



“ To me, TAG is the synthesis of ATM management – bringing Diebold’s commitment, dedication and experience in with industry-relevant information, topping it all off by bringing together fellow ATM channel staff nationwide! ”

— ATM Services Manager, America First Credit Union

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## WHAT IS TAG?

The Advisory Group (TAG) was created in 1978 with an exclusive and select number of Diebold customers. The original purpose was to serve as a beta test group for Diebold’s first automated teller machines (ATMs). Since then, the focus has broadened to more than just ATMs. TAG has developed into a thriving and energetic independent user group encompassing financial institutions and ATM deployers of all sizes. TAG has consistently adapted to fit the changing needs of its members and looks forward to helping build new, profitable relationships among its members. Membership means possibilities and solutions. TAG is a critical link between members and Diebold, and the relationship has proved to be beneficial time and time again. TAG members collaborate directly with Diebold executives to influence and improve the most innovative technology and services the financial industry has to offer. Included in that collaboration are Diebold’s ATMs, deposit automation solutions and ATM security and service features.

## MEMBERSHIP BENEFITS

For a low annual fee, TAG members enjoy a range of benefits—including education, networking and discounts.

### Education

- Exclusive invitation to learn about the latest industry trends, compliance updates and technology news through the Industry Education Webinar and Seminar Series Hosted by Diebold.
- Preview the latest industry technologies and participate in exclusive educational learning sessions at the TAG National Conference.
- Help your institution realize a long-term return on its investment by having staff learn more about Diebold technology through hands-on lab and educational sessions led by subject matter experts.
- Keep up-to-date on the latest industry and compliance news needed to run a state-of-the-art ATM network in a world of ever-changing technology via TAG’s newsletter posted on TAG’s website, emailed three times per year to you and your alternate representative. You are encouraged to share the newsletter with other employees in your organization.

“ I learn a lot from the TAG conference each year from Diebold representatives and others who attend the conference. I enjoy the vendors TAG brings in as well. ”

— ATM Operations Manager, ENT Federal Credit Union

## Networking

- Join TAG on LinkedIn® to share ideas with your peers and learn about upcoming exclusive TAG events.
- Participate in peer-to-peer focus groups and opinion surveys where you will be among the first to see future Diebold products and services and provide your feedback.
- TAG members are invited to participate in the Diebold Idea Community, a real-time exchange of product and service development ideas used to shape the next generation of Diebold solutions.
- An excellent online resource, the TAG membership directory can be used to interact with other members who have experience in a particular area, such as deposit automation or branch transformation, to provide feedback that can help you grow your business.
- Need help with a project? Ask for advice or feedback using the TAG email distribution list. Call the TAG Hotline for more details on how to use this benefit.
- Network with peer financial institutions at the annual conference, as well as throughout the year.

## Discounts

- Enjoy early bird pricing for the annual TAG National Conference, the premier educational and networking event you will plan and budget for every year!
- Receive a 10 to 20 percent discount on ATM supply items each time you place an order through the DieboldDirect catalog (minimum order \$100). Your savings over the year could more than pay for your TAG membership!
- Be the first to hear about DieboldDirect special promotions only available to TAG members.
- 20 to 40 percent off education classes held at one of our six training centers or at Diebold's corporate headquarters.

## Diebold Access

- Access to escalation procedures help you resolve issues not satisfactorily addressed at the local level. This service is easy to use and provides Diebold with the means to focus on the issue and coordinate resources necessary to bring about a timely resolution.
- Access to Diebold TAG board members for issue escalation, general questions or conference information.

## TAG National Conference

The TAG National Conference is one of the finest, most comprehensive educational events showcasing the latest technology advancements in the financial market. One past guest stated: “The networking opportunity is outstanding. The different seminars helped to keep me informed of up-and-coming solutions, as well as the reasons for and implementation of various regulations.” This multi-day event features keynote speakers and pertinent, educational sessions on relevant subjects concerning the industry today and future trends. The conference offers extensive and valuable networking opportunities with peers, Diebold executives and vendors. TAG members receive a discount on their registration fee and look forward to attending this conference each year.

Have more questions about membership benefits? Visit the TAG website at [www.dieboldtag.com](http://www.dieboldtag.com), call 1-330-305-9666 or email [info@dieboldtag.com](mailto:info@dieboldtag.com).



