



Frequently Asked Questions – Personal Teller Machine (PTM)



What is a PTM?

A Personal Teller Machine (PTM) is a convenient, electronic means to handle personal finances while still providing the personal service of face-to-face transactions. Unlike an ATM, there is a Member Service Representative (MSR) on video that will help you with your needs just as any other teller would.

How do I communicate on a PTM?

The PTM uses two-way video that will allow you to see the MSR while allowing the MSR to see you. The PTM has both speakers and a built-in microphone for traditional communication, or you may pick up a receiver to allow for a more private dialogue.

Are my transactions secure?

When speaking with an MSR on a PTM, your transaction is as secure as if you were doing a face-to-face transaction. They are processed exactly the same. For security purposes, all transactions will be recorded.

Why is Connex using PTM technology?

Connex is using PTM technology to better serve our members. Connex will be able to process transactions faster and more accurately since human error has been reduced. Connex staff will be safer and more secure because they will be remote and not physically handling cash, thus creating a discouragement to potential thieves.

What can I do on a PTM?

Almost every transaction you can do with a face-to-face teller can be done on a PTM. You can make deposits, withdrawals, transfers, loan payments, cash checks, and more! There are no envelopes or forms to fill out. All check deposits are processed via check 21 at the machine. Please note that while our PTMs can dispense coins, they do not accept coins.

What if I have more than just a transaction?

When you have more than just a typical transaction to make there will be Unbank assistants standing by to help you! With the in-branch staff you can open accounts, apply for loans, and any of your other Unbanking needs. The only service we do not offer at PTM branches is coin redemption.

What are the hours of operation for the PTMs?

Current branch hours can be found by going to our website. [Click here to see our most current hours.](#)

Do the PTMs cost extra to use?

There are no additional fees to use the PTMs!