**Contact:** Kristine Tanzillo, Dux Public Relations

kristine@duxpr.com / 903.865.1078

**NextMark Credit Union Turns Management**

**of Its ATM Fleet over to Dolphin Debit**

**HOUSTON, May 18, 2021** – [NextMark Credit Union](https://www.nextmarkcu.org/) has removed the distractions of ATM management and is free to focus its energies on a great experience for its members, now that it has turned over operations of its machines to [Dolphin Debit](http://www.DolphinDebit.com).

The $506 million Northern Virginia credit union has a dozen ATMs, all now handled by Dolphin, the full-service ATM management company. NextMark serves some 17,000 members primarily in seven counties and five independent cities in the Washington, D.C., area.

The credit union has ATMs at four branches as well as eight other sites, including government buildings.

For NextMark, two of the biggest factors in its decision to outsource were elimination of the day-to-day management burdens and the opportunity to reallocate staff to focus on the credit union’s main objectives: a great member experience and top-tier service.

According to Chief Financial Officer Brian Shostek, Dolphin’s ATM management expertise allows NextMark to relieve the pain points shifting focus away from the institution’s goals. “It made sense to allow them to focus on the ATMs and for us to focus on the member experience,” Shostek explained.

Before deciding to work with Dolphin Debit, NextMark did consider other management providers, Shostek noted, “but Dolphin’s excellent reputation in the industry was very compelling.”

Dolphin Debit replaced 10 of NextMark’s existing ATMs with new ones, and Shostek emphasized the importance of the fleet to the credit union’s ongoing strategy.

“As we grow and expand our footprint into the counties we serve, we anticipate deploying additional ATMs,” he said. “As consumers transition to a more digital banking experience, ATMs serve as a vital resource, especially from an efficiency standpoint.”

He added that “leveraging some of the more sophisticated features that ATMs offer, and empowering users to utilize those features rather than waiting in line to be served by a teller, will boost efficiencies and reduce costs in the long run.”

“Credit unions often don’t realize how much of their time and effort goes toward managing their ATM fleet,” said Gary Walston, CEO of Dolphin Debit. “NextMark Credit Union was savvy enough to take a close look at that and realize those energies could be better directed at their top priority, member service and experience.”

**About Dolphin Debit**

Dolphin Debit Access is a full-service ATM management company that owns and operates ATMs for financial institutions. Dolphin’s turnkey ATM service includes deployment of new ATM equipment combined with terminal driving, ATM maintenance, armored car service, communications, monitoring and dispatch, and cash management. Dolphin Debit operates all types of equipment in various on-premises and off-premises venues. In addition, Dolphin Debit has the rights to install and operate drive-up ATMs at Walmart/Murphy USA locations in multiple states. Dolphin Debit customizes solutions to the specific needs of clients, with a flexible, cost-saving approach that enables redeployment of company assets to improve the bottom line. For more information, visit [dolphindebit.com](http://www.dolphindebit.com/).

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