

Payment Card Support

Total Member Care™ Payment Card Support

The collective power of the Total Member Care™ (TMC) solution set transforms members' everyday calls for service into uncommonly satisfying and loyalty building interactions.

TMC professionals are empowered with latest technology and member service tools to assist cardholders. TMC contact centers in Florida, Arizona and Michigan are designed to operate continuously in the case of a service disruption at any TMC facility.

Debit & ATM Account Services

PSCU processes over 1.2 billion debit transactions annually. When members have questions about any one of them, Total Member Care responds by covering a complete range of members' debit card inquiries:

- Authorization Services – information on authorizations and release authorization holds
- Card Activation – remove blocks on new or reissued accounts once cardholder has confirmed receipt of card
- Merchant verification – confirm information for merchants calling requesting account verification

Solution Summary

TMC contact centers handle over 18 million calls annually from members, resolving members' issues and questions regarding their credit, debit and prepaid accounts anytime of the day or night.

- *Intelligent call distribution and routing technology ensures faster response times for all time zones— at all hours.*
- *TMC delivers uninterrupted support during business disruption events.*

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- Lost/Stolen reporting – place blocks on lost/stolen debit and ATM cards; transfer information to a new account and order new plastics
- PIN mailer requests – order replacement PINs
- PIN transaction history & details – provide balance and transaction details
- Replacement cards – order new cards when card is damaged
- Signature transaction history & details – provide transaction details
- Cash advance information – provide information about cash advance limits, balance, and APR
- Disputed transactions – assist cardholders with initiating a dispute; provide status of disputed items
- Emergency services – emergency replacement cards, temporary credit limits, emergency cash
- File maintenance – telephone number and address changes
- General inquiries – balance, APR, statement information, credit union information and payment mailing addresses
- Lost/Stolen reporting – assist cardholders needing to report lost or stolen gift and/or prepaid card
- MasterCard and Visa benefit questions – general information on card benefits, Visa/MC contact information

Prepaid Account Services

- Balance and transaction Information – provide general information about current balance and recent card transactions
- Dispute information – refer cardholders to the appropriate department for questions regarding disputes
- Lost/Stolen reporting – assist cardholders needing to report lost or stolen gift and/or prepaid card

Credit Account Services

Total Member Care contact centers provide support to over 5 million credit card accounts with services that include:

- Card activation – remove block on new/reissued account when cardholder confirms receipt of card

Quality Counts

TMC's Quality Assurance department monitors 6 to 8 random calls per representative per month. Additionally, TMC supervisors perform random audits of their representatives, identify coaching opportunities and provide feedback on a consistent basis.