

Bringing World Class Banking to You, All Through Video

Eltropy Video Banking transforms how Community Financial Institutions (CFIs) engage with their consumers, enabling secure, face-to-face service from anywhere, without the limitations of physical branches. Fully embedded in Eltropy's Unified Conversations Platform, it allows staff to open accounts, process loans, collect documents, and verify identities over video, all while boosting efficiency, reducing friction, and improving consumer satisfaction.

Whether deployed in-branch or remotely, Eltropy Video Banking brings expert-level service to consumers' pockets, helping CFIs expand reach, reduce abandonment, and drive real growth.

Key Benefits

Expand reach without new branches by serving consumers anywhere with remote and in-branch video.

Boost growth by driving more loans, accounts, and memberships with always-available service.

Deliver human digital experiences by combining personal, face-to-face service with digital convenience.

Maximize staff efficiency by optimizing staffing across locations with virtual availability.

Reduce fraud and stay compliant with built-in ID verification, e-notary, and secure recordings.

- Show estimated wait times for chat and video requests, helping customers make informed decisions and reducing abandonment during peak hours.
- Remember camera, microphone, and speaker preferences across sessions for faster, seamless in-branch video calls without device reselection.
- Enable agents to consult privately during video call handoffs, just like traditional contact center warm transfers.

Key Features

- ✓ **Branch-to-branch transfer**
- ✓ **Built-in analytics and reporting**
- ✓ **Co-browsing (optional add-on)**
- ✓ **Direct agent video links**
- ✓ **Integrated eSignatures**
- ✓ **Integration with core banking systems**
- ✓ **Live document sharing**
- ✓ **Mobile, tablet, and desktop compatibility**
- ✓ **Multi-agent support**
- ✓ **Pre-connect waiting room**
- ✓ **Queue management**
- ✓ **Real-time ID verification**
- ✓ **Recording & transcription support**
- ✓ **Screen sharing**
- ✓ **Secure, browser-based video calls**
- ✓ **Skill-based routing**

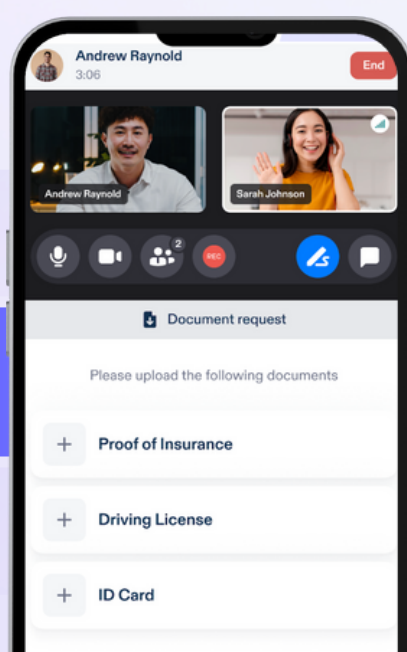
And more...

