

Credit Union Service Centers Call Center Frequently Asked Questions

WHAT IS CREDIT UNION SERVICE CENTERS CALL CENTER?

A call center connected through the Next Generation Network and CO-OP Shared Branching, the Credit Union Service Centers Call Center provides limited shared branching transactions via an 800 number 24/7.

WHAT TRANSACTIONS ARE AVAILABLE THROUGH THE CREDIT UNION SERVICE CENTERS CALL CENTER?

- Account and Balance Inquiries
- Transfers (between Share, Checking, and Loan Accounts)
- Transaction Look-Up (NGN participants have thirty days of transactions available).

WHAT IS THE NUMBER MEMBER SHOULD CALL TO USE THE CREDIT UNION SERVICE CENTERS CALL CENTER?

888-837-6500

HOW DO MEMBERS FIND THE 800 NUMBER?

The 800 number will be posted on www.cuservicecenter.com and will be clearly identified as a call center. Credit unions that are interested will also find marketing material that will assist in educating their members about the call center availability.

HOW DOES BILLING FOR THE TRANSACTIONS POST?

Since Credit Union Service Centers Call Center is an outlet via the phone, you will incur transactions and switch fees in the same pricing methodology as shared branching. They will settle along with the credit unions End of Month fee settlement. Transactions will show up on your credit union billing under Credit Union Service Ctr Call Ctr.

ARE THE INTERCHANGE FEES THE SAME?

No, there is a separate fee matrix for Credit Union Service Centers Call Center transactions. Switch fees will be the same as they are for shared branching transactions.

WHAT ARE THE CO-OP MEMBER CENTER HOURS OF OPERATION?

24x7x363 (closed for Thanksgiving and Christmas).

IF SHORT STAFFED UNEXPECTEDLY, CAN A CREDIT UNION DIVERT CALLS IN THE MIDDLE OF THE DAY?

Yes, the credit union can utilize the 800 number for their members during unexpected staffing short falls. We ask, when possible, that the call center be provided 24 hours notice.

WHAT INTERFACE REQUIREMENTS EXIST?

CO-OP's Next Generation Network platform

HOW DOES THE CREDIT UNION SERVICES CENTER STAFF ANSWER THE PHONE?

When a member calls the agent will answer: "Thank you for calling the Credit Union Service Centers Call Center" and request your member's name, credit union name, state, and specific authentication information (at no time will the agent provide personal information to the member).

WILL THE QUERY FROM A CREDIT UNION MEMBER BE ANSWERED WITH THE INDIVIDUAL CREDIT UNION NAME?

No, it will be answered as Credit Union Service Centers. If your credit union is interested in a customized relational call center, please contact the CUSN Business Development team for more information on the CO-OP Member Center has products available.

WILL THE CALLS BE MONITORED TO ASSURE QUALITY SERVICE?

Yes, all calls are recorded and monitored.

WILL MY MEMBER BE ABLE TO TRANSFER FUNDS BETWEEN ACCOUNTS?

Yes, within the same account. At this point no funds will be transferred between credit unions.

HOW IS THIS CALL CENTER DIFFERENT FROM OTHER SERVICES CO-OP MEMBER CENTER OFFERS?

The Credit Union Service Centers Call Center acts as another outlet in shared branching and is transactional in nature. Members will not have the customized greeting and service associated with Member Service or Loan Link Services.

CAN MY CREDIT UNION DECIDE TO NOT USE THE CREDIT UNION SERVICE CENTERS CALL CENTER?

Initially, all CUSN credit unions have been opted-out of the Credit Union Service Centers Call Center.

WHAT ARE THE OPT-IN PROCEDURES IF A CREDIT UNION WANTS TO PARTICIPATE IN THIS SERVICE?

If your credit union wishes to participate in this service, we will need your authorization. Please contact us at info@cusn.com and we will provide authorization forms to you.

IF A MEMBER CALLS FROM A CREDIT UNION THAT HAS OPTED-OUT OF THE SERVICE, WHAT WILL BE THE AGENTS' RESPONSE TO THE MEMBER?

Members that call the center from opted-out credit unions will be directed to call their credit union for service. It is important to note that the credit union will not be in the participating file, so the call agent will not be able to provide specific contact information to the member.

WILL THERE BE ANY MARKETING MATERIAL PROVIDED TO PROMOTE THE CALL CENTER?

Marketing material will be available on CUSN's website www.cusn.com.

WHERE IS THE CALL CENTER HOUSED?

Fort Worth, Texas.

Offer your members the convenience of Credit Union Service Centers Call Center!

Visit: www.cusn.com
Call: 888.500.2876 ext 7235
Email: info@cusn.com

CUSN CU service network

 **CU SERVICE CENTERS**