

Contact Center Services

Our agents are well trained and based in the USA.

Best Agents Around

The CU*Answers Solutions Contact Center is your source for high quality member support and interaction. Going through a product or core platform conversion or helping members through a difficult financial situation can be a stressful time for your members; and they deserve the best support in those times. Let our team of highly trained Solutions Specialists help you maintain a great relationship with your members.



“The Solutions Specialists on the Conversion Support Team proved to be a valuable and worthwhile service during our conversion.”

Barbara Harper
President/CEO
COPFCU

Contact Us Today!

CU*Answers

6000 28th Street SE
Grand Rapids, MI 49546

800-327-3478

www.cuanswers.com



Discover Products/Services Inside

Contact Center Services



Products and Services

At the CU*Answers Solutions Contact Center, our team of Solutions Specialists are separated into two categories: Conversions Support and Collections.

Collections

With any credit union and lending department comes collections—let us take that weight off your shoulders. We'll work with you to reduce that time consuming burden so your staff can focus on the credit union. Partner with our full-time team of collections professionals today and see the results for yourself! And if you only need partial assistance, we can provide that as well.

Conversion Support

A conversion can be a very challenging time for your credit union staff. This can be especially true for your member service and phone support staff since they must continue to perform critical face-to-face teller transactions with a new system while maintaining excellent member support. Your credit union will be facing a multitude of members that are confused or just didn't read the pre-conversion information.

Because we recognize the challenges faced by your member support teams during this time, CU*Answers developed our Conversion Support Contact Center staffed by our Solution Specialists in order to assist your team with the spike in call volume during the CU*BASE conversion process. We can even help with a change in one of your service providers like bill pay!



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Collections Contact Center

Ease your members' tension by letting the Collections Contact Center work with your members in a professional manner, allowing you to focus on other areas of credit union operations. Our Collections team utilizes ACH, AFT, payroll deductions, loan and deposit products when appropriate to solve members' delinquency issues. Not only do we want to bring members payments current but we want to keep them current!

We can do it all or just a little

Looking to outsource all your collections work? We can take care of it for you. Need help with only a segment of your loan portfolio, doing collections work related to a single dealer? We can do that too. We'll even arrange to fill in for your collections team in the event of an emergency or leave of absence.

Collections on the same system you use

The advantage of partnering with us for your collections needs is that we're using the same tools you are when it comes to your daily collections work. All notes, communications, and member collection activities take place within CU*BASE. The information resides online so your team can interact instantly with our team without software conversions, re-keying, or the hassles related to external third party solutions.

Grow your team with us

The Collections Contact Center is an extension of your staff, not an outsourced replacement of your team. In 2016, we averaged just over 10,000 accounts worked each month. Collaborate with us and see the immediate impact of shared solutions!

We will:

- Tailor solutions to your situation
- Automatically mail notices and letters
- Configure system to freeze delinquent accounts automatically
- Provide real time documented notes using the member tracker system
- Provide monthly detailed reports on delinquency
- Issue monthly calls and contact summary reports
- Initiate home banking collection messages
- Reduce risk of FDCPA violations
- Offer skip tracing

“Utilizing the Lender*VP Collections team has allowed our in-house staff to maximize focus on other collections issues. Lender*VP Collections has been an asset in keeping our collections running seamlessly in natural disaster events. The team is a pleasure to work with!”

Linda Shores

Asset Recovery Manager
Cumberland County FCU

Conversion Support Contact Center

Take the stress out of answering member calls during a core or service provider conversion with the Conversion Support Contact Center. Our team's top priority during your upgrade is ensuring proper communication, both with your members and with your credit union.

What you can expect

Our team will field as many calls on live day as possible with the goal of alleviating stress on your staff and serving your members. Our Solutions Specialists each answer 8 – 10 calls per hour on average, and will also return voicemails left by your members.

You will be provided a call report and volumes at the end of each day, and receive a post-conversion final report and summary.

