

ITM FAQs

What is an ITM?

An Interactive Teller Machine (ITM) combines the ease and accessibility of an ATM with the personal touch of banking in a branch. ITMs allow our members to see and talk with real agents through a video monitor.

How does an ITM work?

When you are ready to make a transaction, simply touch the ITM screen to be directly connected with one of our interactive agents. You will be asked to scan your ID and enter the last 4 digits of your social security.

What are some of the benefits of the ITM?

- ❖ No deposit slip required
- ❖ Extended hours of service
- ❖ Drive up convenience
- ❖ Touch the screen, speak with a teller
- ❖ Check image of receipt
- ❖ All the functionalities of an ATM but with a personal touch

Where is an ITM available?

Our ITM is currently located in our Downtown New Bedford Branch at 468 County Street.

What kind of transactions can I make?

- ❖ Make withdrawals in many forms of denominations
- ❖ Make deposits & cash checks
- ❖ Balance inquiries
- ❖ Order Checks
- ❖ Make loan payments
- ❖ Transfer cash between accounts

When is an ITM available?

You may use our ITM between the hours of 7:30 am and 6 pm Monday to Friday and 7:30 am - 1 pm on Saturday which is beyond our branch's normal business hours.

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What happens to the ITM after that?

Our ATM is available 24/7; even when the ITM is closed!

Is this secure?

Yes, our interactive teller machines are very secure. All transactions require an ID and the last 4 digits of your social security for authentication. All transactions are also recorded for your security.

What if I have more questions about ITMs?

You may call a Contact Center Representative at 1-800-642-7515 or watch our ITM video [here](#) to learn more.