dec. 11, 2012-- [Wright-Patt Credit Union](#), which services more than 230,000 members in [Southwest Ohio](#), is bringing a state-of-the-art branch banking experience to its members, beginning in February 2013. Using [APTRA Interactive Teller](#) from [NCR Corporation](#) (NYSE: NCR), Wright-Patt members will be able to conduct remote, assisted-teller transactions over an ATM, interacting live with a centralized Wright-Patt teller who has control of the machine. Wright-Patt will begin testing 19 APTRA Interactive Teller units in a variety of locations, including existing and new branch lobbies, branch drive-throughs, and off-site locations.

APTRA Interactive Teller is part of NCR's assisted service suite of solutions, combining the best of video collaboration and remote transaction-processing technology on an ATM. Through Interactive Teller, members will be able to connect and interact with a remote teller in a highly personalized, two-way audio/video experience. Financial institutions that have already installed Interactive Teller have used the remote teller service to instantly and efficiently deploy extra service capability to help reduce teller wait times during busy times of the day, offer teller services after the branch has closed, and add branch services in areas where they do not have a branch presence.

"We believe that NCR's technology will help us increase our members' convenience and access to teller services," said Darrick Weeks, chief operating officer, Wright-Patt Credit Union. "What we liked about NCR's solution was that it was a direct interaction with a live teller who has complete control of the ATM, rather than just verbal assistance from a remote employee. Interactive Teller is easy to use and intuitive, and we are optimistic that it will provide a great experience to our members."

Wright-Patt will install 12 walk-up units in branch lobbies and off-site locations, and seven additional units in branch drive-throughs.

Beyond talking to a teller, Interactive Teller 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, remote tellers can provide customers access to cash in their accounts in amounts over the standard ATM daily cash withdrawal limits. Approximately 95 percent of all teller transactions can be performed via Interactive Teller in addition to the usual product sales and service that an in branch teller provides.

NCR began the first installations of Interactive Teller in March 2012, in partnership with uGenius Technologies – a Utah-based pioneer in video banking solutions. Wright-Patt is working with ATOM Financial Products on the purchase, installation and servicing of Interactive Teller. ATOM has been an NCR solutions partner since 2006.

About Wright-Patt Credit Union

Established in 1932, Wright-Patt Credit Union is a member-owned, not-for-profit financial cooperative proudly serving the Miami Valley with over 230,000 members and \$2.47 billion in assets. As a cooperative, Wright-Patt Credit Union joins members together, pooling financial resources to meet the needs of all. The pooled resources provide the capital to run a strong and efficient operation. Wright-Patt Credit Union is headquartered in Fairborn, Ohio, and has 24 Member Centers throughout Southwest Ohio. Wright-Patt Credit Union's mission is to help people through life by allowing members to achieve a greater degree of economic independence. Visit Wright-Patt Credit Union's website at www.wpcu.coop for more information.

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, gaming and public sector organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Duluth, Georgia.

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

Source: NCR Corporation

NCR Corporation
Jeff Dudash, 919-435-6976
jeff.dudash@ncr.com