



# Don't Just Serve Members ... Surpass Their Expectations.

Choose **CO-OP Concierge**.



Living in a mobile society has its benefits. But being on the road can mean card problems for your members. Give them a little extra confidence when they're away from home with CO-OP Concierge.

CO-OP Concierge enables you to stay in touch with your traveling members if any suspicious card activity occurs. Your members will travel worry-free and you'll be the hero with personalized attention to details and the power of CO-OP's fraud protection services.

CO-OP Concierge lets you smooth out the bumps in the road for traveling and VIP cardholders and comply with industry best practices — without impacting core systems.



Ideas. Insights. Innovations.



## Two Layers of Service

### Falcon™ Travel Notification

To ensure that your credit union can reach members if suspicious activity appears, members can submit travel information, including name, telephone numbers and travel destinations with start and end dates. A credit union can assign individualized blocking instructions to use in the event the cardholder cannot be reached to confirm legitimate card usage. This information can be quickly accessed if a transaction is questioned. Falcon™ Travel Notification works in conjunction with the Falcon™ Fraud Manager and 24/7 Falcon™ Case Management services.

### VIP Authorization Block Bypass

CO-OP Authorization Block can immediately deny any transactions that meet specific criteria, for example, jewelry stores in city A or all transactions in country Z. With VIP Authorization Block Bypass, you can exempt elite cardholders from all of the Authorization Blocks for a specified time period. Falcon™ participation is not required for the VIP Authorization Block Bypass service.

## The Power of Concierge Card Service

- Build cardholder confidence with the knowledge that the credit union has current travel and contact information
- Improve elite member convenience by allowing individualized blocking options
- Increase the quality of member service with prompt communication
- Comply with the industry best practice of allowing cardholders to report their travel plans and contact information

### Let's Get Moving! Contact CO-OP Today.

For more information on CO-OP Concierge, contact our Business Development Department at 800.782.9042, Ext. 7140, or send an email to [sales@co-opfs.org](mailto:sales@co-opfs.org).

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## Ready to Help Your Members on the Move

**CO-OP Concierge puts your credit union in motion to assist your members wherever they go.**

- Uses your existing interface — cardholder information lies in a secure database that you can access through the CO-OP Extranet
- Allows you to maintain control over user access privileges
- Requires no additional coding
- Makes training easy with on-demand, user-friendly materials
- Enables you to override normal Falcon™ blocking procedures
  - Never block, regardless of score
  - Do not block if transaction origin and date are consistent with travel plans
- Allows you to avoid ALL blocks in place under Authorization Block with VIP Authorization Block Bypass
- Includes multiple trips, multiple destinations, multiple contact options:
  - Begin dates up to one year in advance
  - End dates up to five years in advance
  - Country and state
  - Unlimited travel segments
  - Home, office, cell and other phone numbers, including international
  - Optional alternate contact persons who can assist in locating cardholders