



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. Member Interaction 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 nationwide CO-OP Connect technology platform.

Member Interaction Services

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, ramp-up or 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
 - Member Interaction Services recognizes calls from your credit union members and provides your customized greeting
- Screen pop allocation application identifies your credit union
- Connectivity to credit union data processor via the CO-OP Connect network
- Member verification provides safe, seamless integration
- Template-driven information used to provide credit union specific data beyond transactions
- Daily, weekly, and monthly reporting
- Services and convenience that build member loyalty
 - 24/7 member inquiries
 - 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
 - Comprehensive functionality
 - » Connectivity with CO-OP Shared Branching via CO-OP Connect
 - 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 and NCUA information
 - Caller verification
 - Deposit and disclosure information

Efficient Implementation with CO-OP Connect Infrastructure

Member Interaction Services plugs directly into the secure CO-OP Connect platform. After a streamlined implementation process, your members will have access to all the benefits of a 24/7 call center solution. In addition to Member Interaction Services, your credit union can leverage CO-OP Connect's affordable interfaces to access other innovative CO-OP products and services, including:

- CO-OP Mobile
- CO-OP My Deposit
- CO-OP NextGen ATM by CO-OPSM
- CO-OP Shared Branching

Is It Right for You?

Credit Union Challenges	Member Interaction Services Solutions
I want to ensure we remain responsive to members, no matter how busy it gets.	Overflow services provide the reserve capacity to handle surges in call volume.
I want members to have full access even after hours and on weekends.	Member Interaction Services can handle your calls 24/7, if desired.
I need to provide the seamless experience of in-house member services, without increasing staff.	Skilled call center specialists and service-level monitoring ensure swift, professional responses.
I want a secure, versatile infrastructure that supports future opportunities for growth.	CO-OP Connect infrastructure provides a secure, nationwide network and a technology platform optimized for easy integration of new solutions.

Discover what 24/7 responsiveness to member inquiries can do for your credit union. For more information, call 800.782.9042, x7140 or email sales@CO-OPmc.org

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Be There. Be More.

