t.space reimagines the banking environment to serve as both a bank branch and a space for students to study, collaborate, and connect.

The moment you enter, our electronic queuing system registers your arrival so that you can relax in the lounge. Once our team is ready for you, you’ll receive a text and see your name on the the queue screen. You can chat with a bank teller at the “financial genius bar” or choose to sit down with a certified financial advisor anywhere in the lounge for advice on personal finances. After your meeting, you can enjoy a cup of coffee and fresh pastries at our cafe while you finish some school work in the lounge. Later in the night, you can meet up with your friends as they arrive at t.space for the nightly programming, connecting you with your community.

turn into an event space , meet with your friends, to catch the evening event -

Flexible desks, dedicated desks and private offices available for individuals and teams.

There will also be a cafe with a spacious lounge for students to relax and get some work done. t. space is creating a more stress-free banking environment on your next visit to our branch.

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Community

Access to nightly programming designed to foster personal and professional growth, available to any student and staff of the University.

Banking

A staffed bank branch at the main floor provides convenient access to banking services and financial advisors.

**About Blurb for Website**

t. space is changing the dynamic of your everyday bank. The new structure of our bank will serve as both a bank branch and a space for students to study, collaborate, and hold events. Students can sit down with a certified financial advisor at our "financial genius bar" or a private meeting room to gain advice on personal finances and strengthen their financial literacy. There will also be a cafe with a spacious lounge for students to relax and get some work done. t. space is creating a more stress-free banking environment on your next visit to our branch.

**The Space**

Study & Collaborate

Flexible desks, dedicated desks and private offices available for individuals and teams.

CX-TRA Cafe

Enjoy a coffee, tea, or treats, available at the CX-TRA Cafe while at t.space.

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**Customer Journey Walkthrough**

* Quinn is scrolling through Instagram and saw that one of his friends tags him in a t.space post.
* To celebrate their first event, t.space is running a competition where you tag a friend you’d like to bring to the Student Investing 101 workshop, where both students will have a chance to win an Amazon Echo each.
* Later that evening, Quinn and his friend attend the workshop at t.space, a collaborative bank partnered event space that looks sleek and modern.
* The event ran smoothly with enough refreshments for all in attendance.
* After the workshop Quinn connected with one of the workshop facilitators who happened to be one of the bank’s Investment advisors! The t.space representative encourages Quinn to come back the next day to offer to help and mentor Quinn on his Investing journey.
* The next afternoon, Quinn gets a 1 hour break between his classes and makes his way across campus to t.space.
* He approaches one of the advisors on the floor and they direct him to the ticket machine. Here, Quinn enters his details and reasons for visiting the space and receives a ticket.
* The advisor then informs Quinn that he’s free to enjoy the collaborative space and cafe where Quinn can get a coffee and do school work while waiting for his Investment advisor and ticket to be called.
* Quinn’s ticket is called and proceeds to meet the investment manager he met the day before at the reception desk and gives Quinn the option to talk in the lounge or in a private meeting room.
* During the meeting Quinn’s advisor outlines the available investment options he currently has and provides him with clear and coherent steps on where to go from there. The discussion and recommendations provided were curated to Quinn’s financial goals and level of financial literacy.
* After the meeting Quinn, leaves t.space with a more positive relationship and perception of his bank, feels more educated and confident in his level of financial literacy, is satisfied and impressed with his banking experience that was convenient, coherent, and welcoming, and looks forward to his next visit at t.space!