

## **NCR Bank Branch Technology Enables ANZ to Focus on Customers**

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*Asia-Pacific's biggest deployment of NCR Cash Recycler brings staff and customers closer*

WELLINGTON, New Zealand--(BUSINESS WIRE)--May. 7, 2013-- [NCR Corporation](#) (NYSE: NCR) announced today that [ANZ Bank](#) New Zealand has embarked on Asia-Pacific's biggest deployment of its next-generation [teller cash recycler](#) (TCR) to provide a friendlier, more engaging branch experience.

Unveiled last week at the official opening of ANZ's newest flagship branch in Wellington, the NCR Cash Recycler 11 quickly accepts and dispenses cash for teller staff, allowing them to focus their attention on the customer rather than counting bank notes. Also, by immediately securing all deposited notes in its safe, cash drawers and loose cash are eliminated from the teller counter, improving security. This has enabled ANZ to remove barriers within the branch, which have traditionally kept customers and staff on opposite sides of the counter.

"The NCR Cash Recycler is enabling us to make our branches even more open, welcoming and friendly, where our staff can shake our customers' hands and have meaningful face-to-face conversations," said Lynne Sutherland, ANZ General Manager Retail Central Region. "As in any other retail store, our staff can now engage more productively with customers, move around the branch with them and discuss banking solutions more effectively. The NCR Cash Recycler 11 helps ANZ create a better overall experience for customers."

Although consumers are visiting bank branches less frequently, cash withdrawals and deposits still make up the vast majority of teller transactions. NCR's next-generation recycler can cut these transaction times by up to 50 percent and allow tellers to focus on customer service and offering advice rather than bill counting.

Also, at ANZ the NCR Cash Recycler 11 will run on NCR APTRA Cash Connect, advanced software to significantly reduce the risk of accepting and distributing counterfeit banknotes.

Andrew Brown, managing director, Financial Industry, NCR South Pacific, said, "With this major deployment of the NCR Cash Recycler 11, ANZ has shown it understands how the best available technology can improve service and drive more profitable customer relationships."

### **About ANZ Bank New Zealand**

In one way or another, ANZ Bank New Zealand touches the lives of almost every New Zealander. From individuals and families, to the farms and small businesses that are the lifeblood of the economy, to the largest institutions and corporations, ANZ plays a key part in helping New Zealanders achieve their financial aspirations.

ANZ is one of New Zealand's largest companies based on profit and assets. Through some of New Zealand's best known financial brands, including ANZ, OnePath, UDC Finance, EFTPOS New Zealand, Bonus Bonds and Direct Broking, it operates across the entire spectrum of financial services, including banking services, asset finance, investments and payment solutions.

### **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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