

Polish National Credit Union Selects the LG CNS LTA-350 for Cash Automation

Cash Recycler Increases Efficiency across Two Branches

Bethel, CT: As any Credit Union manager can tell you, the primary reason their members visit a branch is to conduct cash transactions. Unfortunately, tellers spend most of that transaction time with their heads down, counting cash.

To help tellers use valuable face time with customers more productively, PNCU has installed 3 LG CNS LTA-350 cash recyclers in two of their branches. The system verifies and counts bills automatically, giving tellers a new ability to interact with members--focusing on building relationships and upselling profitable products and services.

“Using the LTA-350, our tellers cash checks, make bill payments and process all deposits in half the time it usually takes,” says PNCU President, James Kelly. “The large touchscreen is easy for tellers to use and it fits the way they work. Most important, it gives them more time to talk directly to our members when they come in, which is key to growing our business.”

The system recycles cash for redistribution, so bank and credit union branches don't need to keep as much cash on hand, another important benefit. “Now nearly all cash within the branch can be secured. There are fewer cash buys and sells and cash management is much more efficient,” explained Billy Back, President of US LG CNS.

The LTA-350 is being distributed across North America through best-in-class resellers that include BranchServ, who provide integration support and service. Qualified resellers throughout the U.S. are joining the team to deliver and support leading-edge technologies from LG CNS.

“LG CNS is known for providing user-friendly solutions that increase efficiency and security in bank branches,” said Mr. Back. “With the LTA-350, you can see and measure the time savings, increased security, productivity gains and higher levels of customer satisfaction. That's a big win for everyone.”

About LG CNS: LG CNS is one of LG Corp.'s affiliated companies and is a leading global provider of financial automation systems that serve both financial institutions and their customers. LG CNS provides smart systems for teller business process and branch automation to support fast and accurate cash processing and real-time cash management. In addition to basic financial automation devices such as ATMs and CDs, LG CNS also provides hardware and solutions carefully designed to improve business efficiency and customer convenience throughout the branch space.

About BranchServ: Founded in 1999 as a division of Custom Vault Corporation, BranchServ provides physical and electronic security equipment and service solutions to more than 8,700 bank branches and credit unions nationwide, including three of the 10 largest branch banking networks in the United States. Through automation solutions, they help customers achieve a branch transformation by creating an optimal customer experience while supporting profit growth. With innovative technology and superior project management and service, BranchServ helps banks and credit unions eliminate the barriers to branch success.