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PRESS RELEASE

First Citizens Bank and TRC Interactive Win Gold Brandon Hall Best Results of a Learning Program is Announced

Harrisburg, PA, December 7, 2011: TRC Interactive's multiple award-winning TellerSolutionOnline® and TRC Interactive's design transaction simulations are at the core of the 2011 Brandon Hall Award, Best Results of a Learning Program which was awarded to First Citizens Bank and TRC Interactive. Using TRC Interactive's architecture, consulting, as well as TellerSolutionOnline's extensive eLearning modules, the Teller Essentials Program was developed for First Citizens Bank. Participants are assigned to a First Citizens Coach who provides direction and mentoring. Then, working in the branch, Tellers participate in TRC Interactive's customized TellerSolution Online®, as well as the uniquely customized interactive transaction training simulation.

"First Citizens Bank really enhanced TellerSolution Online® and the transaction training simulations" said Jay B. Bowden, TRC Interactive's Chief Executive Officer and Lead Designer for the project. TellerSolution Online® and transaction training eLearning has a huge track record, but with First Citizens Bank the value added through coaching and assessment created an extraordinary synergy."

For more information about TellerSolution Online®, Transaction Training, or to find how TRC Interactive can create any training program, visit www.trcinteractive.com or call (800)222-9909.

About TRC Interactive:

Since 1973 TRC Interactive has provided training services to financial institutions throughout the U.S.A. One of the most respected training organizations, TRC Interactive is state-of-the-art in not only training, but bank systems, equipment, management problems, needs and personnel. TRC Interactive is the creator and developer of TellerSolution Online®, the nation's leading solution for training *new* and *part-time* tellers, as well as BankTrainingOnline® and CreditUnionTrainingOnline®, an extensive online collection of training courses and First Line of Defense™, the premiere fraud detection training tool. To learn more about how TRC Interactive can help you meet your training needs, visit www.trcinteractive.com .

If you would like more information on this topic, or to schedule an interview with Jay H. Bowden, Vice President Operations, please call 800.222.9909.

