



## North Shore Bank Becomes First Financial Institution in Wisconsin with Video Teller ATMs

January 21, 2014 at 8:00 AM EST

*NCR APTRA Interactive Teller at bank's newest Kenosha branch achieves new level of customer service by giving live, remote tellers control of the ATM*

DULUTH, Ga.--(BUSINESS WIRE)--Jan. 21, 2014-- North Shore Bank, which serves eastern Wisconsin and northern Illinois, is the first financial institution in Wisconsin to serve customers with video teller ATMs, the bank and NCR Corporation (NYSE: NCR) announced today. The technology, in place at North Shore Bank's newest branch inside the Festival Foods at 3207 80<sup>th</sup> St. in Kenosha, allows for extended service hours – a 30 percent increase over former banking hours – and a friendly and efficient customer experience.

APTRA Interactive Teller was developed by NCR, the global leader in consumer transaction technologies. It is 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. North Shore Bank will make remote tellers on the machine available seven days a week, Monday through Friday from 8:00 a.m. to 7:00 p.m., Saturday from 8:00 a.m. to 5:00 p.m., and Sunday from 10:00 a.m. to 4:00 p.m.

"We are constantly looking for ways to help families with their daily finances. With this new software from NCR, we will be able to provide more convenient banking services to our customers while still offering the same high-touch, personalized service for which North Shore Bank is known," said Susan Doyle, the bank's vice president of branch operations.

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.

"Banks continue to examine the branch experience and their overall retail network, and technology can help improve that experience," said Brian Bailey, vice president and general manager, NCR Branch Transformation. "As the first financial institution in Wisconsin to deploy APTRA Interactive Teller, North Shore Bank will be able to use remote assisted service to bring a unique and efficient banking experience to their customers – without losing that human touch."

### 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 450 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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### About North Shore Bank

North Shore Bank, headquartered in Brookfield, Wis., is one of the strongest banks in the country. It has assets of over \$1.7 billion and 47 offices throughout eastern Wisconsin, and northern Illinois. Wisconsin branch locations are in metro Milwaukee, Ozaukee County, Racine, Kenosha, Appleton, Menasha, the Green Bay area, Burlington, Union Grove, Muskego, and Door County.

Web site: [www.northshorebank.com](http://www.northshorebank.com)

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Source: NCR Corporation

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