

Self Service Kiosks

What are Self Service Kiosks?

Kiosks offer a secure and easy-to-use facility for members to self-serve cash lodgments/withdrawals, cheque lodgements and statement requests without having to wait for a teller.

Members can also split cash or cheque deposits across multiple accounts or balances, so they no longer have to perform separate transactions when trying to update multiple accounts.

How does it work?

Easy to use - Easy-to-understand navigation structure paired with familiar technology.

Personalised Interface - Kiosks offer a friendly and easy-to-use interface that can be customised with your Credit Union branding.

Express lodgements - Rapid deposits of funds, meaning your members can get on their way quickly.

Secure sign-in - via Face & Touch ID - Utilise biometric authentication through Touch ID (or its equivalent, such as Face ID on newer devices) for added security.

Visual Savings Card - Our visual savings card offers an alternative to saving stamp schemes and provides members with a new service that meets AML requirements, protecting you against fraudulent activity.

Compliant - The kiosk incorporates a system for detecting forged notes, fully in line with the Banknote Recycling Framework (BRF). Once the kiosk has identified a forged or unfit note, it is quarantined by the system, which asks the member to contact a member of staff.

Customer Success

"The kiosks help reduce queues in Credit Unions by allowing members to self-serve. These positive interactions allow staff to give more time and effort to promoting services such as loans. Members who simply want to withdraw cash can do so conveniently, avoiding the queues, and still leave with a smile on their face."

Aidan Healy | IT & Projects Officer | Cara Credit Union



A Compliant Credit Union

Our visual savings card offers an alternative to saving stamp schemes and provides members with a new service that meets AML requirements, protecting you against fraudulent activity. The kiosk also incorporates a system for detecting forged notes, fully in line with the Banknote Recycling Framework (BRF). Once the kiosk has identified a forged or unfit note, it is quarantined by the system, which asks the member to contact a member of staff. Staff can then manually examine the notes in question and take action from there.



Customer Success

Time is the most important thing to be able to provide our staff. Whether that's time to process new loan applications, or it's more time to spend with our elderly members who aren't as familiar with new technology. Those extra few minutes with our members are crucial in order for us to continue with the excellent service that Credit Unions are renowned for."

Former CEO | Ballina Credit Union



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