



A welcoming and functional branch that meets the requirements of modern banking

The surface area has doubled in the new branch. On 405 m², the customer discovers a branch where colours and outfitting add a touch of conviviality to a highly functional area.

The building is designed by the architect studio Dariusz Pawlowski and b+architectes and is characterised by the integration of a modern bank branch in a rural building. Not only has the old front of the farmhouse been preserved, but welcoming, spacious and light areas that make customers want to come in have been created.

With a view to adopting a proactive approach towards its customers while offering a completely individualised service, the bank decided to divide the indoor area of the branch into several separate areas to welcome and assist the customers.

The first area, an S-BANK "self-banking" area, with an automated teller machine (ATM) for cash withdrawals and deposits as well as a night deposit box, is accessible 24/7.

In the branch itself, the customer enters a reception/meeting area that has a double

purpose: responding to the customers' immediate needs as they are welcomed by the staff, and providing the customers with business information thanks to available iPads (Wi-Fi) and digital displays. Three rapid service counters in the form of a desk are available for day-to-day transactions.

This is followed by an "advisory" area equipped with a desk with a built-in touch screen and four meeting rooms, including three upstairs, where the staff can talk with the customers in a private space.

The successful separation of the different areas, thanks to a harmonious combination of colours and a suspended ceiling mounted in two different heights, not only helps the customers to find their way in the branch, but also to take advantage of a service focused on their expectations!

Still with the goal of enhancing the customer experience, the bank has equipped the Niederanven branch with fully dynamic screens. Through the use of highly reactive dynamic display, the customers are provided with near real-time information.




M. Georges Heuertz
Chef de l'agence Niederanven




M. Heuertz et son équipe vous accueilleront avec plaisir à la nouvelle agence.

Mr Heuertz and his team are pleased to welcome you to the new branch.



 **AGENCE / BRANCH**
Niederanven
177, route de Trèves
L-6940 Niederanven

 LU - VE / MO - FR
08:30-12:00 / 13:30-17:15
8.30 a.m. - 12 p.m.
1.30 p.m. - 5.15 p.m.

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