

# NCR VOYIX

## Lloyds Banking Group Chooses NCR to Improve Banking Experience for U.K. Consumers

April 16, 2014 at 8:00 AM EDT

*NCR installs over 1,200 new ATMs with voice guidance in Lloyds Banking Group branches, featuring U.K.'s first contactless card capability*

LONDON--(BUSINESS WIRE)--Apr. 16, 2014-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that Lloyds Banking Group selected [NCR SelfServ™](#) cash dispense and cash deposit ATMs to upgrade over 1,200 ATMs in the U.K. The new solutions replaced legacy ATMs used by Lloyds Bank, Halifax, Bank of Scotland and TSB for more than a decade, improving availability and banking services for consumers. The new ATMs feature bigger screens, voice guidance for visually impaired customers and two-sided thermal receipt printing. This is also the first installation of contactless card readers in ATMs in the U.K., providing Lloyds Banking Group with the ability to activate that service when they wish.

Lloyds Banking Group selected NCR to modernize its ATM estate as the solutions have more effective upgrade capabilities and include the latest technology. The new ATMs will allow Lloyds Banking Group to innovate in the future without having to invest in replacements. The SelfServ ATMs include larger 15-inch screens, designed to create a bigger visual impact on the street, with 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 certified - an important feature with Windows XP support from Microsoft ending this month.

"Consumers are increasingly aware of the value that technology can provide when they bank with us and demand a compelling experience," said Gillian Sephton, head of ATM channel and branch security at Lloyds Banking Group. "We have a long history with NCR, and this deal is testament to that relationship. We are delivering on the expectations of our customers through this ATM real estate upgrade. Moving to NCR SelfServ ATMs provides us with the flexibility we need as we invest in the future for our customers."

Over 1,200 NCR SelfServ 22, NCR SelfServ 25 and NCR SelfServ 34 ATMs replaced legacy ATMs that have reliably served Lloyds Banking Group customers for up to 20 years. The deal included NCR installation services and second line maintenance, ensuring longevity. As NCR seeks to make life easier for customers, such as Lloyds Banking Group, and the consumers and businesses that use their facilities, the installations were conducted at night to reduce disruption.

"Time-starved consumers want quick, secure access to banking services and technology, such as ATMs, providing them with choices that can make their lives better," said Rachel Nash, director of financial services at NCR U.K. "This new breed of ATM achieves that by improving the consumer experience with better access for the visually-impaired, queue-reducing measures, such as contactless readers, and bigger screens which respond quickly to commands. What works for consumers will also provide huge benefits for financial institutions, such as Lloyds Banking Group, as they seek to run their business more effectively and improve services."

Lloyds Banking Group was the first U.K. customer to deploy NCR SelfServ ATMs when they were launched in 2008. NCR SelfServ ATMs have been purchased in more than 130 countries around the world, making it the most successful ATM launch in the company's history. NCR has led the world in ATM shipments for 27 consecutive years.

Migration to Windows 7 will be a necessity for financial institutions, such as Lloyds Banking Group, in 2014. The move is also 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.

Web site: [www.ncr.com](http://www.ncr.com)

Twitter: [@NCR\\_UK](#), [@NCRCorporation](#)

Facebook: [www.facebook.com/ncrcorp](http://www.facebook.com/ncrcorp)

LinkedIn: [www.linkedin.com/company/ncr-corporation](http://www.linkedin.com/company/ncr-corporation)

YouTube: [www.youtube.com/user/ncrcorporation](http://www.youtube.com/user/ncrcorporation)



Source: NCR Corporation

NCR U.K. Public Relations  
Andy Phillips  
02077258248

[andy.phillips@ncr.com](mailto:andy.phillips@ncr.com)