

NEWS RELEASE

FOR IMMEDIATE RELEASE

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POWHATAN COUNTY ANNOUNCES

New Horizon Bank Relocation in Powhatan

Powhatan County, VA – The Powhatan County Economic Development Department is pleased to announce the expansion and new location of New Horizon Bank. The brand new cutting edge bank is located at 1870 Stoneridge Commerce Drive in Powhatan near the intersection of Route 60 and Stavemill Road. New Horizon has been in operation for eleven years and continues to have its headquarters operation on New Dorset Circle in the county. The modern outside look of the bank is not the only change's that customers will see. The bank has decided to modernize and streamline its services for customers. The introduction of service pods for tellers is the new way of customer service. Customer service is the main objective of the bank and every detail was included in the planning of the new location.

Service pods have become popular ways of creating a closer relationship with customers by taking away harsh glass walls and port speakers that disrupt communication regarding personal matters. When walking in the front door of the newly finished bank, there is an immediate welcoming feel with standing stuffed animals greeting you. There are two pod stations with tellers waiting to serve you in a manner that allows you to communicate and see what is taking place. There is no wall and restricted access areas just pods sitting in the middle of the floor. Safety isn't a concern due to the vaults that collect the money at the pod stations. By not having cash drawers, it eliminates security threats as well as improves accountability by the bank and allows better auditing practices.

New Horizon Bank is the first to install teller pods in Powhatan, and one of the few in the Richmond area. Among other changes to the bank are wider pull-through lanes with variable height service buttons. The bank has also made their very modern ATM maintainable from the inside, which provides safer and easier access for employees.

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