



Card Swipe at the Teller 'PIN Verification' Service (PVS)

It's important for a financial institution to reduce the risk of fraud, but it's equally important to ensure your security measures don't obstruct service delivery. Highgate PIN Verification Service assists your staff in completing customer transactions quickly and accurately, while ensuring that your internal security standards are met and exceeded.

Highgate PIN Verification Service speeds up the customer service experience by integrating the customer identification process with the processing of the transaction. The end result is shorter service times, shorter customer lines and improved customer satisfaction.

System requirements are simple and can be run from any workstation.

PVS is an important step forward in the processing of transactions at the teller interface. Lineups are always an issue, since they affect transaction times and customer satisfaction in ways that are never in the best interests of the financial institution.

It has been designed to speed up the processing of teller transactions through a fast customer identification process. The customer simply 'swipes' his/her ATM card through a small reader at the wicket and enters their PIN number. He/she has now been properly (and securely) identified and his/her account information immediately 'pops' on the teller screen to begin processing. All of this happens in a single step.

It's FAST! The teller now has the necessary information to begin customer service without any keystrokes or further identification.

Tellers gain more time for personal interactions and can provide the high-touch service that's vital to building relationships.

All this means more time with the customer and less with the computers. The perfect result.

Call Highgate and ask how PVS can work for you!

