



All about our new drive-thru: Interactive Teller Machines

An Interactive Teller Machine (ITM) is like an ATM, but with more capabilities. It provides video access to our team members, so you can connect with them just like at a traditional drive-thru.

Did you know?

- You don't need a card and PIN to use our ITMs. You can use biometrics! Register at your local branch to get set up to use biometrics at any of our Members ITMs.
- You can see all your Members accounts at the ITM, not just those linked to the card you're using at the ITM.

Drive-thru ITMs offer you voice and choice!

- Choose your experience: **Self-service** or **live assistance** from a local team member.
- Choose from a variety of bills when you need cash.
- Make a deposit- cash or check- with earlier access to funds, especially when using live assistance.
- ITMs are available for self-service 24/7. Live assistance is available during branch business hours.

Frequently asked questions

Q: Why did you move to ITMs instead of the conventional tube system?

A: We seized the opportunity to enhance the North Branch drive-thru experience, including footprint, flow, and mechanics. Some of the benefits of ITMs over pneumatic tubes include:

- A modern system that gives our members voice and choice.
- Quicker service times for members using the drive-thru.
- Improved branch experience with reduced noise from tubes coming and going.
- Greater team member flexibility to transition between serving in-branch and drive-thru members.
- Fewer mechanical or weather-related service interruptions.

Q: Can I still use the ITM if I don't have my card and I'm not registered for biometrics?

A: By using the **Help** button, you can get live assistance during branch hours even if you don't have your card and aren't registered for biometrics.

Q: Why are you replacing staff with machines?

A: We're not replacing staff with machines! All our North Branch staff are moving to the new location. ITMs can connect you live, with a local team member and are an enhancement to the services we already provide you.

Q: Why did you move the existing drive-thru?

A: The updated location of the drive-thru is more accessible for vehicles and provides enhanced safety and navigability.

Q: Why is drive-thru traffic routed to the back road (Maple St.)?

A: This is done to direct traffic away from 95 to avoid congestion.