

Introducing ITMs

(Interactive Teller Machines)

Self-Service Banking with a Human Touch

What is an ITM?

An Interactive Teller Machine (ITM) is similar to an ATM and can do everything an ATM can do. But ITMs have a superpower that ordinary ATMs do not—a button that says, “Live Teller.” If you select this option, you will be connected with a Virtual Relationship Banker through a video screen on the machine.

What can I do at an ITM?

- Cash withdrawals
- Deposits
- Transfers
- Account inquiries
- Full-service support from a Virtual Relationship Banker



Will I be talking to AI?

No, you will be talking to a real live Relationship Banker from our Virtual Financial Center through the ITM.

Will this replace my favorite teller?

No, ITMs will not replace your favorite teller. In fact, your favorite teller is now a Virtual Relationship Banker. ITMs are a step-up opportunity for our team members.

Are ITMs safe?

ITMs are equipped with advanced security features to protect your financial information and transactions. Secure authentication methods ensure a safe banking environment.

I'm not tech savvy. Can I still use ITMs?

As we begin to roll out ITMs, Relationship Bankers in our branches will be available to guide you through the process and to help you get started.

LEARN MORE AT

VantageWest.org/ITMs



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