



Frequently Asked **QUESTIONS**

Gorham Savings Bank is excited to bring Interactive Teller Machines (ITMs) to our customers. For decades ATM's have offered a convenient, self-service way to do your banking. Interactive Teller Machines at our Gorham, Kennebunk, Standish, and Portland (Munjoy Hill & India Street) locations take that a step further by extending banking hours and offering access to a bank teller via video link.

What is an Interactive Teller Machine (ITM) and how does it differ from an ATM?

An ITM looks very similar to an ATM, with the added convenience of real time, face to face conversations with a Gorham Savings Bank teller via a video link. The teller can guide you through every step of your transaction and answer questions about your account. Simply touch the screen to get started.

What can an Interactive Teller Machine do for me?

Just about every transaction you can do with a traditional teller in a branch can be conducted at an Interactive Teller Machine. Make deposits, withdrawals, loan payments, transfers, cash checks and more.

Why did Gorham Savings Bank choose to utilize this technology?

ITMs will enable us to extend banking hours for added customer convenience and potentially expand our branch network in a more efficient and affordable way.

Are Interactive Tellers employees of Gorham Savings Bank?

Yes, they are located at our Operations Center right in Gorham, Maine!

Will tellers in the branches lose their jobs as a result of this technology?

Absolutely not. As with any business, we are always looking for better ways to serve our customers. As mobile banking, mobile check deposit, and other banking technology has gained popularity, we have seen a consistent decline in routine transactions in the branches. Customers have indicated that they need more access to customer relationship bankers to assist them with more complex transactions like new accounts, loans, and financial advice. Utilizing technology for quick routine transactions allows our bankers to be more readily available for our customers' other needs.

We look forward to your feedback and invite you to contact us for additional information.

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