



ATM Software

A composite image showing a close-up of an ATM on the left and a coastal scene with several colorful fishing boats on the water on the right. A blue semi-transparent box is overlaid on the image, containing the main title text.

# Revolutionizing bank services in the Philippines with KAL's RTM

The RTM “is an innovative and effective tool for enhancing customer convenience and expanding access to financial services”.

Melchor Plabasan,  
*Banko Sentral ng Pilipinas*

## The background

ENCASH's goal is to provide ATMs to rural areas with little or no access to banking, and in doing so:

- Deliver convenient financial services to the rural population at an affordable cost
- Tap into an unserved market sector and strengthen relations between customers in remote areas and the financial industry
- Enable cash to be more easily circulated within local communities

## The challenge

ENCASH faces a major obstacle to its goal – the following ATM costs are prohibitively expensive in such remote locations:

- Installation
- Cash replenishment
- Maintenance



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### The solution

KAL's Remote Teller Machine, or RTM, answers ENCASH's needs because its running costs are a fraction of an ATM's – in fact, one-tenth. This is because the RTM provides customers with access to cash, but it has no cash stored inside.

### Low maintenance

Its low maintenance requirements also mean that the RTM is suitable for use in the remote locations targeted by ENCASH.

### Easy to use

But if the RTM has no cash stored inside, how do customers make a cash withdrawal? It's simple: instead of giving the customer cash, the RTM issues a secure ticket which the customer then exchanges for cash at the shop, restaurant till, or hotel reception where the RTM is located.

### Convenient

The RTM can be installed anywhere there is cash, such as supermarkets, restaurants and hotels, giving local communities convenient access to funds.

This method of cash dispense offers another advantage for those living and running businesses in remote areas. The cash is recirculated within the local community – it is spent by consumers at the local shops, restaurants and hotels, and then given back to other customers when they make a cash withdrawal request from the RTM. This also helps to boost revenue in the local area.

### The figures

KAL's RTM enabled ENCASH to fulfil its goal of providing access to cash in communities underserved by the banking industry. Furthermore, ENCASH met its target of achieving a full return of its investment in the RTM within 24 months, with 90% of the live sites reaching its target in 12 months or less.

#### About ENCASH

Electronic Network Cash Tellers Inc, or ENCASH, is the first independent ATM deployer in the Philippines to provide privately-owned ATMs to rural areas untapped by commercial banks. ENCASH currently has more than 300 ATMs in over 55 Philippine provinces.

<http://www.encash-ph.com>

#### About KAL

KAL is a world-leading ATM software company and the preferred supplier to world mega banks such as Citibank, ING, UniCredit and China Construction Bank. KAL's Retail Teller Machine is a revolutionary cashless ATM set to transform branchless banking.

<http://www.kal.com>