



Save time and take care of your basic transactions quickly and efficiently with Personal Tellers! This all-in-one experience combines time-saving convenience with the personal help you're used to!

By using the cutting-edge Personal Tellers, you will have the opportunity to interact live with a Personal Experience Representative whenever you have a question. Personal Experience Representatives guide you through the process, step-by-step, to help you complete your transaction, including:

- Cashing checks
- Making deposits and withdrawals
- Making loan payments
- Transferring money between accounts
- Checking account balances
- And more!

PERSONAL TELLER FREQUENTLY ASKED QUESTIONS

Q. How do I begin using the Personal Teller?

A. Just touch the screen to start and a Personal Experience Representative will guide you step-by-step through the transaction.

Q. Will Personal Tellers be available at every Wright-Patt Credit Union® (WPCU®) Member Center?

A. We are using Personal Tellers in some Miami Valley and Columbus Member Centers.

Q. Are Personal Tellers replacing traditional tellers?

A. At select locations, we will be using Personal Tellers instead of our traditional tellers. Financial Coaches are still available to help you find ways to better manage your money and save more of it.

Q. Is the Personal Experience Representative on the screen located at the Member Center?

A. No, your Personal Experience Representative is located at a centralized location in the Miami Valley. This allows us to meet our members' transactional needs from even more locations, while still providing a personal touch.

Q. Can I make large check and cash deposits using the Personal Teller?

A. The Personal Tellers can accept up to 30 checks or bills at a time.

Q. Will I be able to cash in my coins using the Personal Teller?

A. Personal Tellers are unable to accept coins.

Q. Can a Personal Teller dispense coins?

A. Personal Tellers can dispense loose coins. Financial Coaches at the Member Center can dispense rolled coins.

Q. Are money orders and cashier's checks available through Personal Tellers?

A. Yes, once you request your money order or cashier's check through the Personal Teller, you can pick up your money order/cashier's check inside the Member Center at the Member Experience Desk by showing your identification.



Q. Can I redeem savings bonds with a Personal Teller?

A. Savings bonds cannot be redeemed at the Personal Tellers.

Q. How will Personal Teller transactions appear on my monthly statement?

A. Transactions completed through the Personal Teller will be noted in the transaction description. See the example below.

Cash Withdrawal\$10.00

ITM Session: 9014072 0062SPF01D

Cash Deposit\$15.00

ITM Session: 9014072 0062SPF01D

Q. Can I perform Shared Branching transactions at the Personal Teller?

A. WPCU members cannot access their shared branching accounts through the Personal Tellers.

Q. Can Personal Tellers still perform changes to my account?

A. Yes, most changes to your account can be completed through a Personal Teller. For requests that cannot be completed through a Personal Teller, a Financial Coach at the Member Center will be happy to assist you.

Q. When are Personal Tellers available?

A. Hours vary by location. Visit [WPCU.coop/Locations](https://www.wpcu.coop/locations) for location and hour details.

