



# VIDEO TELLER MACHINE



[CASECU.org](https://CASECU.org)



**VTM stands for Video Teller Machine. VTMs look similar to an ATM and have all the same functions, but with the added ability to speak with a CASE Credit Union member service representative.**

VTMs provide the functionality of an ATM with the comfort of teller-to-member communication when you need it. VTMs have both an ATM mode and an VTM mode - you can use it as either!

Our VTMs provide an increased convenience for you. Nearly every transaction that can be completed inside our branch can be conducted at the VTM. This includes deposits, withdrawals, balance inquiries, account transfers, check cashing, loan payments, and more.

# WHY VTMS?

## Convenience



CASE Credit Union VTMs are stationed in drive-thru locations. Members can stay in their vehicle while having the personal touch of going into the branch. The members service representative can help you complete almost any transaction you would normally do inside the bank – deposits, withdrawals, transfers, loan payments, order checks, general questions, and more.

## Enhanced member experience



Unsure how to complete a transaction at the VTM? The virtual teller can walk you through the transaction so you know how to do it on your own next time.

## Safety and security



Get the in-branch experience without compromising your security - VTM transactions are safe and efficient, with increased space in the drive-thru and video verification.

### Our Mission

*To assist members and employees to achieve financial success through service that is superior, convenient and easy to use.*

# FAQS:

## How will I use an VTM?

When you drive up to the VTM, you will simply utilize the touch screen to begin your transaction or connect directly to one of our member service representatives. From there, you can complete your transaction either on your own or with assistance.

## Is there a fee to use an VTM?

No, using an VTM is the same as going through the drive-thru. There are no additional fees.

## Will using the VTM be private?

Due to the additional space and video communication features, the VTMs will be even more private than our previous drive-thru interactions. Your conversation will be as private as if you were speaking to a member service representative inside the branch.

## Can I still use ATM features without a member service representative assisting me?

If you prefer to complete your transaction on your own, you can do so by following the steps you would take with a typical ATM machine. If you need assistance at any point during your transaction, you will have the option of speaking with a member service representative.



PO Box 22158, Lansing, MI 48909

1.517.393.7710 • 1.888.393.7716

NMLS# 402568 • Routing Number 272481981