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# How COVID-19 Heightens the Need for TCRs in Banking Now & In The Future

Nick Behler & Rob Cumming

# Agenda

- Introductions
- What are some major impacts of COVID-19 on Retail banking
- Changes the impacts will bring for branch banking
- Why banks and credit unions will make greater use of TCRs
- What value and benefits the TCR7 offers to financial institutions





### Family:

Married to Jessica Behler for 8 years

### Children:

Chloe Behler – 6 yrs. old

Audrey Behler – 5 yrs. old

Nicholas Behler Jr – 2 yrs. old

### Background:

13 years in the Security Industry

7 years with Hamilton Safe / Gunnebo

B.S. in Business Administration from

Ashford University

Background:

14 ½ Years with Gunnebo  
Canada

Joined Hamilton Security in  
February 2020

B.B.E. from Brock  
University

Pictured: My wife  
Kathryn and my son  
Robert, 8 years old



What are some major  
impacts of COVID-19 on  
Retail banking

# Branch Transformation – a look back...

- What did a branch look like 5-10 years ago?
  - Key Elements: Security of Cash, Physical design to convey security, thick heavy building materials, dual control redundant counting processes
- You could lay out a branch by asking one question
  - Will you have a deal drawer?
- Branches operated differently
  - Main focus protecting cash
  - Minimal competition from Credit Unions and no digital banking
  - No automation (Pneumatics?)



# Branch Transformation



But how will COVID-19 affect  
the transformation?

What have the last 8 weeks  
taught us?



# Let's examine Cash before COVID-19

- Philadelphia, San Francisco and state of New Jersey have legislated against cashless
- Notes and coins must be accepted for goods and services
- Some business that were going cashless have reverted and accept cash again
  - *Amazon Go in Philadelphia*
- Nationally, about 6.5% of American households lack any bank accounts, while another 18.7% are underbanked
  - *Federal Deposit Insurance Corp.*
- 20 million households don't have bank accounts – *CBS News*
- ***As of April 8, 2020, there was \$1.84 trillion worth of Federal Reserve notes in circulation***



# Branch Banking is not going away

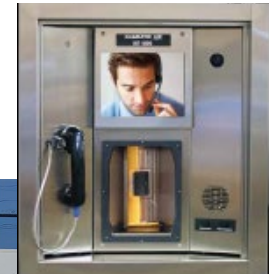


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- **Customer Centricity**
  - 61% of bankers say a customer-centric business model is “very important”.  
Only 17% are “very prepared” for it.
- **Innovation**
  - Innovation within the banking industry is considered to be important by 87% of respondents. Yet only 11% say their organization is very prepared.
    - *PWC 2020 Retail banking survey*
- **Less Cash Touch Points**
  - TCRs offer and create a scenario where touch points are reduced. ( i.e. tellers count only 1x with a TCR transaction vs. 3x without)

# How COVID-19 has affected branch transformation

- Less People in Branches (Social Distancing)
  - In Ohio, as of May 4<sup>th</sup>, businesses are allowed to have only 50% of fire code capacity in a building at the same time.
- New designs to increase speed of transactions
- Less face-to-face interactions with tellers
  - More Drive-Up and Interactive Remote Tellers (IRTs), Teller Cash Recyclers, and Sneeze Guards



# What have the last 8 weeks taught us?

- Branches need TCRs
  - Research shows that TCRs reduce cash handling by 90%, yet only 30% of U.S. branches have deployed them so far
  - Greater use of TCRs would seem to be a logical psychological play for branch staff at minimum, given the concern over cash as a means to transmit the coronavirus
- Drive-up is still very important

# What value and benefits the TCR7 offers to financial institutions

# Teller Cash Recycler – Gunnebo TCR7



Gunnebo TCR7

Four Teller Installation



# SafeRecycling TCR7

## Cash Management

### Discontinued TCR7 (1st edition)



#### Features

- 7" touch screen
- LED upgrade kit available
- Larger device

#### Key Parts Associated with TCR

Part Number	Description
2030038	I/O Board (5V)
ER-TFTV07D-3	7" Touch Screen with HDMI drive
RSP1000-24	Power Supply unit for TCR
CH00033	LED Kit for TCR7 (old Style, includes new cover)

### Discontinued TCR7 (2nd edition)



#### Features

- 10" HD touch screen
- Straight LED indicators as standard
- Improved design
- Reduced device's width from 21" to 17"
- Outer door handle and locking mechanism
- Power, LAN, RS232 port and USB port moved to top, back left corner of cover, accessed by side panel
- Power Switch located under Cash Slot cover
- Installation brackets added to recycler module, preventing damage during transport
- Service keyboard removed as new screen has embedded version

