

## **PALM PRINT IDENTIFICATION BIOMETRIC TECHNOLOGY**



### **Q&A**

#### **Q. How does it work?**

**A.** Initially, you need to enroll by simply holding your palm over the infrared sensing device and it detects your unique palm print pattern and matches it to an encrypted digital signature in our secure system. After you register and whenever you visit a branch, you simply hold your palm over the scanner and you are immediately identified to do your banking transactions.

Palm print recognition works by scanning the prints inside of your hand and creating a digital template that represents your print pattern. Palm print patterns are unique to each individual — even identical twins have different patterns.

#### **Q. Why are you using palm print recognition?**

**A.** It offers a form of positive identification that is very accurate and allows us to provide faster, more secure service, and keeps your information private and confidential.

#### **Q: Is this really more secure?**

**A:** Palm print authentication offers superior security, accuracy, and convenience. This new technology is fast, highly accurate and secure, with many safeguards built in to protect your privacy and give each member a single record that is impossible to forge.

#### **Q: Do I have to get my palm scanned?**

**A:** No. While palm scanners will provide added security detail, you can “opt out”. However, this technology is by far the most secure way to identify the member in front of us. With the significant rise in identity theft and fraud in recent years, we recommend all members register.

#### **Q: Will I still need my ID to process my transaction after you obtain my palm print?**

**A:** In the lobby, we will rely on the palm authentication. Or if you choose to opt out, we will need our ID to process your transaction. In the drive thru, you will need to present your ID.

#### **Q: Will my palm data be shared with outside sources?**

**A:** No. It will only stay within our secure system. Your privacy is very important to us and we do not share any information with outside parties. Your information is staying internal on our confidential servers.

#### **Q: How can someone deposit money into my account if I will not be there to scan my palm?**

**A:** That is one great thing about our system – they can still make the deposit by providing your name, but someone will not be able to impersonate you when we use palm authentication.

#### **Q: If the scanner isn't working, can I still access my account?**

**A:** Yes, we can always look up your name and account information.