

Coastal Community's Personalized Service Now Delivered in Innovative, New Way

For Immediate Release

Duncan, BC—April 2, 2013: Mary Anne Pederson (below), a five-year Coastal Community Credit Union member, was the first to try the Credit Union's brand new Interactive Teller Machine (ITM), located at its new branch in Duncan, BC. Both the ITM and the branch opened for business on April 2nd.

The ITM securely connected Pederson to a Coastal Community expert—the Credit Union's Toni Bryson— for caring and helpful service via video. Says Bryson, "I've been with the Credit Union for almost 18 years and have seen first-hand how important it is to be innovative for the benefit of our members. I think they're going to really like the convenience and ease of our new ITM." Bill payments, cheque cashing, and member service inquiries are just some of the transactions that the ITM is capable of doing.

Located at 471 Trans Canada Highway, Coastal Community members are now able to try the new ITM for themselves from 8 a.m. to 8 p.m. Monday to Friday and 8:30 a.m. to 4 p.m. on Saturdays. Coastal Community's ITM is the first of its kind on Vancouver Island.



FAST FACTS:

- An Interactive Teller Machine (ITM) is based on the design of an ATM, but with some distinct differences. A two-way video-enabled machine allows members to complete their day-to-day banking needs with the assistance of a Coastal Community expert based remotely.
- The new Duncan location also offers a 24-hour foreign currency ATM that dispenses Euros, British Pounds, Mexican Pesos, and American Dollars.
- A standard 24-hour ATM that is part of the ding-free network can also be found at the Duncan branch.

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For more information, please contact:
Olivia Lyle, Coastal Community Credit Union 1-888-741-1010