#### Key Parts Associated with TCR

Part Number	Description
2030038	I/O Board (5V)
CH00047	10.1" Touch Screen HD screen
MSP-1000-24	Power Supply unit for TCR (fan version)
CH00052	Replacement LED + Bracket for TCR v2 (Straight LED's) Old Style Left Hand
CH00053	Replacement LED + Bracket for TCR v2 (Straight LED's) Old Style Right Hand

### TCR7 (3rd edition)



#### Features

#### 2nd edition features, plus new enhancements

- 10" HD touch screen
- NEW round LED indicators for better aesthetics and connectivity
- Improved design
- Device width 17"
- Outer door handle with locking mechanism
- Power, LAN, RS232 port and USB port moved to top, accessed by side panel
- Power Switch located under Cash Slot cover
- Installation brackets within recycler module
- Removed peripherals PSU's housed inside top cover, replaced with power board
- Service keyboard removed as new screen has embedded version
- NEW Main Power Supply - replaced Fan to Fan-less model for quieter cash processing
- NEW I/O Board supports 24V
- NEW Pedestal options now available

#### Key Parts Associated with TCR

Part Number	Description
2031345	I/O Board (24V)
CH00047	10.1" Touch Screen HD screen
UHP-1000-24	Power Supply unit for TCR v2 (fan-less model)
RPT-75D	Power Supply board to connect peripherals
CH00050	Replacement LED + Bracket kit for TCR v2 (Round LED's) New Style Left Hand
CH00051	Replacement LED + Bracket kit for TCR v2 (Round LED's) New Style Right Hand



# Teller Cash Recycler – Gunnebo TCR7

## Where TCRs can help during COVID-19

- Fewer tellers can process more transactions
  - Lower the number of FTE's per shift/day
  - No more dual control
- Faster transactions
  - More vehicles through drive-thru
- Reduced queues/wait times
- Less people in branches
- Less cash touch points
- Reduce operational staff costs
- Reduced EOD balancing and staff hours



# TCR Stakeholders



## CEO: Shareholder Value & Customer Satisfaction

- Maximize shareholder value
- Build a strong and supportive employee culture
- Deliver best-in-class customer service



## CFO: Financial Performance

- Increase revenues and profits
- Reduce labor costs and staff expenditures
- Reduce the amount of cash-on-hand



## COO: Operational Efficiencies

- Improve customer service
- Deliver efficient branch operations
- Maximize branch space and increase customer flow



## Branch Manager: Branch Efficiency & Teller Productivity

- Drive efficient branch operations
- Increase teller productivity and security
- Build stronger customer relationships



## Teller: Customer Satisfaction & Secure Environment

- Eliminate transaction and balancing errors
- Cross-sell and up-sell more products
- Deliver a superior customer experience



# Technical Support & Training

- Cash Management Technical Support Help Desk
  - Mon to Fri, 7:30 am to 6:00 pm ET
  - After 6PM reverts to Voicemail
- TCR Training Sessions
  - Schedule altered due to COVID-19
- Dealer Portal
  - Cash Management Toolkit



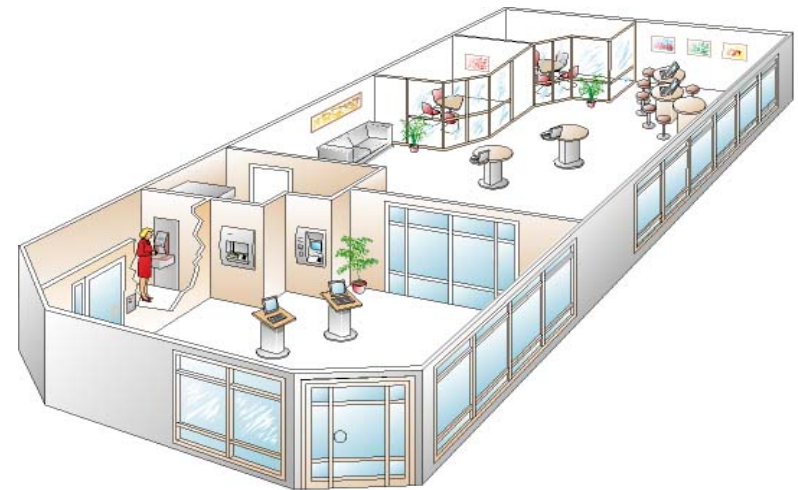
# Hamilton Solutions for Branch Transformation in the Social Distancing Era



# Safe Store Auto

Safe Store Auto is a robotic safety deposit box system that:

- Creates a unique customer experience while delivering an essential core, relationship bonding product
- Speeds the transaction time
- Records the transactions  
\*Eliminates the need for bank staff to assist in the SDB access process – Utopia in Social Distancing



# we can help

- Sales Support
  - Pre-Sale
  - During Sale
  - Post-Sale

