



# INTERACTIVE TELLER MACHINE (ITM) FAQs

## **What is an ITM?**

An ITM is an innovative new banking technology that allows you to conduct teller transactions via video conferencing at the drive-thru without entering a branch. An Arizona Central Credit Union employee located in our dedicated ITM support center will assist you virtually with your transaction.

## **What branches have ITMs?**

All our ATMs will have this new feature launched this year. So you will have the choice to perform a traditional ATM transaction or select speaking with a live person via two-way video.

## **How does the ITM work?**

Arizona Central members simply select the *Talk to Teller* option on the screen to get started and one of our dedicated ITM representatives will appear onscreen to guide you through your transaction.

## **What transactions can be completed at the ITM?**

- Deposit checks & cash (not able to accept or dispense coin)
- Make cash withdrawals up to \$2,500 (in denominations of \$10, \$20 and \$100!)
- Make loan payments via cash or check
- Complete most requests you would ordinarily have to go inside the branch for; including transfers, balance inquiries and mini account statements

## **What are the benefits of using the ITM?**

You are likely to experience shorter lines, with live dedicated assistance throughout your transaction.

You can complete most typical teller transactions such as deposits, withdrawals, transfers, and payments via the ITM all without having to get out of the car!

## **Is my conversation with the representative private?**

Yes, your conversation with the representative is private. We take your privacy and security seriously and will provide the same care in regards to your privacy as if you were directly in front of us in a branch location.



### **What times are ITMs available?**

ITMs will be available during normal business hours. M, T, T, F: 9:00 am to 5:30 pm, W: 10:00 am to 5:30 pm.

### **Am I still able to use ATM features without needing a live teller to assist me?**

Yes, you are able to use ATM features without having to speak with a representative. It's your choice!

We are here if you need us!

### **Why has Arizona Central Credit Union chosen to use ITMs?**

At Arizona Central Credit Union, we want to ensure that we provide our members with convenient and personalized service. ITMs are a way for us to serve you more efficiently.