

## ATMs expand services via live video chat with bank teller



In Singapore, automated teller machines (ATM) are on the verge of being replaced with video teller machines (VTM). Trialed by [POSB Bank](#), the VTMs help customers outside traditional business hours, as well as provide traditional ATM services. After authenticating their identity via biometric fingerprint scanning, customers can request internet banking tokens and replacements for lost debit and credit cards.

The first VTM is currently being tested in one location at ITE College Central in Ang Mo Kio for a limited number of hours each day. POSB has already announced plans to expand the service. By the end of this year, there should be a number of VTMs available with 24-hour access to the live teller service. Development of the service will focus on making additional benefits available and improving the live chat experience.

With customer service increasingly managed by AI chat bots, from [bespoke travel consultancy](#) to [bill payment](#), how could small businesses use the efficiency without losing the personal touch?

Website: [www.posb.com.sg](http://www.posb.com.sg)

Contact: [www.twitter.com/dbsbank](https://www.twitter.com/dbsbank)