

NCR VOYIX

QNB First Bank in Qatar to Launch NCR Interactive Video Teller Technology

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This new NCR technology will offer QNB customers unmatched self-service experience beyond traditional banking hours

DOHA, Qatar--(BUSINESS WIRE)--Feb. 16, 2016-- QNB, the leading Financial Institution in the Middle East and North Africa, becomes the first bank in Qatar to introduce Interactive Teller, from NCR Corporation (NYSE: NCR), the global leader in consumer transaction technologies. The Interactive Teller technology, located at QNB's Al Sadd branch, allows a LIVE teller to take remote control of the ATM to assist customers with up to 95 percent of traditional transactions typically completed by tellers inside a branch. QNB customers can take advantage of the Interactive Teller technology starting February 14, 2016, at the Al Sadd Branch, which is open Sunday to Thursday from 7:30 am to 1:00 pm.

The launch of NCR's advanced software is part of QNB's ongoing efforts to find creative solutions to exceed the expectations of its valued customers. The Interactive Teller offers additional 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 customers access to cash withdrawal and deposits from their accounts in amounts over the standard ATM daily cash withdrawal limits.

"The NCR Interactive Teller is a strategic investment for QNB, as it cost-effectively delivers a new face-to-face branch teller experience to our customers via the Interactive Teller, anywhere, anytime," said Heba Al-Tamimi, General Manager of Group Retail at QNB. She added, "Designed to provide remote assisted service, the Interactive Teller enables our customers to carry out the entire branch banking transactions 24/7 at the ATM, and that allows us to get closer to our customers and offer them an unrivalled experience. During this phase, the service will be available based on the branch operating hours."

In addition to Cheque deposit and encashment, the Interactive Teller allows QNB customers with adequate privacy and security to execute transactions using private touchscreens via secured video and voice communication sessions, which can be recorded for quality purposes. Customers can have private conversations by using the handset on the Interactive Teller or by simply plugging in their own personal headset.

"The Interactive Teller enables the migration of routine, expensive transactions from the teller counter at the branch to the ATM channel, giving financial institutions the combined benefits of personalized services, lower processing costs, faster transacting and smaller footprint branches," said George Flouros, NCR, vice president for Middle East and Africa region. "QNB will now be able to give its customers live face-to-face interaction with experienced tellers at the Interactive Teller, delivering a highly personalized and secure banking experience for customers, beyond traditional banking hours."

The Interactive Teller allows QNB customers to execute all branch banking services, such as cash withdrawals above the daily limit than a standard ATM, cash deposits, Cheque deposit, Cheque encashment, credit card payments, money transfers, and others. The services will now be available beyond the traditional branch banking hours.

As the biggest bank in Qatar, QNB endeavors to constantly build its relationships with customers by providing outstanding and unique services. Recently, the bank was awarded "The Best Bank in the Middle East" and "The Best Bank in Qatar" by the renowned international finance magazine Euromoney and "Best Direct Bank" by the Asian Banker in 2015.

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 550 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 over 30,000 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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