



CU*ANSWERS

Conversion Support
Contact Center

Conversion Support Contact Center Promise

*Congratulations on your upcoming conversion!
We have a few reminders for your team once you go live.*

The CU*Answers Conversion Support Call Center team will be taking all your members' incoming phone calls up to the first two weeks live on CU*BASE. This means that all calls are automatically routed to our support team in Grand Rapids so that you can focus on the members in your office.

Service we will provide for you and your members:

- We have up to 5 full-time agents dedicated to your conversion
- We take calls from 8am to 5pm ET Monday to Friday
- We will help your members when it comes to:
 - It's Me 247 and CU*Talk questions and issues
 - Mobile application information
 - Account and loan balance questions
 - Account and loan history questions
 - Provide branch hours and information

Any concerns or questions from your members that do not fall within our Rules of Engagement or that require the expertise of credit union staff will be sent to your team via trackers in the CU*BASE platform.

What to expect

During the first week of conversion support, our team will experience the highest call volumes, especially during the first few days. Based on historical data, we initially see a 50% answer rate with an average talk time of 10 or more minutes.

As the two-week period progresses, this does get better and normalizes. In the second week of the support period we are typically able to answer 90% or more of the calls we receive from your members.