

# Payment Card Support



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The collective power of PSCU Contact Center Services & Solutions 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. Six contact centers throughout the country are designed to operate continuously in the case of a service disruption at any contact center facility.

## Debit & ATM Account Services

PSCU contact center processes over 1.2 billion debit transactions annually. When members have questions about any one of them, PSCU Contact Center Services & Solutions 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

*PSCU 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.*
- *PSCU Contact Center Services & Solutions 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
- 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

## 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

PSCU contact centers provide support to over five million credit card accounts with services that include:

- Card activation – remove block on new/reissued account when cardholder confirms receipt of card
- Cash advance information – provide information about cash advance limits, balance, and APR

## Quality Counts

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