

NCR VOYIX

TSB Chooses NCR to Update Its Retail Banking Network

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TSB rolls out NCR SelfServ™ ATMs to better serve local U.K. communities and improve customer banking experience in its branch network

LONDON--(BUSINESS WIRE)--Mar. 3, 2014-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that [TSB](#) is installing 80 new [NCR SelfServ™](#) ATMs in just three months across Britain as it transforms its retail banking network to improve banking services for its customers. Located in communities that range from Aberdeen to the Isle of Wight and Swansea to Norwich, the ATMs being installed by NCR will be free to use and available before the end of April 2014. The deployment illustrates the bank's commitment to serving the local communities in which it operates and will increase TSB's ATM real-estate to over 830 across the U.K.

Almost half (45%) of U.K. residents live within two miles of a TSB ATM and more than 56 million cash transactions are made at TSB ATMs annually, dispensing nearly £4 billion on average across the U.K. every year. For people wanting to 'check their cash and dash', TSB ATMs will enable them to check their balance, withdraw cash and manage their PIN. The ATMs also offer a host of other services, including bill payment, ordering of postal statements and mobile phone top-ups.

"At TSB we are committed to the local communities in which we operate. This investment in new ATMs is yet another sign that we are intent on providing great service to our customers," said TSB's Managing Director of Branch and Business Banking, Peter Navin. "Our partnership with NCR and their innovative technology is helping us make this a reality."

SelfServ ATMs are designed to create a bigger visual impact on the street, and deliver a faster service and a more engaging experience for consumers. In the future, the contactless card capabilities will allow customers to carry out small transactions quickly and securely, thereby decreasing transaction time, cutting down queues and improving service. In addition, the new NCR SelfServ ATMs are Windows 7 ready - an important feature with Windows XP support from Microsoft expected to end in April 2014. From an operational perspective all SelfServ ATMs are configured with a full motion video lead-through, self-healing technology and an express recovery system ensuring maximum uptime minimizing service related interventions.

"The U.K. banking industry is evolving to provide convenient banking for consumers who demand a choice of where and when they bank," said Rachel Nash, director of Financial Services at NCR U.K. "As banks, such as TSB, look to develop their retail banking network they increasingly employ a combination of self-service, assisted-service and personal banking to provide the right mix of customer service. TSB is achieving this by focusing on the communities that will always lie at the heart of our society, and by making every day easier for consumers when they bank with them."

Migration to Windows 7 will be a necessity for financial institutions in 2014. The move also is an opportunity for greater security and regulatory compliance and allows financial institutions to reduce costs in the long term as XP support and resources become limited and therefore more expensive. More important is the improved customer experience that Windows 7 will enable through features that include gesture and multi-touch control. For more detail on Windows 7 migration on NCR ATMs read this [white paper](#).

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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Source: NCR Corporation

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