



## Prepare to engage members more efficiently in an increasingly self-service-centric world.

The role of the branch is changing. And for credit unions everywhere, this transformation brings the challenges of implementing new technologies as well as opportunities to connect with members in more engaging and productive ways. Through partnerships with Diebold and NCR, CO-OP's full range of ATM Terminal Driving solutions makes it simple to offer the most advanced self-service capabilities to achieve the level of branch transformation that is desired.

## What's In It For You

- Position your credit union as a leader in the shift toward branch and teller automation.
- Optimize your branch for the combination of self-service and live-teller full-service that is right for you.
- Engage members with a more convenient and personalized experience at the ATM.
- Increase branch efficiencies and reduce operational cost.

## What's In It

### NextGen ATM by CO-OP<sup>SM</sup>

- Software solution that performs more types of transactions, reducing the workload of tellers.
- Handles more complex transactions, such as check or cash payments, transfers among accounts and more.
- Expands your reach to members as well as guest shared branching members.

### Diebold In-Lobby Teller

- Stand alone terminal configuration that offers self-service convenience in proximity to tellers who can offer assistance and encourage sales.
- Ideal for adding self-service capabilities to branch redesigns or transformations.
- Supports NextGen ATM by CO-OP software.

### NCR Interactive Teller Machine

- Gives members a choice of self-service or communication with remotely based virtual tellers.
- Supports highly personalized, two-way audio/video interaction.
- Tellers can take remote control of the ATM to complete transactions, as in a face-to-face interaction.
- Supports transactions by your members, as well as guest shared branching members.

## Is It Right For You?

Credit Union Challenges	Branch Transformation Solutions
I want to reduce my tellers' workload, so they can concentrate on more-productive member interactions.	NextGen ATM by CO-OP <sup>SM</sup> frees tellers from many routine transactions by shifting members to a self-service channel.
I need to reduce expenses and streamline operations.	CO-OP ATM Terminal Driving solutions offer the convenience and functionality to drive increased use of efficient, self-service transactions.
I want to give members more of the personalized service they desire.	Video-linked and in-lobby self-service solutions provide members with remote and on-site access to assistance with a human touch.
I want to offer a mix of advanced self-service capabilities and full-service human engagement.	CO-OP's comprehensive set of solutions lets you implement the right degree of automation and personalization for your members.
I want to learn more about branch transformation opportunities and solutions.	You'll find a wide variety of resources and information at <a href="http://co-opfs.org/branchtransformation">co-opfs.org/branchtransformation</a> .

To learn how easily you can transform your branch capabilities and efficiency, contact [sales@co-opfs.org](mailto:sales@co-opfs.org) or call 800.782.9042, option 2.

CO-OP Financial Services  
 9692 Haven Avenue  
 Rancho Cucamonga, CA 91730  
 CO-OPFS.ORG



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