## 4 WAYS TO JOIN:

- Call TAG Membership Hotline at 1.330.305.9666
- Submit application online at [www.dieboldtag.com/application](http://www.dieboldtag.com/application)
- Fax completed membership application to 330.879.2150
- Mail completed application with credit card information or check made payable to:  
TAG, PO Box 35606, Canton OH 44735-5606

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Organization \_\_\_\_\_

Primary Voting Representative \_\_\_\_\_

Title \_\_\_\_\_

Business Physical Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Business Mailing Address (if different) \_\_\_\_\_

Business Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_ Cell \_\_\_\_\_

Business Email \_\_\_\_\_

Whom may we thank for referring you to TAG? (please include name and company)

\_\_\_\_\_

Alternate Representative \_\_\_\_\_

Business Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_ Cell \_\_\_\_\_

Business Email \_\_\_\_\_



## Payment Methods

TAG Annual Membership Fee US \$395 (subject to change without notice)

(Please circle. If other, please provide name):

Check Enclosed      Credit Card      Bill My Institution  
made payable to TAG

Visa      MasterCard

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name on Card (please print) \_\_\_\_\_

Signature (required) \_\_\_\_\_

Today's Date \_\_\_\_\_



## TAG MEMBER EQUIPMENT FORM

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Organization Name \_\_\_\_\_

Primary Voting Member Name \_\_\_\_\_

Date \_\_\_\_\_

### ATM Network Information

Acquiring Networks \_\_\_\_\_

Issuing Networks \_\_\_\_\_

Transaction Processor \_\_\_\_\_

Number of Proprietary ATMs \_\_\_\_\_

Number of Outsourced ATMs \_\_\_\_\_

Number of Branch ATMs \_\_\_\_\_

Number of Off-site ATMs \_\_\_\_\_

Current ATMs:

Diebold      Nautilus Hyosung      Wincor      NCR      Triton      Other \_\_\_\_\_



Please mark the solutions that are currently deployed on your ATM network or that you plan to deploy in the future.

### Self-Service Terminals & Modules

- | Current                  | Planned                  |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Statement printing                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Check cashing/depositing/imaging                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Advanced function dispensing (stamps, coupons, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | Top-up stored value cards (prepaid reloads)          |
| <input type="checkbox"/> | <input type="checkbox"/> | Cash acceptor  |
| <input type="checkbox"/> | <input type="checkbox"/> | Cash recycling                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Kiosks   |

### Supporting Products & Services

- | Current                  | Planned                  |                         |
|--------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Online service requests |
| <input type="checkbox"/> | <input type="checkbox"/> | FirstLine maintenance   |
| <input type="checkbox"/> | <input type="checkbox"/> | SecondLine maintenance  |
| <input type="checkbox"/> | <input type="checkbox"/> | Cash management         |

### Assisted Transaction Solutions

- | Current                  | Planned                  |                             |
|--------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Branch transformation       |
| <input type="checkbox"/> | <input type="checkbox"/> | Teller dispensing/recycling |

### Software & Services

- | Current                  | Planned                  |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Virtualization                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Marketing screens at the ATM             |
| <input type="checkbox"/> | <input type="checkbox"/> | Remote monitoring                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Business process outsourcing             |
| <input type="checkbox"/> | <input type="checkbox"/> | Predictive maintenance                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Mobile banking                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Item processing                          |
| <input type="checkbox"/> | <input type="checkbox"/> | Agilis® software                         |
| <input type="checkbox"/> | <input type="checkbox"/> | Software deployment (OS system patching) |
| <input type="checkbox"/> | <input type="checkbox"/> | OpteView® Remote Services                |
| <input type="checkbox"/> | <input type="checkbox"/> | Shared branching                         |

### Physical Security Services

- | Current                  | Planned                  |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Logical security                        |
| <input type="checkbox"/> | <input type="checkbox"/> | Security monitoring                     |
| <input type="checkbox"/> | <input type="checkbox"/> | ATM SkimmingAlert <sup>SM</sup> service |
| <input type="checkbox"/> | <input type="checkbox"/> | Physical security equipment             |

### ATM Security Protection

- | Current                  | Planned                  |                                   |
|--------------------------|--------------------------|-----------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Anti-skimming technology          |
| <input type="checkbox"/> | <input type="checkbox"/> | Jitter technology                 |
| <input type="checkbox"/> | <input type="checkbox"/> | EMV card chip technology          |
| <input type="checkbox"/> | <input type="checkbox"/> | BezelSentry <sup>SM</sup> service |
| <input type="checkbox"/> | <input type="checkbox"/> | Fraud prevention                  |
| <input type="checkbox"/> | <input type="checkbox"/> | ATM endpoint protection           |
| <input type="checkbox"/> | <input type="checkbox"/> | Top hat access control            |

I would like additional information on

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