

# NCR VOYIX

## First Hawaiian Bank Transforms Branches with Personal Touch of NCR Video Teller Technology

November 24, 2014 at 8:00 AM EST

*First financial institution in Hawaii to install NCR Interactive Teller*

DULUTH, Ga.--(BUSINESS WIRE)--Nov. 24, 2014-- First Hawaiian Bank, Hawaii's oldest and largest financial institution, today announced the grand opening of its new Waiakea branch and, with it, introduced a new approach to personalized service through NCR Interactive Services. At the new Waiakea branch, First Hawaiian Bank (FHB) tellers will assist customers remotely through new video teller machines that look similar to an ATM.

The advanced software from NCR Corporation (NYSE: NCR), the global leader in consumer transaction technologies, will allow FHB customers to conduct typical teller transactions on an advanced financial services kiosk with a sleek, modern design and touchscreen interface. By centralizing tellers, FHB will be able to expand teller service hours an additional 15 hours per week, from 7 a.m. to 6 p.m. [Monday to Friday].

"We've equipped our new Waiakea Branch with a number of innovative technologies that will greatly enhance the customer experience. These video teller machines using NCR technology allow us to deliver financial services efficiently, yet still with that important personal touch for our customers," said Bob Harrison, chairman, president and CEO, First Hawaiian Bank.

FHB is one of the first financial institutions in the U.S. to deploy NCR Interactive Teller software on its NCR SelfServ™ 91 hardware platform. With the technology, a live teller takes remote control of an ATM-like device while engaging the customer over two-way video, providing a personalized experience. The solution provides live teller services for clients who want the human touch, and also offers more services than can be conducted on an ATM or other self-service devices. For instance, customers can perform secure transactions without using a traditional ATM card and, like branch tellers, remote tellers can provide cash beyond ATM limits, assist in mortgage payments, and more.

"Financial institutions around the world continue to turn to NCR for technology that empowers their employees to be more productive and deliver enhanced service for customers," said Brian Bailey, vice president of marketing and strategy, NCR Financial Services. "Through this deployment of Interactive Services, First Hawaiian Bank is transforming their branch while maintaining a personal touch with their customers."

### **About First Hawaiian Bank**

First Hawaiian Bank was founded in 1858, and is the oldest and largest bank by deposits, loans and total assets in Hawaii. First Hawaiian Bank has 62 branches throughout Hawaii, Guam and Saipan. First Hawaiian Bank is a wholly owned subsidiary of BNP Paribas and operated as a separate institution. FHB's growth has been very steady and recognized as the most profitable company in the state of Hawaii. Visit [www.FHB.com](http://www.FHB.com).

### **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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