

## Drive Through ATM Procedures

Please note that Banks are installing new "Drive-through" teller machines. Customers will be able to withdraw cash without leaving their vehicles.

To enable customers to use this new facility the following procedures have been drawn up.

### MALE PROCEDURE

- Drive up to the cash machine.
- Put down your car window.
- Insert card into machine and enter PIN.
- Enter amount of cash required and withdraw.
- Retrieve card, cash and receipt.
- Put window up.
- Drive off.

### FEMALE PROCEDURE

- Drive up to cash machine.
  - Reverse back the required amount to align car window to machine.
  - Set parking Brake, Put the window down.
  - Find handbag, remove all contents onto passenger seat to locate card.
  - Turn the radio down.
  - Attempt to insert card into machine.
  - Attempt to insert card into machine.
  - Open car door to allow easier access to machine due to its excessive distance from the car.
  - Insert card.
  - Re-insert card the right side up.
  - Dig through handbag to find diary with your PIN written on the inside back page.
  - Enter PIN.
  - Press cancel and re-enter correct PIN.
  - Enter amount of cash required.
  - Check make up in rear view mirror.
  - Retrieve cash and receipt.
  - Empty handbag again to locate wallet and place cash inside.
  - Place receipt in back of checkbook.
  - Re-check make-up again.
- 
- Drive forwards 2 feet.
  - Reverse back to cash machine.
  - Retrieve card.
  - Re-empty hand bag, locate card holder, and place card into the slot provided.
  - Give appropriate one-fingered hand signal to irate male drivers queuing behind.
  - Restart stalled engine and pull off.
  - Drive for 2 to 3 miles.
  - Release Parking Brake.