Coastal Credit Union Opens First Standalone Drive-Up Interactive Teller Machine in Morrisville

RALEIGH, N.C. (June 28, 2023) – Coastal Credit Union has installed a new dual-function, drive-up interactive teller machine (ITM) located in the parking lot of Walmart at 1001 Shiloh Glenn Drive in Morrisville. It is the first standalone drive-up ITM not directly onsite at a Coastal branch.

"We're excited about the opportunities this type of installation can open up for our members, and for communities that are lacking access to financial services," said Tyler Grodi, Coastal's President & CEO. "We now have the ability to fill gaps in branch coverage by adding drive-up locations that are convenient for members. It also gives us the potential to test new markets before going all-in with building a full-service branch."

An ITM is unique in that it can provide both live video teller service from a Coastal employee, and also functions as an ATM. It is available for teller service for Coastal members from 7 AM to 7 PM, seven days a week. Anyone can use it for ATM service at any time.

Coastal pioneered video teller systems in the early 2000s and in 2011 was the first financial institution in the world to implement the technology for 100% of teller transactions.

About Coastal
Coastal Credit Union is a not-for-profit, member-owned, financial cooperative, offering a full range of financial products and services. Coastal was chartered on August 31, 1967, with the mission of fostering the credit union philosophy of "people helping people." Today, with $4.7 billion in assets, Coastal serves 328,000 members from 1,800 business partners and is among the leading financial institutions in North Carolina. Coastal operates 24 locations in central North Carolina and serves members in all 50 states through a network of 5,500 shared branches, 30,000 surcharge-free ATMs, mobile banking featuring mobile check deposit, and a robust offering of online services at www.COASTAL24.com. For more Coastal news, visit our online newsroom.

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