

FIRST TO THE PUNCH?

Bank Machine's first Through-The-Wall ATM with Punch Taverns has been installed in early July 2008 at the Green Man Pub, on the Edgware Road in North London.

Chris Butler, a Punch Director, is delighted to see this first ATM open for business.

"We hope this will be the first of many Bank Machine ATMs at our Pubs. We see this as a vital customer service and potentially a way of increasing bar and food sales by giving our patrons more spending power".

Stephanie Pridmore, Bank Machine's Sales Director, echoes Chris Butler's views. "I am very excited to see this ATM operating. I expect to see a significant number of further installations with Punch this year, with our prime target being rural locations that do not currently have a good ATM service-provision"



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There where you need us

MD'S FORUM

NOTHING OLD FASHIONED ABOUT PAYING YOUR WAY.

It has become fashionable for some Card Issuers to spend £Millions on advertising campaigns proclaiming that cash is old fashioned.

Well, if they are suggesting that the modern way of living is to run up massive debts on Credit Cards, most of us would prefer to be old fashioned and live within our means.

There is nothing fashionable - or happy - about being in debt. Yet, many Card Issuers only really make money from us if we go into debt.

Plastic has been around a long time, yet still hasn't really caught the public's imagination. Indeed, being "Plastic" is a byword for being cheap, superficially attractive and lacking in substance. Cash, on the other hand is trusted, convenient, controllable and universally acceptable.

Would you rather be universally acceptable or "lacking in substance"?

Enough said!



Ron Delnevo
Managing Director, Bank Machine

CASH IN TRANSIT

August will see the launch of Green Team, Bank Machine's very own Cash-in-Transit (CIT) service. This move has been triggered by our desire to vastly improve our service delivery: by controlling cash delivery ourselves we will be able to offer a more flexible and responsive service to our customers.

We have invested heavily in this new venture to ensure that we have state of the art premises and vans, highly skilled and trained staff and a safe, secure service.

From our depot in North London we will gradually rollout to cover around 300 sites in and around London. Customers benefitting from this change will receive letters from us in advance so that they know when to expect the changeover and how to recognise our staff. Once the service is underway we will be seeking feedback from customers as to their experiences.

Later in 2008 and throughout 2009 we will expand the number of sites covered by this in-house service.



JEMPSONS OF PEASMARSH - PROUD TO BE BETTER

Jempsons of Peasmarsh is a very special retailer. A family run business since 1935, it has now grown to be a Superstore of 35,000 square feet. The only thing that has not changed is the total devotion brothers Stephen and Andrew Jempson lavish on their business to ensure customers enjoy a unique shopping experience.

Jempsons is living proof that you don't need to have the name Tesco or Sainsbury over the door to nurture a successful retail business. As Stephen says "it is no good telling potential customers you are simply different from the likes of Tesco - they expect you to be better. That therefore is our target - and we believe our increasing sales are the best evidence possible that we are succeeding in that respect"

It is not just customers that benefit from the "Jempsons Experience": staff are also beneficiaries. Amazingly in these days of "shop till you drop", Jempsons staff can have their Sundays to spend with their families because the store is not open 7 days a week.

"We firmly believe that 6 days of shopping is enough for our customers and staff alike. Everyone needs time off. Our customers appreciate that and plan their shopping accordingly," remarks Andrew Jempson. The customers certainly must appreciate that 6 days of shopping at Jempsons is better than 7 days elsewhere. The brothers recently took over three further stores in the Kent Coastal area and, despite closing one day a week, each of these stores is showing double digit growth over the previous year.

Ron Delnevo is proud to have had Bank Machine chosen by the Jempsons to provide ATMs for all their stores.

"When the Jempsons decided not to renew Nationwide's ATM contract, they could have gone to a Big Bank to provide them with ATMs. Instead they chose Bank Machine, appreciating that our total focus on keeping our ATMs dispensing cash is 100% in line with their own desire to always put customer service first".

