

# Interactive Teller Machines - A whole NEW way to bank!

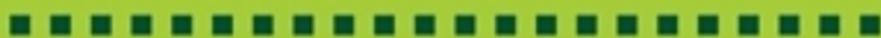
Easy &  
convenient  
with a  
personal  
touch



**Introducing our  
newest service with  
a personal touch!**

**Enjoy a whole new way to bank, interact, save time, and get your basic financial transactions done quickly & efficiently-  
Interactive Teller Machines (ITMs)**

**When using personal touch ITMs, you will have the opportunity to interact live with an experienced teller whenever you have a question.**



**This all-in-one experience  
combines time-saving convenience  
with the personal help you're used  
to!**

**ITM Tellers will guide you through the process, step-by-step, to help you complete your transaction, including:**

- Cashing checks**
- Deposits and withdrawals**
- Loan payments**
- Transfers between accounts**
- Account balances**
- And more!**

# **The benefits of Interactive Teller Machines!**

**At First Peoples, we pride ourselves in providing our members with services that offer value and makes a difference in your life, and your wallet.**

## **How do ITMs help our members?**

- Provides new, convenient, and secure options for your basic everyday transactions.**
- Allows us to spend time helping you find ways to manage your money better and save more of it.**

# FAQ

**Q. How do I begin using the ITM?**

**A. Simply touch the screen to start and an ITM Teller will guide you step-by-step through the transaction. For ATM Transactions, just insert your card.**

**Q. Can I still use ATM features without a live teller to assist me?**

**A. Yes, if you prefer to complete an ATM transaction without the help of an interactive teller, simply insert your card into the ITM and follow the steps you would take with a typical ATM machine.**

**Q. Can I make large check and cash deposits using the ITM?**

**A. The ITM can deposit up to a combination of 50 bills or checks. For larger deposits, please see a FP representative.**

**Q. Will I be able to cash in my coins using the ITM?**

**A. ITMs are unable to accept coins. However, if you are a member, we do have a coin machine located in our lobby.**

**Q. Can an ITM dispense coins?**

**A. ITMs can dispense up to \$0.99 in coins. No rolled coins can be dispensed or accepted through the ITM**



# FAQ



**Q. How will ITM transactions appear on my monthly statement?**

**A. Transactions completed at an ITM will be noted as "ITM" in the transaction description.**

**Q. Are transactions made at an ITM private? I don't want others seeing what I am doing.**

**A. Yes, ITM transactions are more private than traditional over-the-counter transactions by using chat or the phone handset.**

**Q. Are transactions made at an ITM safe and secure?**

**A. Absolutely! In fact, ITM transactions are safer and more secure than traditional transactions. They are more accurate because of increased automation and since the Teller is interacting with only one member at a time through a two-way screen, there are less distractions. This means our Tellers can provide you with more personalized and consistent member service.**

**Q. What if I have more questions about ITMs?**

**A. Please contact our Member Connection Center at (301) 784-3000.**

Why you'll  
**LOVE** it!

**This all-in-one experience combines convenience with the same personal interaction you receive with a teller. Our Interactive Tellers will guide you through the process, step-by-step, to help you complete your transaction.**



[www.firstpeoples.com](http://www.firstpeoples.com)

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