



“Branch Transformation And Automation : A Case Study (TCR)”

October 2019

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Typical Bank Branch...



Services Rendered

- " Cash transactions (Deposits & withdrawals) } **70%**
- " Money transfer
- " Complaints management
- " Card issuance/re-issuance
- " General enquiries
- " Account opening
- " Bills payment } **30%**

Branch Category	Average daily deposit count	Approved number of tellers
High	1,200	10
Medium	500	5
Low	100	2

...Introducing the Cash Drop Box



In 2014, the Bank deployed the Cash Drop Box (CDB) to branches to provide very quick Service to customers making deposit of N40,000 and below in the Banking hall. This initiative allowed such customers to make deposits without need for a teller officer.

Challenges

Delay in receiving Instant Value

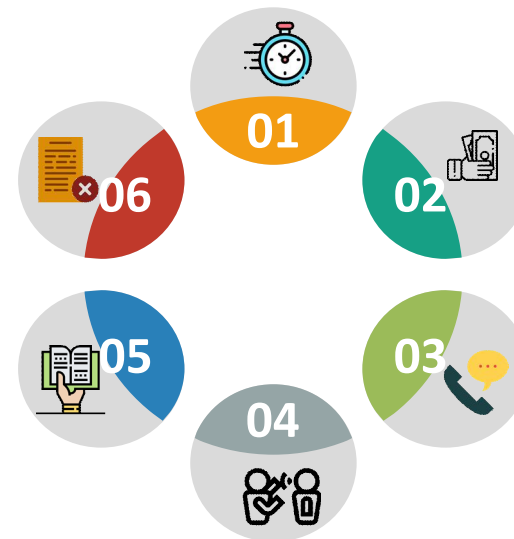
Customers had to wait to receive value on the deposits made. They also did not have receipts as proof of the transaction

Deposit with wrong amount or details

Customers are prone to making mistakes on the deposit slips. Since the deposits into the drop box were not verified, this often goes unnoticed.

Manual evacuation, counting and posting of cash

The process of evacuating, posting and reconciling was very tedious for branch staff



Undetected counterfeit notes

Some fraudulent customers took advantage of the drop box to deposit fake notes.

Increased cost due to telephone calls

The bank started incurring telephone costs as we frequently had need to contact customers to correct discrepancies

Disputes on amount placed in box

There were cases of customers disputing how much was deposited in the drop box.

The Teller Cash Recycler (TCR)



The TCR is an **Automated Cash Deposit Machine** that accepts and process cash in an **online-real time** manner.

How is the TCR different from an ATM?

It does not require card authentication, as such it allows cash deposit from both account holders and third party

The TCR- ACDM has been designed to accept to a high degree the peculiar quality of notes in our economy.

It is suitable for in-branch cash processing

Advantages of the TCR



Speed and accuracy of transactions

The TCR can validate account numbers before posting. Customers also get instant receipt and value on transactions posted



Improved customer experience

The TCR has reduced the crowd in our branches as customers are generally happier to do their transactions faster



Reduction in Fraudulent transactions

The use of TCR eliminates Cash Suppression Fraud



Cost Savings

The net savings on a TCR machine per annum is N1,631,112.00 as a TCR can do the job of 2 Tellers



Ability to process higher volumes

The TCR processes as much as N200,000 per transaction unlike the drop box whose limit was set at N40,000

HOW THE TCR WORKS



Touch the screen



Fill in your name, phone number and account details



Remove cash (money sorting is not required)



Place cash in the till



Wait to remove your receipt from the panel beside the machine

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TCR Results...



97

TCRs have been deployed by the bank

144

Average daily TCR transactions. (Tellers do between 100 and 120)

9.4B

Value of transactions carried out in 2019

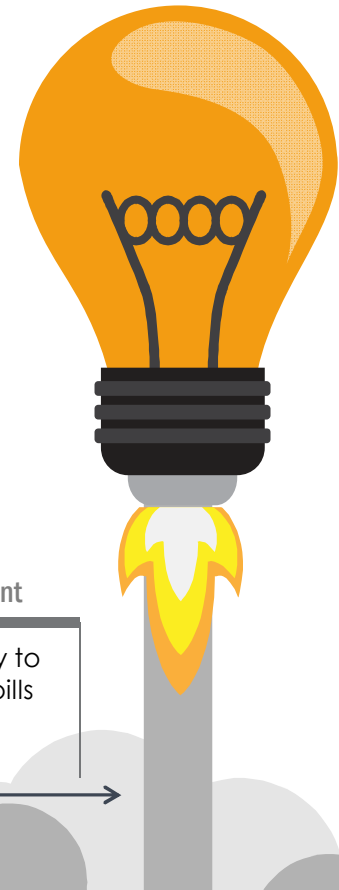
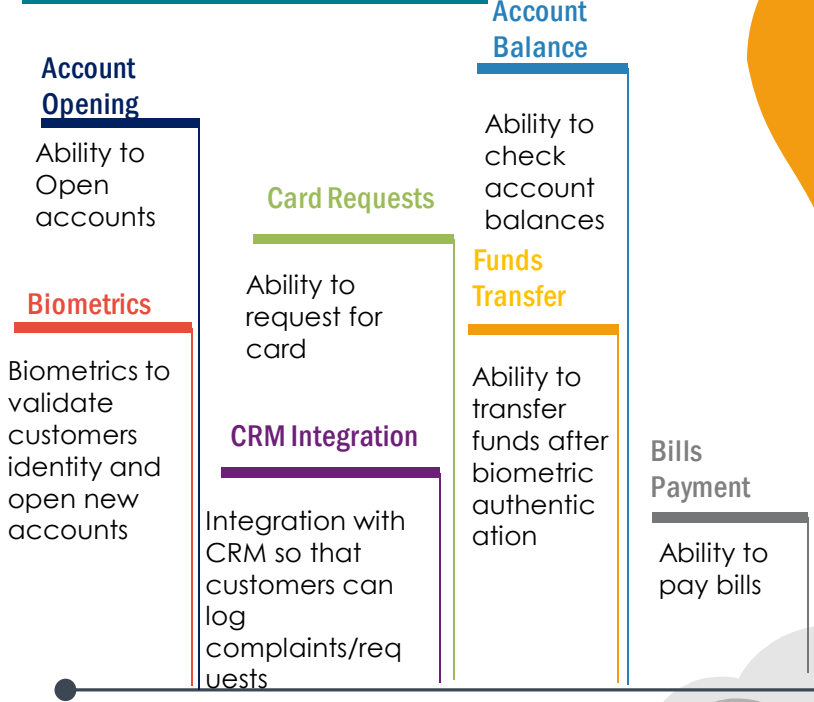
We expect TCR Transactions to continue to improve with More usage and adoption

The Bank Branch of the future...



Technology will replace tellers in the branch of the future

Planned Upgrades





THANK YOU