

# Xtend

## Contact Center *Inbound Support*

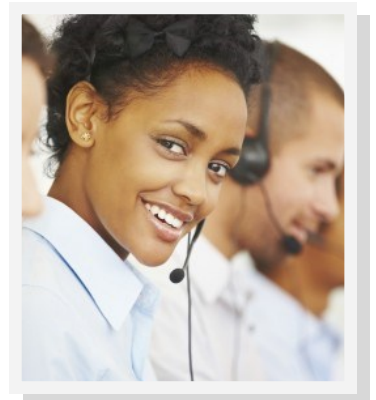
### ***Strengthening Relationships One Conversation at a Time***

Establishing ongoing relationships with your members is what your business is all about. Is your inbound telephone support building your brand and positioning your credit union in today's competitive marketplace? Put the Xtension Contact Center to work for you! Partnering with the Xtension Contact Center provides effective support for your growing list of electronic services.

Our team of professionals is trained in a multi-faceted approach to member service insuring consistency, professionalism, and long term growth.

### ***Partnering with Xtension Contact Center will allow you to extend your hours and add service capabilities without adding brick and mortar***

- “Xtend” your hours: 8 am to 8 pm Monday through Friday, and Saturday from 8 am to 5 pm EST.
- Call routing options: Overflow, after hours, Saturday only, or fully resourced call center.
- Access Xtend without even picking up the phone with our Web Chat service, and give your members an advantage even the big banks can't beat!
- Our representatives answer calls as an employee of your credit union. As an acting employee of your institution, our policies and procedures are determined by YOU!
- Agents are trained to STOP-LOOK-LISTEN. Our proprietary system is to ensure the complete understanding and fulfillment of current needs and to identify future needs.



**Contact us:**  
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