We will:

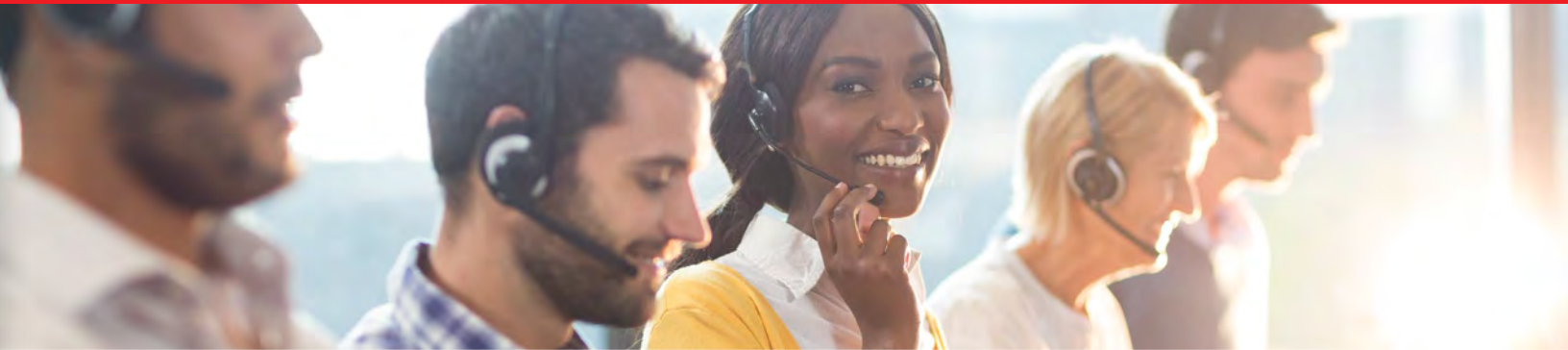
- Provide you with a dedicated toll-free number that you can distribute to your members ahead of the conversion—this helps prevent all of your branch lines from being used
- Follow your policy manual in all member interactions and transactions
- Properly identify your members—per your policy—before releasing information or processing transactions via any communication method
- Assist members with basic It's Me 247 and CU*Talk access such as setting up a username & password
- Complete PIN and challenge question resets for both It's Me 247 and CU*Talk
- Common member service requests such as but not limited to: balance information, cleared check information (if available), transfer of funds, loan history (if available), and updating contact information
- Provide branch hours

“The Conversion Support Contact Center was a very good idea; if we had to take all these calls we would have been in the office very late.”

Cathy Merrill
CEO
Dowagiac Area FCU



Contact Center Services



Educational Opportunities

In addition to the service provided by the Solutions Contact Center, we collaborate with Lender*VP to offer clients opportunities for education and discussion.

Quarterly Collections Roundtable

On a quarterly basis, CU*Answers hosts a collections roundtable event at our offices in Grand Rapids. The roundtable is an open forum discussion on collections laws, internal procedures, and CU*BASE processes. Learn from network partners who learn from each other and add new vigor to your own collections teams.

The event also covers changes to regulations that affect your and our collection work. Meet with industry experts and learn what's coming and what you need to do.

Interactive Online Collections

This class concentrates on the CU*BASE interactive online collections system. This tool aids credit union collectors in all facets of delinquent-member interactions and communications. Through completing the work, the collector actually builds a historical database of member issues, problems and promises to be communicated to all credit union staff in their collective efforts to work with the member. This historical record-keeping is paramount to good compliance disaster-recovery, and other collection processes.



Learn With Us

Lily Tomlin once said, "The road to success is always under construction." The Solutions Contact Center has invested extensively to educate our team and provide the best service to both credit unions and members alike. However, there is always room for improvement at CU*Answers, and we're continuing to learn alongside our credit unions. We hope you will work with us to grow and improve our services.

Please be open and communicate with us about what is working and what is not working. A complaint is a gift. Without these gifts – without working together – we cannot improve.



Sign up today

Visit open.cuanswers.com/courses for a schedule of all courses and roundtable events.

