

The Contact Center that NEVER Sleeps

CO-OP Contact Center answers your need for superior member, card and lending services delivering on the personalized brand experience of your credit union every time your members call.



CO-OP's experts are here to answer the call whenever your members need help with anything from simple account information to loan approval for the car of their dreams — around the clock. You can rely on our dedicated, highly trained agents at our state-of-the-art Contact Centers located right here in the U.S. Meet your members' expectations for 24/7, always-on service that is scalable, compliant, flexible, secure – and personalized. And because it's CO-OP Financial Services, you can feel confident the service your members receive is always consistent with your credit union's brand promise.



Always On
Here for members
anytime, anywhere



Flexible & Adaptable
Coverage and support
options tailored
to your credit union



Efficient
No additional
staffing required

Exceptional Care for Your Members

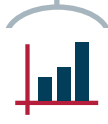


Our live agents deliver the personalized service members expect from your credit union.

We hire and train staff to create personalized experiences, and provide a comprehensive quality program to ensure consistent service experiences every time.



CO-OP is the expert in credit union service. We're created by and for credit unions, which means we bring a deep understanding of your business.



Solve the operational challenge of providing extended service.

Partnering with us is efficient and effective. Leverage the scale of CO-OP Contact Center to lower operational and labor costs — and expand the accessibility of service.



Stay up to date in an evolving world.

CO-OP Contact Center manages that change for you. We continually invest in our technology and infrastructure, which means our solutions are flexible, adaptive and always in line with member expectations. For instance, when call hold times are longer than normal, our Courtesy Call Back feature provides your members with a choice to remain on hold for an agent, or opt for a call back, holding their place in line.



Focus on strengthening relationships and growing your business.

CO-OP Contact Center allows you to focus on what you do best: handling complex transactions, building relationships with members and growing your business.

CO-OP Contact Center Covers a Range of Member Needs

MEMBER SERVICES

CO-OP Contact Center can act as your primary 24/7 service center, offering the overflow and after-hours transaction services your members need and flexible levels of support to fit your credit union's needs. Customizable servicing integrates to a core system interface for truly seamless service experiences that put members at ease. Highly skilled agents are trained to handle a variety of member concerns with patience and empathy.

With Member Services, CO-OP can provide:

- Customized greeting and closing messages created specifically for your credit union to provide a seamless experience to members
- Connectivity to credit union member data via a core system interface to the core processor or CO-OP Share Branching to provide a historical reference to members' account activity
- Member verification for secure, seamless integration
- Online access to all CO-OP Contact Center reports for insights into data including service level, call volumes and call types

Members get easy 24/7 access to:

- Balance inquiries and transfers
- Transaction information
- Loan information, payments and advances
- General account information, such as interest rate, next payment due date, payment amount and maturity date
- Product information – loans, deposits, CD, home or mobile banking, bill pay and more.
- Instructional information – wire transfer, fee schedule and account disclosures

CARD SERVICES

Your members use your cards 24/7, anywhere in the world. They need to know you are always there for them, even when your branch offices are closed. Our industry-leading service raises the bar on member satisfaction, which helps keep your cards top-of-wallet.

Available services include:

- Dispute intake
- Transaction/detail
- Account activity and updates
- Lost/Stolen
- Travel notifications

CO-OP's Card Services also offers self-service IVR solutions for select card servicing to deliver the speed and convenience members value and allow them to choose the method or channel that works best for them. Our built-in caller identification technology detects the risk level of incoming calls before the IVR answers them, a feature that protects credit unions and their members from fraudulent activity.

- Keeps legitimate callers in the IVR – the lowest cost channel and what cardholders expect – making the experience as automated and effortless as possible.
- Identifies suspicious calls before they enter the IVR and directs them automatically to a specialized live agent for additional out-of-wallet authentication.

LENDING SERVICES

CO-OP Contact Center Lending Services gives your members access and better, faster service for the loan products they need to realize their dreams – all while providing you with unmatched tools and technology. CO-OP's origination, underwriting, indirect support and lending services are fully flexible, built on an advanced platform and designed with your needs in mind.

We use configurable tools to build the loan application around the questions your credit union wants members to answer – for a seamless experience and delivery on your brand promise. For credit unions that participate in Shared Branching, we prefill the loan application, further expediting the member experience. Strengthening lending operations, approving more loans and growing your revenue have never been easier.

Lending Services offers:

- Telephone loan processing for auto, boat, watercraft, recreational vehicle and motorcycle loan applications, as well as credit card and signature loan applications — all with the option of automated decisioning reviewed by a loan analyst.
- Indirect lending help for indirect decision support after hours and on weekends. These underwriting services help you capture more loans from both members and prospects.
- Internet loan application support using decision guidelines that are fully customizable, set by you.
- Connections to Credit Union Direct Lending (CUDL) to build dealer awareness and attract indirect loans.

Get Started

To request more information on CO-OP Contact Center, please contact your CO-OP client service representative, call 800.782.9042 or email solutions@coop.org.



CO-OP Contact Center is part of CO-OP's Engage Solutions line. The Engage line allows credit unions to connect with members directly by leveraging CO-OP's physical and digital solutions including mobile innovations, branch self-service, personalized communications and live support.

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Be There. Be More.

