

WHY NUSOURCE?

NuSource pairs cutting-edge technology with world-class service for financial institutions across the United States. As your technology integrator, we provide innovative ATM, Branch Transformation and Security solutions tailored to your organization's needs to enhance the customer experience and drive overall efficiency.

We don't stop there, NuSource Financial also provides standard conventional banking equipment, as well as leading technology in video security and access control systems from leading financial focused suppliers.



ATM AND BRANCH TRANSFORMATION SOLUTIONS:

Enhancing the Customer Experience

The emerging class of digitally-savvy bank customers is altering the way we look at conventional banking. These Customers desire bank branches that offer sophisticated financial advice, innovative support and products, and easy access to the self-service channel.



Branch transformation is more than a simple adjustment to the look and feel of your branches. It's all about discovering how your institution is different from one across the street, and leveraging these differences to better serve your clients through your products and solutions. NuSource has the tools to guide you through a successful branch transformation process.



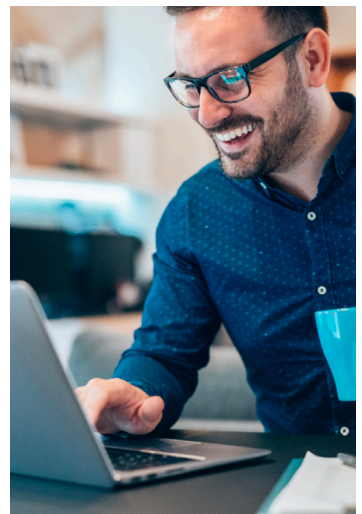
ITM USERS GROUP:

Utilizing Technology to the Fullest

It can be overwhelming to learn all the ins and outs of new technology. Tips and knowledge from the FI perspective and from those who are hands on with the technology is imperative.

All NuSource ITM customers are invited to participate in a quarterly User Group. This meeting, facilitated by an FI with ITMs, welcomes a number of banks and credit unions. Each meeting provides an opportunity to share ideas and best practices to ensure the ITM technology is being utilized to the fullest.

You can rest assured knowing you have the resources and connections to create a successful ITM program when you partner with NuSource.



NUSOURCE ITMS

Integrated ATMs and Video Teller ITMs represent the pinnacle of modern banking technology, seamlessly blending traditional automated transactions with advanced interactive capabilities. These cutting-edge solutions redefine the banking experience by combining the convenience of ATMs with the personalized touch of video teller assistance.



Integrated ATMs: These ATMs offer more than just cash withdrawal and deposits. They seamlessly integrate with various banking cores, providing a holistic and efficient self-service experience. Customers can perform a wide range of transactions, from checking balances to transferring funds, to making payments, all in one intuitive interface.



Video Teller ITMs (Interactive Teller Machines): Video Teller ITMs take banking to the next level by introducing live video interactions with tellers. Customers can enjoy the convenience of self-service banking while having the option to connect with a remote teller for more complex transactions or personalized assistance. This innovative approach combines the efficiency of technology with the warmth of human interaction.



KEY FEATURES:

- **Convenience:** Enables users to perform multiple banking transactions in a single, user-friendly interface.
- **Efficiency:** Reduces wait times and enhances transaction speed compared to traditional teller services.
- **Personalization:** Video Teller ITMs provide a personalized touch, allowing customers to connect with a live teller for assistance when needed.
- **Accessibility:** Offers extended banking hours and services, catering to customers' diverse schedules.

BENEFITS:

- **Enhanced Customer Experience:** Integrated ATMs and Video Teller ITMs provide a seamless, user-centric experience, catering to the preferences of modern consumers.
- **Operational Efficiency:** Streamlines banking operations, reducing costs while maintaining high-quality service.
- **Flexibility:** Adaptable to various branch sizes and locations, ensuring a consistent and accessible banking experience.

In summary, integrated ATMs and Video Teller ITMs represent a fusion of convenience, efficiency, and personalization, shaping the future of banking interactions.

NUSOURCE ITMS

Now let's articulate the benefits of not using a video teller.

- **Privacy and Security:** Conduct transactions with enhanced privacy, as there is no need for video interaction. Users can perform their banking activities discreetly and securely.
- **Faster Transactions:** Experience quicker transaction times without the need for video consultations. Users can efficiently complete their banking tasks with the speed and convenience of a traditional ATM.
- **User Autonomy:** Enjoy a self-service experience without relying on live video assistance. Users who prefer a more independent and autonomous banking experience can conduct transactions seamlessly.
- **Reduced Complexity:** Streamline the user experience by eliminating the need for video interactions, making transactions straightforward and easily understandable for users of all technical levels.
- **Enhanced Accessibility:** Provide a user-friendly interface that is easily accessible to a diverse customer base, including those who may prefer a more traditional or familiar banking experience.
- **Cost-Effective Solutions:** Save on operational costs associated with live video tellers. By relying on automated processes, institutions can provide efficient services while maintaining cost-effectiveness.
- **Wider Deployment:** Deploy ATMs across a broader range of locations without the need for additional infrastructure to support video teller services. This allows for greater accessibility and convenience for users in various areas.
- **Consistent User Experience:** Maintain a consistent and standardized user experience across all ATMs, ensuring that users encounter a familiar interface regardless of the location.

Overall User Experience: While video teller services offer a personalized touch, not utilizing them in integrated ATMs caters to users who value speed, privacy, and simplicity in their banking interactions. The absence of video teller features ensures a streamlined and efficient self-service experience for those who prefer a more traditional and independent approach to banking.