

Lending and Account Opening Contact Center Support

Why PSCU's Lending and Account Opening Contact Center Support

By combining 24-hour lending services with a financial call center, your credit union can significantly improve its level of service and sales performance. With our award-winning contact center support and our neutral lending and online account opening technology, we combine the best of both worlds: customizable contact center support and flexible lending and account opening technology.

Contact Center Lending and Account Opening Support Features

Every facet of the program is customized to provide your credit union with the necessary tools to streamline the credit union's lending process. Whether you use PSCU's full suite of lending products or whether you are just in need of 24/7/365 contact center support for your lending and account opening products, PSCU's customized contact center services can help. PSCU's Lending and Account Opening solution, powered by Lending 360, can also connect to most host systems and numerous third parties, streamline origination, underwriting, processing and disbursement.

Solution Summary

PSCU's Lending and Account Opening Contact Center Support combines our signature, award-winning customizable contact center support with flexible lending and account opening technology to provide your credit union with an unparalleled solution that can significantly improve your level of service and sales performance.

- *Use the credit union's existing rules, rates and lending criteria for seamless lending support integration*
- *Member relationship experts available for all member interactions 24/7/365*
- *24/7/365 call back capabilities can help generate more completed applications online*
- *Competitive pricing, especially when combining Member Services Contact Center support and PSCU's Lending and Account Opening solution*
- *Personalized set-up assistance and ongoing support powered by Lending 360*

Lending and Account Opening Contact Center Support

- Interface with credit union's host processor or loan origination software*
- Customizable underwriting criteria by loan type based on your credit union
- Financial institution specific scripting
- Identity authentication
- Variety of language options including, Spanish
- And, OFAC Check

We offer substantial savings on contact center assisted lending and online account opening application fees when combined with our Member Services product.

In addition to 24/7/365 contact center assisted lending support, we offer a number of other credit union services:

- Customizable Membership and Account Opening
- Customized Call Center Lending and Account Opening Scripting
- Personalized relationship management and account management support

Want More?

Find out more about what PSCU can do in conjunction with your lending and account opening products and learn more about our industry-leading solutions. Contact your PSCU Account Executive today!

**Optional/Add-On services. For specific information, please contact your sales executive.*