



FOR IMMEDIATE RELEASE

Contact: **Rebecca White**
Phone: **(423) 378.9500**
Email: **rwhite@bankoftennessee.com**

March 1, 2017 - Bank of Tennessee has expanded service capabilities and operating hours to customers with the introduction of DRIVE THRU *plus*.

In February 2017, Bank of Tennessee began rolling out DRIVE THRU plus which features an Interactive Teller Machine (ITM) in their permanent branch location in Mount Juliet, TN with great reviews from customers. Now, DRIVE THRU plus is available at the newly constructed Main Office branch located at 301 E Center Street in downtown Kingsport, TN.

"The drive thru hasn't changed much in the past 40 years, until now," said Thomas Eorgan, Senior Vice President and Director of Customer Experience at Bank of Tennessee. "We are excited to offer ITM technology because it allows us to provide one-on-one, personal service to our customers 6 days a week from 7a.m. to 7p.m.," said Eorgan.

The ITMs look like an ATM; however, the major difference is that customers can have a real time, face-to-face conversation at the machine with a Bank of Tennessee employee. This allows customers to complete most of their banking transactions with a live person, the same as if they went inside the bank or used a traditional drive-thru.

Almost any transaction that a customer would do inside the branch or at a traditional drive-thru can be done at an ITM. Customers can make deposits, withdrawals, transfers, loan payments, cash checks, and more. For security purposes, all transactions are recorded and customers are asked to scan in personal identification to authorize the transaction.

ITMs will be available in select branch locations Monday through Saturday from 7 a.m. to 7 p.m. The ITM also offers regular ATM services 24 hours a day.

"At Bank of Tennessee, we constantly look for innovative ways for our customers to do their banking," said Roy Harmon, Chairman and CEO. "In recent years, we enhanced Online Banking services, introduced Mobile Deposit, and now DRIVE THRU *plus* and ITM technology. This is another

safe and convenient way our customers can bank with us while keeping the most important aspect of a community bank intact - personal customer service," said Harmon.

DRIVE THRU *plus* will be implemented at select Bank of Tennessee locations in the near future.

Bank of Tennessee is a community bank headquartered in East Tennessee. For more information, visit www.bankoftennessee.com or call (423) 378.9500. Member FDIC.

###