Remote Video

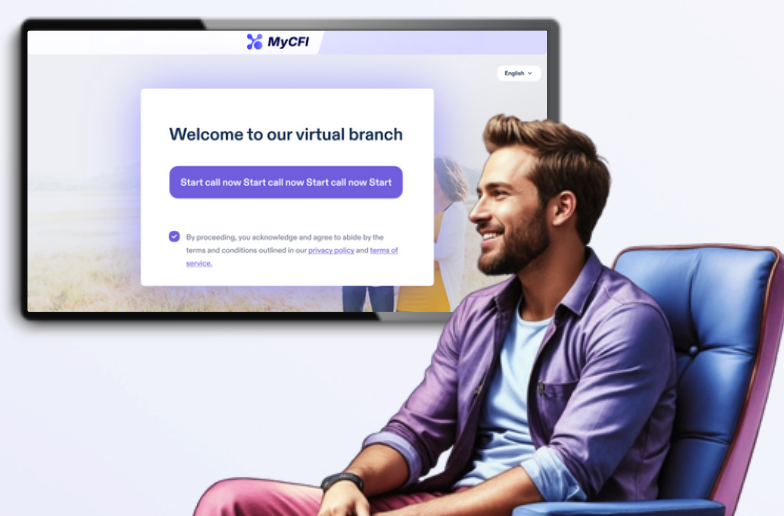
Text
Text us on your mobile phone

Video
Meet our agent

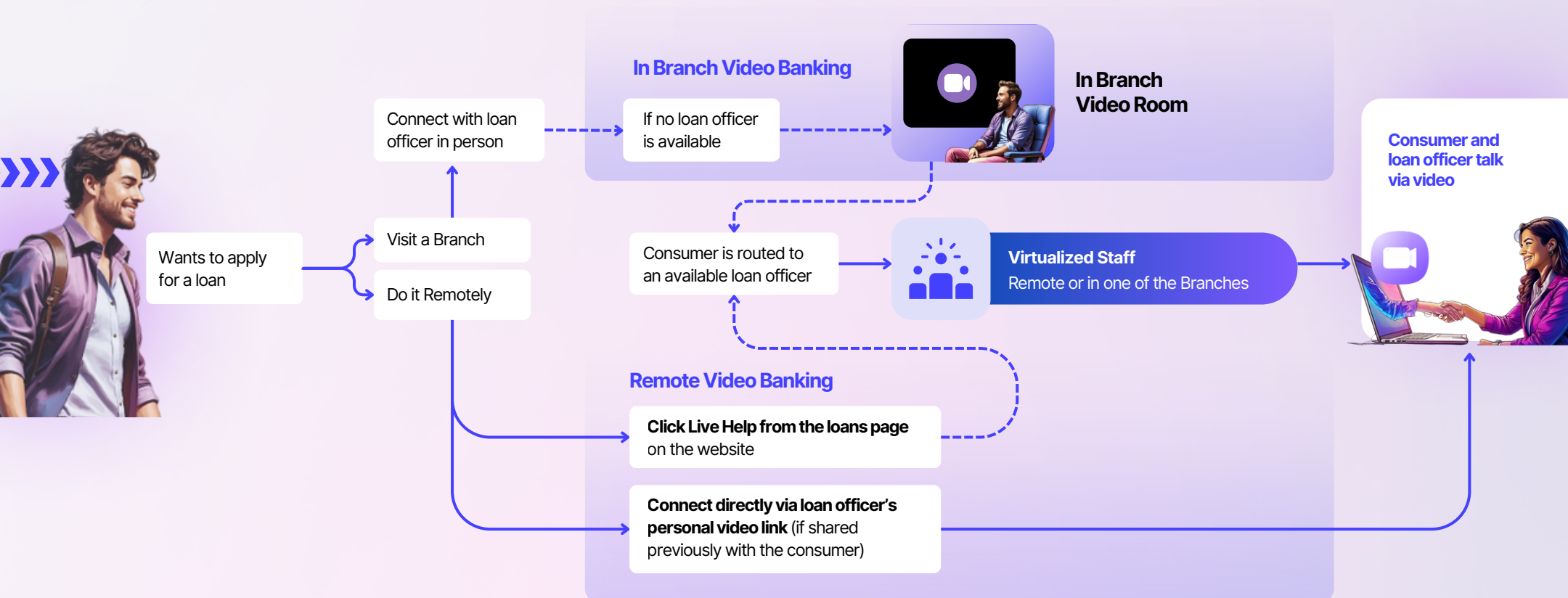
Chat
Continue chatting here



In Branch Video Rooms



What is Eltropy Video Banking



Boost Account Openings, Deposits, Loans, and More...

84%

Growth In New Booked Loans



60%

Increase In New Account Openings



44

States Served, No More Boundaries



1300+

New Members Onboarded



70%

Reduced Lost Opportunities
[Shorter Wait Time]



240

Member Hours Saved
[Faster Resolutions]



\$800M

Boost Member Savings
[More Convenience]



10K

Member Served Remotely



Put Eltropy Video Banking to Work for Your Institution
Learn how at: www.eltropy.com

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E-VB-DS-082625

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