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BRANCH BANKING

Who is the best customer for video-only banking?

By [Nathan DiCamillo](#) July 19, 2018, 6:58 p.m. EDT 3 Min Read



Video calls are now a standard feature on smartphones, but getting customers comfortable with talking to a person on a screen remains a hurdle to the adoption of videoconferencing in branch banking.

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TRENDING

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HSBC asked by \$270 billion investor group to set energy goal

A group of HSBC Holdings Plc investors wants the bank to set a funding target for renewable energy amid concerns its current green pledges are too vague.

By Alastair Marsh, Bloomberg News

8m ago

INDUSTRY NEWS

JPMorgan unveils IndexGPT in next Wall Street bid to tap AI boom

In essence, it's a largely automated way to create so-called thematic indexes, which identify investments based on emerging trends, rather than on traditional industry sectors or company fundamentals.

By Greg Ritchie and Justina Lee, Bloomberg News

18m ago

REGULATION AND COMPLIANCE

Regulators' rhetoric about bank failures doesn't match their actions

On both sides of the Atlantic, regulators have failed to live up to their promises about how they would approach bank failures. Until they do, the industry operates in legal limbo.

By Virág Blazsek

36m ago

MORE FROM AMERICAN BANKER

Bank of America, Goldman Sachs CEOs hang onto their board chair hats

At the banks' annual meetings, shareholders at both companies struck down proposals that would have split the board chair and CEO roles. Two other proposals also failed to win shareholder support, one concerning energy financing and another on pay gap analysis.

Apr 24, 2024



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notch best quarter in decade

Bank of America and other banks' balance sheets have remained resilient despite higher interest rates, though uncertainties remain, including inflation and attacks in the Middle East.

Apr 16, 2024



Buyouts of delinquent commercial real estate CLO loans jump 210% as multifamily landlords struggle

CRE CLO issuance surged to \$45 billion in 2021, a 137% increase from two years earlier, when buyers of apartment blocks sought to profit from the wave of workers moving to the Sun Belt from big cities.

May 1, 2024



Bank of America hurt by rising losses in credit cards, office loans

Net charge-offs at the Charlotte, North Carolina-based bank increased by more than 80% in the first quarter compared with a year earlier. BofA executives say that the rising losses were in line with the bank's risk appetite.

Apr 16, 2024



Regulators' rhetoric about bank failures doesn't match their actions

On both sides of the Atlantic, regulators have failed to live up to their promises about how they would approach bank failures. Until they do, the industry operates in legal limbo.

May 3, 2024



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Banks maintain lists of consulting firms that they trust to help troubled commercial borrowers to fix their businesses. These specialists say they're getting more calls, especially in areas such as multifamily and CRE, from business owners who need help.

May 2, 2024



DOUBLE DAMAGE

A California woman spent more than a decade obtaining reparations for Nazi plundering of her family's belongings. The money disappeared when identity thieves targeted her, highlighting shortcomings in bank-fraud protections.

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