Jempsons



BANK MACHINE WELCOMES JENNIFER FINLAY, OUR NEW FD.

Jennifer Finlay jumped at the chance when offered the opportunity of becoming Bank Machine's Finance Director "I had worked for a number of large companies, including a six year spell with Tesco. I was looking to find a new direction for my career in a more dynamic and entrepreneurial environment. I have certainly found that with Bank Machine!"

Ron Delnevo is delighted to welcome Jennifer to the Bank Machine Team. "As well as being academically well qualified and having a wealth of relevant experience, Jennifer shares Bank Machine's commitment to customer service. She understands that achieving sustainable profitability in the ATM business depends on Bank Machine being totally committed to customer service. Putting that approach into practice will ensure Jennifer helps us build on the success Bank Machine has already enjoyed".



BANK MACHINE STEP IN TO PROVIDE FREE ATM SERVICE FOR SWINDON COLLEGE

When Nationwide Building Society were unable to continue to offer Free-To-Use ATM services at Swindon College, Bank Machine was very happy to step in to fill the gap.

Phil Petre, the College Estates Manager told Interchange "We were disappointed when our local Building Society pulled out and a little worried we would no longer have an ATM for use of both students and staff. I am pleased to say, however, that Bank Machine has moved quickly to ensure continuity of our Free ATM service".

Paul Henry, Bank Machine's National Account Manager was very happy to help the College. "Bank Machine has hundreds of Free-To-Use ATMs around the UK, with a number of them situated in Universities and Colleges. We are always pleased to hear from such venues. We can offer them long-term security of service, which is usually much appreciated. The last thing a College should have to worry about is the prospect of losing convenient access to cash. With Bank Machine, that risk does not exist".



BANK MACHINE REPLACES YORKSHIRE BANK ATMS AT TATES

Bank Machine has continued its takeover of key ATM sites around the UK with the replacement of 5 Yorkshire Bank ATMs at leading Spar Retailer Tates.

“We are delighted to have replaced the old Yorkshire Bank ATMs with new Free-To-Use machines that can provide a far more user-friendly service to customers”.

The reward for providing a better ATM service are more cash withdrawals and higher sales for the Tates stores.

Geoff Hallam, Tates Managing Director has no doubts “We are gradually replacing all of our old ATMs with new machines from Bank Machine. We are confident this is the way to both maximise customer service and to increase retail sales”



Green Arbour Lane, Thurcroft Rotherham



High Street, Penistone, Sheffield

A VICTORY FOR COMMON SENSE: BARNET PLANNING DECISION OVERTURNED

A decision by Barnet Council to force the removal of a cash machine has been overturned following a local campaign by Bank Machine. The ATM, located in a Martin McColl store in Mays Lane in the London Borough of Barnet, has been in place since February 2007, serving over 5000 customers a month. Residents rely on this particular ATM because the nearest alternative cash machine is over half a mile away.

The London Borough of Barnet's Planning Department originally stated that the ATM should be removed because it had acted as a magnet to crime. In fact, the opposite was the case – because of the additional security measures which Bank Machine introduced, crime had actually gone down in the area – and more particularly inside the shop itself - since the machine was installed.

Because this decision simply made no sense, Bank Machine launched a campaign to keep the Mays Lane cash machine in place, and picked up excellent local support. After some positive coverage in the local media and, following direct representation from the local councillor, as well as vocal objections from residents, planning officers re-opened discussions. Finally, Barnet Council decided to reverse their decision. This Free-To-Use ATM will therefore continue to provide an important service in the community.

Managing Director of Bank Machine, Ron Delnevo said: "We couldn't believe it when Barnet Council told us to remove the machine because they claimed that crime had increased in the area, when they had no evidence to back this up. We're really pleased that the planners have been big enough to change their minds and allowed this ATM to stay put. We'll continue to fight on behalf of our customers anywhere local authorities cannot properly justify planning decisions, and our campaign in Barnet just goes to show how much support there is in local communities for the service which we provide."

