

# ITM Update

Hi!

While this new technology offers efficient and secure transactions with the same great GKPCU member service, we have had a few questions we'd like to address:

## What transactions can I do with ITMs?

Most teller transactions can be done with an ITM, including cash deposits, withdrawals, share-to-share transfers, loan payments and check deposits. Branch Officers are ready to help you with non-ITM transactions such as opening and account or applying for a loan.

## Do you have all bill denominations?

Yes, we implemented a cash recycler machine in August 2018 which supplies all bill denominations. That machine can also handle large monetary deposits/withdrawals. Bills are exchanged out fairly quickly.

## Is rolled coin still available?

Yes, rolled coin is available. Just let our Branch Staff know and they will be happy to assist you.

## Are ITMs replacing GKPCU employees?

No, when you use a GKPCU ITM, you are served by one of our GKPCU tellers. They work remotely from a centralized location at the Main Branch, but you can see them and talk to them onscreen just as you would in-person. And there are still Branch Officers on the floor, ready to assist you when needed.

