

EZteller FAQs



What is an EZteller Machine?

An EZteller is an innovative new technology that allows you to quickly complete most teller transactions on your own right from the drive-thru. EZtellers also offer access to a live teller via video conferencing for real-time assistance.

Where are EZtellers located?

You'll find EZtellers in the drive-thru at all of our locations.

What transactions can be conducted at the EZteller?

With EZtellers you can complete most teller transactions including:

- Cash and check deposits
- Cash withdrawals
- Balance inquiries
- Account transfers
- Loan payments with a video teller
- Cash checks
- And more!

When are EZtellers available?

EZtellers are available for self-service transactions 24/7. Live tellers are available to assist from: 8:00a.m. to 4:30p.m. Monday through Thursday, 8:00a.m. to 5:30p.m. Friday, and 8:00a.m. to 12:00p.m. on Saturdays.

Are tellers being laid off due to the addition of these machines?

No.

Where are the live tellers located?

The live video tellers are all employees of Community South and work from our Operations Center located in Chipley, FL. You may recognize some tellers from your local branch!

How does an EZteller work?

EZtellers can be used like traditional ATMs where you insert a debit card, select your transaction type, and follow the prompts on the screen.

During your transaction, if you need to speak with a Community South teller simply touch 'Help' on the screen to be connected directly with an active teller. For security purposes, they will ask you to scan your ID before dispensing account information.

Learn more at CommunitySouth.net/EZteller

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What if I do not have a debit card?

An active teller is required when you do not have a debit card. Touching the screen will start your transaction and allow you to request teller assistance.

What are some of the benefits of EZtellers?

- 24/7 availability
- Drive-up convenience
- No deposit slip required
- All the functionalities of an ATM, but with a personal touch

What if I want to use a traditional ATM?

You can use any of our EZtellers to complete traditional ATM transactions without needing to speak to a teller.

Is there a fee to use an EZteller?

No, members will not be assessed any fees. Using an EZteller is the same as going to the teller window.

Is there a fee for non-members?

Yes, the transaction fee for non-members is \$3.75

Can I put coins into the EZteller?

No. EZtellers cannot accept or distribute coins. For deposit transactions that include coins, please visit a teller inside the branch.

Will the EZteller dispense coins? What if I want to cash a check that is not an even amount?

The EZteller will not dispense coins. When cashing checks that include change, the EZteller will dispense your cash and then deposit the change into your account. All other coin transactions will need to be completed in the lobby.