

Press Release



The Next Generation of ATM is Here

First United Bank Brings TellerChat, an Interactive Teller Machine to Seminole

For Immediate Release

Friday, May 5, 2017

Contact: Lara Farren
Community Relations
Coordinator
First United Bank
(806) 797-6500 - work
(806) 220-1042 - cell
lfarren@firstunited.net

R. Mark Bain
President
Plains Bancorp, Inc.
(806) 797-6500 - work
(806) 789-7220 - cell
rmbain@firstunited.net

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

On Thursday, May 11, First United Bank customers can begin using TellerChat to perform self-service transactions or request assistance by a live personal teller via video. TellerChat will extend the weekday and weekend hours during which First United Bank customers are able to speak with a live personal teller. TellerChat personal tellers are available during the following hours:

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

TellerChat will be located in the vestibule just inside the south entrance of our First United Banking Center off the Hobbs Highway, and will function as a regular ATM 24 hours a day for customer and non-customer use.

“The Seminole community has been so good to us over the past 17 years. We want to create opportunities to make banking with us more enjoyable,” said First United Bank senior vice president, Chad Andrews. “Our Seminole team is ready to bring TellerChat to our customers. We are excited to introduce a safe and reliable way to make every day transactions more efficient for our customers.”

The TellerChat 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. The personal teller will guide customers through every step of a transaction and answer questions about personal accounts. In addition to performing the traditional functions of an ATM,

TellerChat can perform the following transactions:

- Deposit cash or checks
- Withdraw funds
- Transfer funds between accounts
- Make loan payments
- Cash checks to the penny

-MORE-

Cash is dispensed in \$1, \$5, \$20 and \$100 denominations. The video tellers are able to perform 95% of all transactions handled by a traditional teller. 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.

This, "next generation of ATM" is popping up in drive thru lanes and bank lobbies all across the country as banks continue to look for ways to better serve their customers. Our Seminole Banking Center is the fourth to implement TellerChat, with plans for implementation in additional markets underway.

The First United Seminole Banking Center welcomes the public to drop by for a TellerChat demonstration by a member of the First United Bank team during regular bank lobby hours.

For more information about TellerChat please visit:

www.firstunited.net/personal/banking/tellerchat.php

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.

-FUB-