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## Coastal's new teller system increases branch traffic

RALEIGH, N.C. (5/11/09)--Coastal FCU, Raleigh, N.C., has experienced a strong increase in the number of members using its Wakefield branch--especially in the evenings--because of a new Express Teller system.



Coastal FCU, Raleigh, N.C., has experienced a strong increase in branch traffic at its Wakefield location because of Express Teller, which allows credit union tellers to serve members at multiple locations from a remote site. (Photo provided by Coastal FCU)

Express Teller, which allows tellers to provide traditional services at multiple branches from one location, is in place at four of Coastal's 18 branches. Coastal is looking to install the machines--priced similar to regular ATMs--at 10 branches by the end of the year (*News and Observer* May 8).

With Express Teller, members can make transactions from 7 a.m. to 7 p.m. Monday through Friday at Express Teller branches in Raleigh, Garner and Cary. The credit union said it expects that the teller system will improve service and facilitate

growth.

Express Teller also frees in-branch employees to focus on opening accounts and making loans. Tellers working on the system are based at Coastal's Raleigh headquarters.

The technology helps the credit union operate with only half the tellers needed with a traditional set-up. Tellers have been transferred to other branches or given new job assignments at branches with Express Teller, but no layoffs are expected, Coastal told the newspaper.

Coastal is the only financial institution in the state and one of five in the U.S. using Express Teller. It has \$2.2 billion in assets.



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