First United Bank Introduces TellerChat, Interactive Teller Machines

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LITTLEFIELD, Texas – First United Bank is proud to introduce TellerChat, Interactive Teller Machines to the Littlefield community.

This next generation of ATMs is popping up in drive through lines all across the country as banks continue to look for ways to better serve customers who are leading increasingly busy lifestyles. TellerChat allows bank customers to do routine teller interactions quickly and efficiently without sacrificing the warmth and expertise they are used to receiving from our tellers at First United Bank.

Our Littlefield Banking Center is the first to implement TellerChat. Plans for implementation in additional markets are already underway.

"We are really excited to introduce TellerChat to our customers here in Littlefield. This community has been so good to us over the years. We are a forward-thinking community and I know that this technology will serve our customers well," said First United Bank senior vice president, Lance Broadhurst.

Interactive Teller Machines (ITMs) look like a traditional ATM, the difference is that customers can have a real time, face-to-face conversation with a teller at the machine. The technology uses video cameras to transmit images to a Personal Teller located in one of our Lubbock Banking Centers and images of the personal teller back to the customer, all in real time. Sound is carried through built-in speakers. The personal teller will guide customers though every step of a transaction and answer questions about personal accounts.

The video tellers are able to perform 95% of all transactions handled by a traditional teller. Customers are able to deposit cash or checks, withdrawal funds, transfer funds between accounts, make loan payments and cash checks to the penny. Cash is dispensed in $1, $5, $20 and $100 denominations.

TellerChat has the ability to securely verify a customer's identity with a photo ID scanner and encrypted PIN pad. The personal teller will use the photo ID to verify the customer's identity eliminating the use of a debit or ATM card for use.

TellerChat is located at our First United Banking Center at 2003 South Hall Avenue in Littlefield. Customers can choose to perform a self-service transaction or request assistance by a live personal teller via video. Our TellerChat personal tellers are available at the following hours:

Monday – Friday: 8:00AM – 4:00PM
Saturday: 8:00AM – Noon

First United Bank has plans to offer extended drive through hours in 2016. The ITM will function as a regular ATM during and after business hours for customer and non-customer use.

The First United Littlefield Banking Center will host its annual Christmas Open House this Friday, December 4 from 11:00 a.m. to 1:00 p.m. The public is welcome to join us in celebrating the release of TellerChat and the Christmas season. Members of the First United Bank team will proudly offer demonstrations during the celebration.

For more information about TellerChat please contact Amy Punchard at (806) 784-3757 or by email at apunchard@firstunited.net.

ABOUT FIRST UNITED BANK & PLAINS BANCORP, INC.:

First United Bank, a subsidiary of Plains Bancorp, Inc., reports total assets of nearly $1.2 billion and currently operates 15 Banking Center offices in 11 West Texas communities; Amarillo, Canyon, Dimmitt, Earth, Lamesa, Littlefield, Lubbock, Seagraves, Seminole, Sudan, and Wichita Falls, Texas. First United Bank currently has more than 250 dedicated, community-oriented employees. Visit us online at www.FirstUnited.net.

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