



TCF Bank

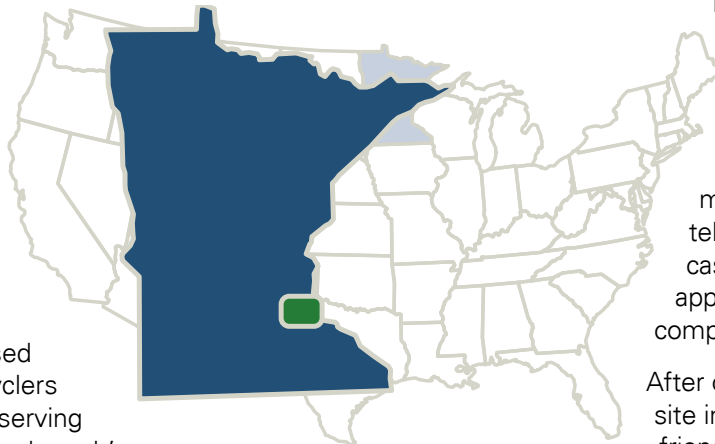
Cash Recycling Boosts Efficiency in Branch Environment

The banking public in the Midwest knows TCF Bank. With more than 450 branches across five states, TCF aspires to be the most convenient bank in the markets it serves. To achieve that goal for customers requires efficient, reliable service at every location.

Always on the look-out for continuous improvements, TCF Bank identified currency recycling as an emerging technology that could have a significant, positive impact on branch operations. "Our first priority is customer service, so we were seeking ways to help our tellers serve more customers in less time," said Joe Nashar, regional operations specialist for TCF Bank. "Cash recycling made that possible, while at the same time increasing the overall accuracy of our transactions."

Cash recycling machines are designed to automate branch processes by streamlining cash handling. The machines store all incoming cash in secure modules at the point where cash enters the branch, and the same cash that is accepted in one transaction can be dispensed in the next transaction. Cash recyclers allow tellers to spend more time serving customers, while also reducing the branch's overall cash inventory.

When TCF made the decision to test cash recyclers in one of its Ann Arbor, Michigan branches, Pendulum (formerly EFMARK-Bantek) got the call. Pendulum has worked closely with TCF since the early 1990s providing services that include maintenance on more than 600 ATMs. More recently, Pendulum has expanded its service portfolio to include teller assist cash dispensers and cash recycling devices.



Pendulum partnered with ArcaTech Systems, the leading provider of cash recycling equipment, to take TCF from a completely manual cash handling process to an efficient, automated environment.

Turnkey Implementation

The first step was to train TCF Bank's administrative staff and branch supervisors on integrating ArcaTech cash recyclers into their operation. Pendulum and ArcaTech worked with the bank to identify procedural changes and develop user manuals.

Once procedures were in place, two Arca8000 cash recyclers were installed behind a traditional teller

line, with each unit serving two tellers.

The Arca8000's small footprint allows most banks to install the recyclers without making major modifications to the teller line. In addition, the cash recycler's software application runs on the same computers tellers already use.

After only a few hours of on-site instruction with the user-friendly interface, TCF's tellers

became proficient with the Arca8000.

Diverse Contributions

A review of cash recycling's impact on the branch's operations revealed some anticipated benefits along with a few unexpected results.

- **Teller Efficiency:** While the average teller spends at least two hours a day counting cash, TCF's tellers were able to spend more of that time focusing on

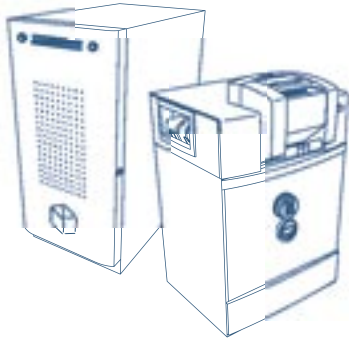
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“We were seeking ways to help our tellers serve more customers in less time...Cash recycling made that possible.”

Joe Nashar,
Regional Operations Specialist

customer service and the opportunity to cross-sell.

- **New Hiring Opportunities:** Cash recyclers opened up a new pool of job candidates for the TCF branch. Though cash handling experience is always an advantage for tellers, it was no longer an absolute necessity for consideration.
- **Increased Security:** The electronic journal in the cash recycler is helpful in resolving teller balancing differences and customer disputes. And although internal theft is not a problem at this branch, this cash audit trail serves as an additional prevention measure.
- **Reduced cash inventory:** Having cash stored in only two places (cash recycler and vault) allows TCF to better judge how much cash should be sold or ordered each week. Staff can be more efficient in the management of the branch's change fund and helps to keep the branch within its total branch cash limit.



“After a short learning curve, we asked our tellers whether they'd prefer cash recycling or the 'old way' when opening a new branch. They chose cash recycling over traditional cash drawers – hands down,” said Nashar.

Having seen the benefits of cash recycling at the trial location, TCF Bank is continuing to deploy more Arca8000 recyclers in other branches. From ongoing training to technical support and preventive maintenance, Pendum is there to make every implementation a success.

S U M M A R Y

Challenge

As part of its commitment to continuous improvement, TCF Bank sought technologies to enhance operational efficiency and customer service at its branch locations.

Requirements

TCF chose to test cash recycling at one branch and needed a service provider who could:

- Provide the most advanced cash recycling hardware.
- Provide a turn-key solution for implementation, training, maintenance, and ongoing support

Solution

Pendum which also serves TCF Bank's ATM maintenance needs, was chosen for its ability to meet the bank's cash recycling goals as part of the same program. Pendum and ArcaTech Systems led TCF through a successful implementation from a completely manual cash handling operation to an automated process. The project has resulted in increased teller efficiency, enhanced security, and lower cash inventory for TCF.

About Pendum

Formed through the 2006 merger of two ATM industry pioneers, EFMARK and Bantek, Pendum is the nation's largest independent ATM service company. Pendum provides financial institutions with a single-source solution for ATM equipment and maintenance, cash management and armored cash handling, ATM program management, and value-added branch services.

About TCF Bank

TCF is a Wayzata, Minnesota-based national financial holding company with \$13.8 billion in assets. TCF has 452 banking locations in Minnesota, Illinois, Michigan, Wisconsin, Colorado and Indiana. TCF is also the 12th largest U.S. VISA® Classic debit card issuer ranked by sales volume.

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