

CO-OP Member Services

Your member needs are 24/7. Now you are, too.

Anytime, anywhere access for your members. Greater efficiency, member retention and revenue growth for you. All without additional staffing or operational costs. CO-OP Member Services is a highly flexible call center solution, with multiple levels of service designed to address the specific needs of credit unions. For the first time, the value of 24/7 access and convenience has been combined with the unmatched power and versatility of the NGN Universal Hub.

WHAT'S IN IT FOR YOU

Complete Coverage

- Off-hour overflow or full-time programs provide flexibility
- Maximized value from each member transaction
- Anytime access improves member service
- Quality service, data integrity and transaction safety
- Efficiencies support "do more with less"
- Integration creates seamless service

Quality Service

- Retain members by elevating the level of service, access and convenience
- Employees undergo intensive on-boarding training
- Quick, courteous response to calls and member inquiries
- Ongoing monitoring system that results in stellar service delivery
- Service-level metrics designed to quantify how well we serve your credit union and its members
- A member experience in which everything appears to come directly from your credit union, without the staffing, overhead or operational challenges of maintaining your own systems

Expanded Member Service

- Provide overflow service during high peak demand periods
- Extend after-hours operations, with agents available on members' schedules, not just normal business hours
- Redeploy staffing to have more resources available during peak periods
- Reduce staff during off-peak hours

Maximize Resources

- Concentrate on core competencies without the additional staffing and overhead of an in-house operation
- Manage overflow day capacity
- Expand service without increasing human resources costs
- No training. No ramp-up. No attrition
- Skilled employees make best use of time spent with your members
- Gain capacity efficiency, avoid resource allocation mismanagement

WHAT'S IN IT

- Dedicated toll-free number
- Menu-driven first-call resolution
 - Your credit union is assigned a specific phone number
 - CO-OP Member Services recognizes calls from your credit union members and provides your customized greeting
- Screen pop application identifies your credit union
- Connectivity to credit union data processor via NGN
- Member verification provides safe, seamless integration
- Template-driven information used to provide credit union specific data beyond transactions
- Daily, weekly, and monthly reporting

Now add the flexibility of our newest offering, Outbound Call Services, strengthening member relations with new member welcome, regulatory awareness and informational campaigns.

Easy implementation with NGN

CO-OP Member Services plugs directly into the NGN Universal Hub. After an easy implementation process, your members will have access to all the benefits of a 24/7 call center solution. In addition to CO-OP Member Services, your credit union can leverage the NGN Universal Hub to access other innovative CO-OP products and services, including:

- CO-OP Mobile
- CO-OP Fast Branch
- CO-OP My Deposit
- CO-OP Shared Branching

Member Services includes:

- 24/7 member services
- Member account inquiries
- Routine account transactions
- Flexible hours of operation
- All queries personalized by credit union
- Loan payments
- Account transfers
- Loan advances from open lines of credit to member's account

	Member Services
Connectivity	CO-OP Shared Branching (NGN)
Balances and histories	✓
Account transfers	✓
Statement copies request	✓
CD/IRA terms and account types	✓
CD/IRA interest accrued	✓
Loan balances and history	✓
Open account loan rates and terms	✓
Loan pay-off	1-day
ATM/credit card address and telephone	✓
General credit union information and NCUA information	✓
Caller verification	✓
Deposit and disclosure information	✓

Learn More

Discover what higher lending volumes, stronger cross-sales revenue, and improved efficiency can do for your credit union.

To get started or learn more about CO-OP Lending Services, visit CO-OPFS.ORG/MEMBERCENTER, contact Business Development at 800-782-9042 x7140 or send an email to sales@co-opfs.org.



OF YOU FOR YOU

4950 Amon Carter Blvd.
Fort Worth, TX 76155