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LAFCU BRINGS ‘INTERACTIVE TELLER’ TECHNOLOGY TO MEMBERS
First in mid-Michigan with ITMs

LANSING, Mich. – LAFCU is the first financial institution in mid-Michigan to deploy interactive teller machines (ITMs). Three state-of-the-art teller machines are being used at LAFCU’s Mason branch office to personalize remote banking by blending technology and human interaction.

ITMs offer two-way audio and video interaction with a teller located at a remote site. A teller physically located at LAFCU’s main branch in west Lansing controls the machines at the Mason branch.

The Lansing-based credit union plans to add five units next year as it continues to increase the number of member service locations within its 11-county territory.

“This technology allows LAFCU to offer enhanced services at existing locations and to expand to new locations utilizing best-in-class technology,” said Patrick Spyke, executive vice president of LAFCU. “The ITMs are proving to be an outstanding tool for our members and for LAFCU. Because the machines perform routine check imaging and cash-counting functions, the video-access tellers can focus solely on responding to member needs.”

Spyke also said that this ITM technology is beginning to spread among financial institutions across North America. “As a member-owned organization, we focus on providing services to our members that are at the forefront of the industry,” he said.



LAFCU ITM—LAFCU’s new interactive teller machines (ITMs) blend technology and human interaction to personalize remote banking. Three ITMs are at LAFCU’s Mason branch office; five additional units will be deployed next year as LAFCU continues to increase the number of member service locations within its 11-county territory.

Since LAFUCU installed the ITMs, the credit union has seen a reduction in transaction time when ITM service is compared to drive-up teller/tube service. ITM manufacturer NCR Branch Transformation Solutions reports its devices reduce transaction time by 33 to 50 percent.

“Interactive teller machines are the future of banking,” said Ed Griffin, president of Informa Business Systems Inc., the Flushing, Mich., vendor that sells and services the NCR equipment in the state. “The technology enables a centralized teller to service customers at multiple locations. This gives financial institutions added capability to provide cost-effective personalized service. It also enables expansion beyond existing branch locations because the machine can exist as a freestanding unit alleviating the need for a costly brick-and-mortar branch location.”

At present, LAFUCU’s ITM machines have video tellers available during regular hours. The LAFUCU branch office in Mason is located at 750 N. Cedar St.

About LAFUCU

Chartered in 1936, LAFUCU is proud to be mid-Michigan’s credit union, serving the counties of Barry, Calhoun, Clinton, Eaton, Gratiot, Ingham, Ionia, Jackson, Livingston, Montcalm and Shiawassee. A recipient of the Dora Maxwell Social Responsibility Award, LAFUCU takes pride in bringing value to the financial lives of its members, neighbors, families and community. Offering a comprehensive range of personal and business financial products, LAFUCU provides services that include checking and savings accounts, auto and mortgage lending, business accounts and business lending. LAFUCU serves 55,000 members, holds more than \$580 million in assets, and maintains eight locations throughout Greater Lansing and Shiawassee County. Anyone who lives, works, worships or attends school in its designated counties is eligible to join. Members enjoy benefits, such as lower interest rates on loans, higher yields on savings, insurance discounts, preferred seating for LAFUCU-sponsored events, and access to 28,000 surcharge-free ATMs through the CO-OP ATM network. LAFUCU supports and enriches mid-Michigan by donating funds and employee volunteer hours to many organizations and causes. To learn more about LAFUCU’s services, visit www.lafcu.com or call 517.622.6600.

About Informa Business Systems

Informa Business Systems Inc., founded in 1965, helps banks and credit unions compete in a dynamic marketplace by delivering high quality products and services that enhance customer interaction and relationship banking. It is located in Flushing, Mich. Website:

www.informabusiness.com

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small businesses. NCR is a trademark of NCR Corporation in the United States and other countries. Website: www.ncr.com

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