

Introducing the Video Teller Machine.

[Erica] **Hi, I'm Erica with Advia Credit Union!**

[Erica] **And today I'm excited to walk you through the advantages of our Video Teller Machines.**

[Erica] **Just about any transaction you can make with a teller in person, you can now do just as easily with our enhanced Video Teller Machines.**

[Erica] **This includes depositing cash, getting exact change back, making a loan payment, and more!**

[Erica] **Follow along to see just how easy it is.**

[Video Teller] Hi there, I'm Noelle, how may I help you today?

[Erica] **Oh, hi! I'm looking for assistance on a few things today. First, I need to make a payment on my car loan.**

[Video Teller] Absolutely, go ahead and place your ID on the ID scanner and then we'll make your loan payment.

[Erica] **Alright, I know you're thinking it – and no, our video tellers aren't in the machines, but they are located throughout our local communities – and are ready to serve you!**

[Erica] **Great, I have my ID right here.**

[Video Teller] Thanks, I have verified your identification. Which account would you like me to select to pay your Auto Loan?

[Erica] **Money Market Checking please.**

[Video Teller] Absolutely! Alright, your auto loan payment has been made. Is there anything else I can help you with today?

[Erica] **Yes actually. I need to deposit a check for \$200, but I need exact change back of \$113. Can you provide me exact change back?**

[Video Teller] Yes, I sure can, and I would be happy to provide you with exact change. Just sign the back of your check and insert it into the machine, please.

[Erica] Sounds good, here you are. Now, can the portion that I'm not having withdrawn please be deposited into my Savings Account?

[Video Teller] I have received your check image. And yes, \$87 is being deposited into your Regular Savings. For your withdrawal of \$113, would you like any specific denominations?

[Erica] That would be great! How about two \$50s, one \$10, and three \$1s.

[Video Teller] Certainly! The money is being disbursed for you to take. Don't forget your receipt. Is there anything else that I can assist you with?

[Erica] I'm all set, that was so quick – thank you for all your help!

As you can see, using our Video Teller option provides so many advantages. It's easy, quick, and quite convenient. Plus, during the hours when our video tellers are unavailable, you're still able to perform traditional ATM transactions. Simply insert your card and carry on.

Thank you for spending a few minutes to learn about our Video Teller Machines. And if you'd like to learn more, simply visit advia.cu.org. We'll be here to help you take advantage of even more ways to save time and money!