



First Community Credit Union First Institution in Houston with Video Teller Services

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APTRA Interactive Teller gives live, remote tellers control of the ATM

DULUTH, Ga.--(BUSINESS WIRE)--Oct. 1, 2013-- [First Community Credit Union](#) (FCCU), which serves more than 96,000 members throughout the greater Houston, Tex., area, has added a new branch location in the [HEB grocery store on FM 1488](#) in The Woodlands with the help of interactive video technology from [NCR Corporation](#) (NYSE: NCR). FCCU is the first financial institution in Houston to deploy [NCR APTRA Interactive Teller](#), the only ATM-based technology that not only lets people talk to a live remote teller but also gives the teller remote control over the machine to conduct transactions.

APTRA Interactive Teller will augment in-person teller services in the HEB store; FCCU members can use the new technology to speak to a live teller from 9 a.m.-7 p.m. weekdays and 9 a.m.- 5 p.m. on Saturdays.

"Bringing additional, convenient financial services to our members in The Woodlands attracted us to this HEB store. The interactive video technology from NCR helps us offer complete teller services in a smaller footprint along with new accounts and lending services," said Nancy Trennel, vice president of marketing and business development, First Community Credit Union. "FCCU has always operated with the philosophy of 'People helping people'. With APTRA Interactive Teller, we can live that philosophy with technology without taking people out of the equation."

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.

"APTRA Interactive Teller helps financial institutions rethink their retail network," said Brian Bailey, vice president and general manager, NCR Branch Transformation. "FCCU is able to offer branch services and reduced wait times in a small footprint, grocery store location thanks to this technology."

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 300 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 26,000 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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