



Video Teller Machine

Frequently Asked Questions (FAQs)

Q1. What is a Video Teller Machine?

The Video Teller Machine (VTM) is a flexible and efficient banking experience that uses high-definition video chat technology, to connect NIC Bank customers to live tellers via video.

Q2. Why are you introducing the Video Teller Machines?

NIC Bank believes in innovation. Introducing this new technology has enabled us to meet our customers' need. Customers can now connect with a live teller and conduct similar transactions as if they were at a counter at the branch, hence, offering them more convenience and flexibility.

We are excited to be early adopters of this revolutionary technology in the Kenyan banking industry. NIC Bank is constantly looking to leverage on technology by rolling out digital solutions to create a richer, more convenient banking experience for our customers.

Q3. How does Video Teller Machine work?

To get started, simply select "Tap to Talk to Teller" button on the VTM screen to begin interacting with a Teller. Once connected, talk to the teller using the phone handset. This ensures that your conversation is private and is not overheard by others.

Q4. What are the accepted denominations for the Video Teller Machine?

The machine only accepts denominations of KES 200, KES 500 and KES 1000.

Q5. How many notes and cheques can be deposited at any one time?

You can deposit up to 30 notes or cheques at one time.

Q6. What type of note quality does the Video Teller Machine accept?

The VTM will accept notes so long as they are genuine and free of tears, cuts, folds, tape, pins and clips. Severely damaged notes will be rejected by the machine.



Q7. I have torn or mutilated notes, can I use them in a cash deposit?

Torn, mutilated and otherwise severely damaged notes should not be used with the VTM as these notes may cause jamming or damage to the machine. Kindly deposit mutilated notes over the counter.

Q8. Must I sort the notes in any order before depositing?

No, the depositor is capable of recognizing each note's denomination as it counts them.

Q9. Must I have an ATM card / credit card to perform cash deposit?

No, you may deposit into any valid NIC Bank account provided you know the account number.

Q10. How can I ensure that the cash deposited is the correct amount that will be credited to my account?

Once all cash has been deposited, you will be issued with a receipt with the details of the transaction including the deposit amount and a denomination breakdown. The total amount deposited will be credited to the account.

However, in the event that there is discrepancy with the total number of notes and amount deposited, you may select "CANCEL" during the transaction and the machine will return all cash it has held in escrow. Any cash already deposited to the safe will be credited and a receipt will be issued. If in doubt, please contact our Call Centre at 0711041111/0732141111 for assistance.

Q11. Can I still use ATM features without a teller to assist me?

Yes, you may use the machine for normal ATM transactions to withdraw cash, deposit cash and deposit cheques.

If you prefer to complete an ATM transaction without the help of an interactive teller, simply insert your card into the Video Teller Machine and follow the steps you would take with a typical ATM machine.

Q12. What transactions can I conduct with the Video Teller Machine?

The below services are available with the VTM:

- Make cash withdrawals
- Make cash deposits
- Deposit cheques
- Transfer funds between accounts
- Make loan payments
- Check your account balances
- Placing 'Stop Payment' on cheques



- Service requests

Q13. Are transactions made via the Video Teller Machine accurate?

Absolutely! There will be more accuracy with the Video teller machine, because of increased automation and since our teller is interacting with only one member at a time through a two-way screen, there are less distractions so their focus will be on the one member and the transaction they are carrying out at that moment. This means our tellers can provide you with more personalized and consistent service.

Q14. Can I deposit or withdraw foreign currency

This is not possible for now. However, it is currently under development.

Q15. Will I be able to cash in coins using the Video Teller Machine?

Video Teller Machines are unable to accept or dispense coins.

Q16. How will Video Teller Machine transactions appear on my monthly statement?

Transactions completed at a Video Teller Machine will be noted as "VTM" plus the machine number in the transaction description.

Q17. Which locations have/are getting Video Teller Machine?

NIC Bank Kenya PLC has launched its first VTM called NOW Serve at The Mall branch, Westlands. We are looking to roll out other machines in other locations in the near future.

Q18. What if I have more queries about Video Teller Machines?

Please contact our Customer Contact Centre on email customercare@nicgroup.com or call 0711041111/0732141111 or visit our website <http://www.nicgroup.com>