

Exciting, new banking innovation launching in downtown Nanaimo

Nanaimo, BC- Wednesday, November 20th, 2013: Coastal Community Credit Union is gearing up for an important milestone happening on Monday, November 25th.

That's when the Credit Union launches Nanaimo's first-ever Interactive Teller Machine. The city's inaugural ITM can be found at Coastal Community's downtown location in Diana Krall Plaza, where it will complement the branch's existing full services.

Though similar in design to its close relative the ATM, a key difference between the two is the Interactive Teller Machine's two-way, video-enabled capabilities. The ITM is a ground-breaker in that it combines the convenience of a banking machine with the human element of face-to-face, personalized service via live video. Delivering the caring and helpful service on the ITM's other end are locally-based Coastal Community experts.

Through the ITM, members can easily complete any number of day-to-day banking transactions—from a cash or coin withdrawal to cheque cashing, to account transfers or bill payments. The ITM is an innovative response to members' changing needs, including their growing need for more technological options and added convenience.

Coastal Community was the first to bring Interactive Teller Machine technology to Vancouver Island when the Credit Union's newest branch in Duncan launched an ITM last spring. The ITM has been well-received, with users commenting that they like its human interaction element.

Members who utilize Harbourfront's ITM will be able to enjoy its extended hours of service—from 8 am to 8 pm Monday to Friday. New to the downtown location is banking service on Saturdays from 8:30 am to 4pm, via the ITM. Also launching on November 25th is the branch's 24/7 foreign currency machine that will service both members and non-members alike.

The addition of these new technologies form a part of the Harbourfront location's overall renovation and redesign, wrapping up at the end of the month. The location's enhancements signify an investment in the downtown Nanaimo community—and one that Coastal Community Credit Union shares deep roots with.

For more information on Coastal Community's ITM technology, please [click here](#).

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ABOUT COASTAL COMMUNITY

For over 60 years, the satisfaction and happiness of Coastal Community's members and clients have been our bottom line. That's why we've grown to be the largest financial services organization based on Vancouver Island and the Gulf Islands. With 80,000 members, 600-plus employees and over \$2.1 billion in assets under administration, Coastal Community offers caring and helpful service integrated across an extensive network of personal banking, insurance*, investment and business services centres. Our members also have access to The Exchange® Network, with more than 2,300 no-fee ATMs in Canada. We've been named one of Canada's Top 50 Best Employers three years in a row, and we're passionate about building stronger relationships to improve financial health, enrich people's lives and build healthier communities.

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