

LET'S TALK

Video Banking

There is no substitute to talking to customers when they need face-to-face help with their finances. Video banking provides secure personalized service of a knowledgeable banker with full self-service technology.

OUR PROCESS

- Feasibility Studies
- Create Efficiencies
- Provide Personalized Service
- Cultivate Customer Relationships
- Expand Customer Reach
- Automate the Branch

PERSON-TO-PERSON

Help with finances.

Banks can no longer afford to view digital channels simply as a mechanism for low-cost transactions. Video banking provides a convenient and effective option of interacting and engaging in a person-to-person connection with customers.

EACH PROGRAM CAN INCLUDE THE FOLLOWING:

- Face-to-face video assist with a live banker
- Cash a check to the penny
- Make a deposit or a withdrawal
- Transfer funds
- Make loan payments
- Process draw requests
- Self-serve or full-serve option
- Open/close a debit card dispute
- Change PIN
- Debit Card is not required when using Video Banking



RETHINKING THE ATM

CONVENIENCE

Customers like convenience and they like to multi-task. Video Banking allows them to manage their more difficult transactions without ever leaving their car.

BRANCH AUTOMATION

Using technology to increase efficiency and extend reach is a prime reason to consider Video Banking.

CULTIVATE CUSTOMER RELATIONSHIPS

It goes a long way to making banking personal again. The Video Banker actually makes face-to-face dialogue easy and allows you to hold an interactive conversation with your customer for greater engagement and loyalty.

PERSONALIZED SERVICE

Connecting the customer with a live banker takes the fear out of using technology.

PERSONNEL EFFICIENCIES

Bankers can be located off site in a centralized workforce pool and potentially allow the bank to extend its service hours cost effectively.

AND MORE

Video Bankers can also help with a variety of other customer service needs. Customers can ask questions, update their contact information, perform transactions without their debit card, and more.

The personal touch of video assist makes the drive through experience that much more appealing.



**WATCH THE NEXT STAGE OF
BRANCH TRANSFORMATION**

Visit tiny.cc/ExtraBanker to
see video banking in action.

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