Contact Center Services

A Career Starts Here

We're more than just a call center—we're a career center. We strive to provide our teams with a high level of training and ongoing education. The end result is clients receive a top tier partner that will deliver results, and our team members develop valuable skills that can be used to advance their careers within the Solutions Contact Center and throughout the organization.

- Full-time positions available
- In depth on-boarding process
- Continuing education
- Benefits
- Career advancement opportunities

The CU*Answers Investment

How do we deliver great results? By building a team of full-time professionals dedicated to the work, and investing in their development at CU*Answers.

Onboarding

New Solutions Specialists undergo an initial training period combining face-to-face, web-based, and video training. We ensure agents are ready for job functions and work to foster an environment where clients and their members feel that the time spent on the phone with our associates was time well spent.



Training

Conversion Support Contact Center representatives undergo 70 hours of personal training and course work before being certified to take calls. Collections Contact Center specialists undergo a more rigorous 80-hour training process. All specialists are required to meet a minimum threshold of 80% in their course grading before receiving certification. Ongoing recertification and skills refreshers keep agents current and knowledgeable of the evolving platform.

QC Process

In addition to the extensive training each team member must complete, all Solutions Specialists are subject to a quality control process. Every employee has calls recorded and are reviewed for 15+ different goals on each call. A 70% average pass rate is required to maintain employment and future advancement.

Benefits

We believe that a strong benefits package is a critical piece to an attractive compensation package. Full-time staff benefit from an aggressive offering including a comprehensive health program, dental insurance, life insurance, paid holidays, vacation time, and a 401k program with an outstanding employer match.

Career Opportunities

The Solutions Contact Center represents more than just a job for our team members—it represents an opportunity to gain exposure to the credit union industry and to start a career at CU*Answers. Whether exploring new opportunities in other departments or making a career in the Contact Center, our Solutions Specialists are well equipped to meet the needs of our clients.



Join the Team

Interested in joining our team? We'd love to have you join the others at the Solutions Contact Center on the path to a rewarding career. Visit cuanswers.com/about/careers for a listing of open positions.

Contact Us

800-327-3478

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Taylor Wilson

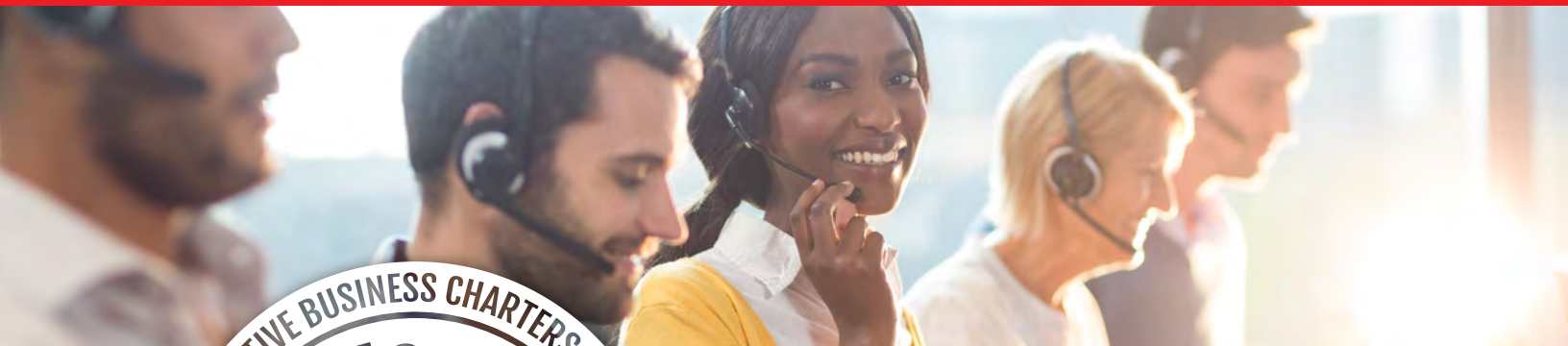
Team Leader
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“ Utilizing the phone support during our conversion was a fantastic decision that improved the experience for both our membership and our staff. I would highly recommend the service for anyone else considering this.” ”

Karen Jurasek

President CEO
Generations CU



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