



LIVE MEMBER SERVICE
is only a click away

We're ready to help!
Live Chat Available

LOOK FOR THIS IMAGE INSIDE YOUR
ITSME247 ONLINE BANKING
TO BEGIN CHATTING!

Xtend

Done

Inbound Services Powered by Xtend

LIVE CHAT

"Xtend" Your Communication Network

*Members demand **flexible**, **convenient**, and **accessible** methods of communication. Those who set industry standards know the value of offering **consistent**, **reliable**, and **cutting edge** lines of member communication. The Xtension Call Center introduces Live Chat, the next step of Member Reach!*

- Xtend agents are available 8am to 8pm Monday - Friday and Saturday from 8am-2pm EST.
- Live Chat is easily accessible through It's Me 247 online banking.
- Any messages received outside of our response periods are assigned to an agent for follow-up the next business day.
- CU*BASE trackers are utilized to record communications and assign follow-ups or sales leads to credit union representatives as appropriate.

Getting started is easy! Speak to Julie Gessner at 800-327-3478 Ext 131 or jgessner@xtendcu.com

