

A woman with long brown hair, wearing a light blue button-down shirt and a patterned scarf, is looking down at a white self-service kiosk. Her hand is near the kiosk's interface. The background is a blurred office environment with blue and white tones. A semi-transparent blue banner is overlaid on the image, containing the main text.

# More Choice, Flexibility & Convenience For Your Members

With Our New & Improved  
Self-Service Kiosk

wellington **IT**

# Providing new member services

Our new kiosk has a range of services designed to make it easier than ever for your members to interact with your Credit Union, through:

- 01 An easy to use & customisable member interface
- 02 Express & full lodgements of cheques & cash
- 03 Withdrawals from specific accounts and balances
- 04 Statement requests
- 05 Secure sign in with a phone via Touch ID
- 06 Introduction of a new Visual Savings Card to replace savings stamps



With just **175 transactions a week**, your Credit Union can see a return on investment.

Our customers' kiosks perform an average of **700 transactions a week**.

## A flexible member experience More satisfied members

A **friendly and easy to use** interface that can be **customised** with your Credit Union logo and branding!

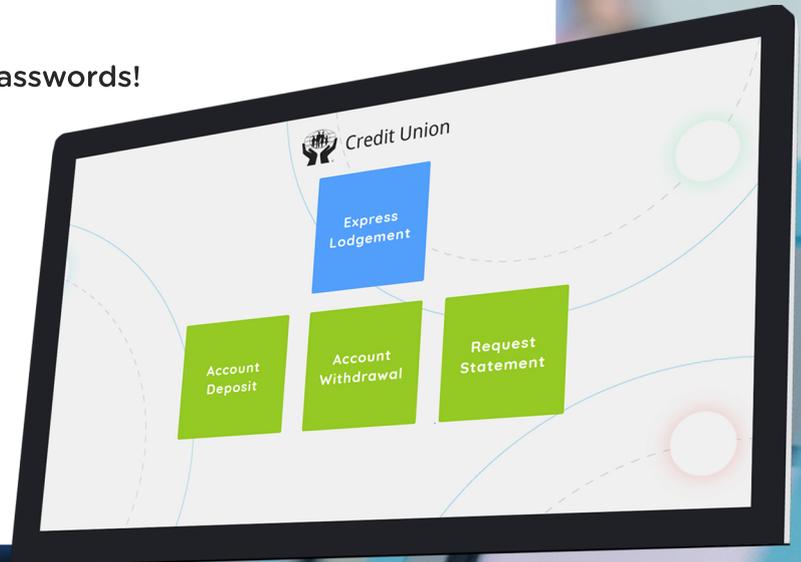
Additional services like **cheque lodgements**, and **statement requests** mean members can take care of more of their financial transactions at the same time, without having to wait for a teller.

### No need for your members to remember passwords!

Members have the choice to log in to the kiosk **through the existing app**.

Members login to the app using Touch ID, then scan a QR code to access their accounts.

Members can now **split cash or cheque deposits across multiple accounts or balances**, so they no longer have to do separate transactions when trying to update multiple accounts, saving time.



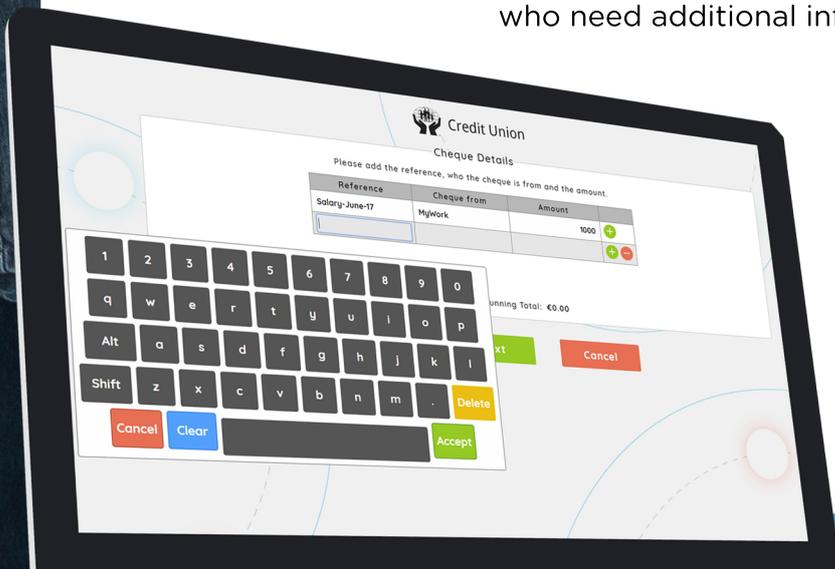
## Efficient operations

### More time to invest in growth

Counter staff **no longer need to manually handle routine transactions**, meaning a **decrease in staff time** and an **increase in the amount of transactions overall**.

This reduction in manual processing means **staff are free to speak to members** who need additional information on products and services, or people who want to join your Credit Union, helping you **focus on your growth strategies**.

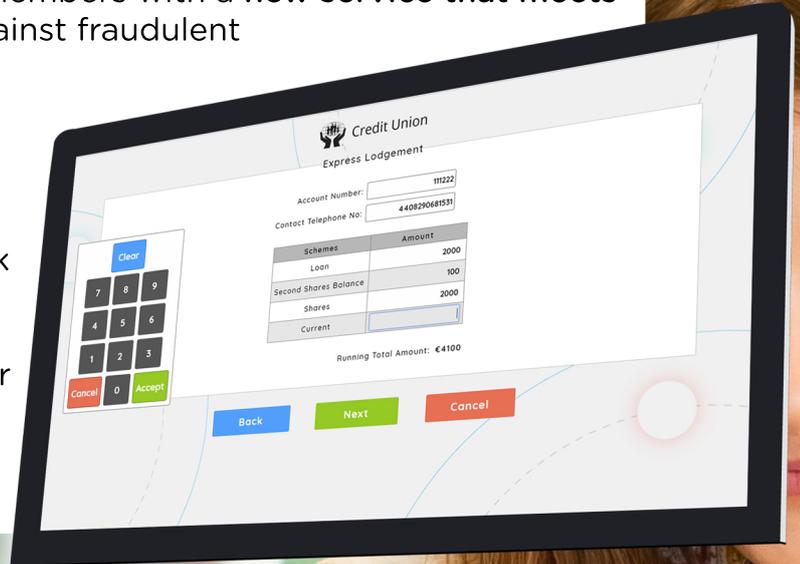
Longer term you may be able to **increase staff efficiencies** within your Credit Union. You could also **downsize the number of counter staff** required in each of your branches, greatly reducing your expenditure.



## A compliant Credit Union More Anti-Money Laundering Procedures

The introduction of our **new Visual Savings Card** offers an alternative to saving stamp schemes and provides members with a **new service that meets AML requirements**, protecting you against fraudulent activity.

The kiosk also incorporates a **system for detecting forged notes, fully in line with the BRF (Banknote Recycling Framework)**. Once the kiosk has identified a forged or unfit note, it's quarantined by the system, which asks the member to contact a member of staff. Staff can then manually examine the notes in question and take action from there.



To avail of these  
additional  
member services,  
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