

CO-OP Member Services

Your members' needs are 24/7. Now you are, too.

Anytime, anywhere access for your members. Greater efficiency, member retention, and maximized revenue for you. 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.

We've Got You Covered

- Off-hour overflow or full-time programs provide flexibility
- Maximize the value of 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

- 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

CO-OP Member Services offers credit unions key benefits in terms of both member service and profitability.

Expanded Member Service

Experience the benefits of 24/7, 100% member service capacity, enhancing loyalty and member retention.

- Provide overflow service during high peak demand periods
- Expand "personal" service hours beyond current 67 hours per week
- Redeploy staffing to have more resources available during peak periods
- Reduce staff during off-peak hours

Maximize Resources

CO-OP Member Services frees credit unions to focus on core competencies and avoid the additional staffing and overhead costs of an in-house operation.

- Expand service without increasing human resources costs
- No training. No ramp-up. No attrition.
- Highly skilled employees make best of the time spent with your members
- Gain capacity efficiency, avoid resource allocation mismanagement



How it Works

- 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 or Member Services+
- Member verification provides safe, seamless integration
- Template-driven information used to provide credit union specific data beyond transactions
- Daily, weekly, and monthly reporting

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

Levels of Service

Rather than a “one size fits all” approach, credit unions are free to choose the right fit for their particular needs.

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+ includes expanded services available through six data processors:

- GalaxyPlus
- Symitar
- DataSafe
- Advantage
- Ultradata
- Spectrum

	Member Services +	Member Services
Connectivity	Direct to DP	CO-OP Shared Branching (NGN)
Balances and histories	x	x
Transfers within accounts	x	x
Cross account transfers	x	
Statement copies request	x	x
CD/IRA terms and account types	x	x
CD/IRA interest accrued	x	x
Loan balances and history	x	x
Open account loan rates and terms	x	x
Loan pay-off	7-day	1-day
ATM/credit card address and telephone	x	x
ATM/credit card history and balances	x	
General credit union information and NCUA information	x	x
Caller verification	x	x
Deposit and disclosure information	x	x

Learn More

To get started or learn more about what the unrivaled access, convenience, and value CO-OP Member Services can do for your credit union, visit www.cusn.com or call 888.500.2876 ext 7235.