



HARLAND CLARKE

/ CONTACT CENTER

24/7 after hours and daily overflow support

Increase the level of service you provide to customers, strengthen relationships, and enhance your overall brand reputation. With 24/7 After Hours and Daily Overflow Support from Vericast, you receive the support you need, when you need it, to deliver quality customer experiences that align perfectly with your service strategy. Deliver quality interactions after normal business hours or during a busy period to provide account holders with the exceptional assistance they need and expect, around the clock.

Our Contact Center solution offers the following advantages:

/ SEAMLESS EXTENSION OF YOUR BRAND

Your customer relationships are critical, so we act as you would, delivering consistent, high-quality, high-touch experiences — every single time. We understand your business and the unique issues and requirements you face. You can trust us to provide professional representatives who know how to talk to customers about financial matters and are trained to handle calls in your brand language.

/ CUSTOMIZED SUPPORT AND INTEGRATION

We create rapid scalability and make it easy to handle peaks in call volume without hiring extra employees or risking negative customer experiences. Your Vericast Contact Center team integrates with your current processes and systems to serve as a seamless extension of your own institution, increasing your agility, bandwidth and core strengths, and enabling your staff to be more productive and focus on what they do best.

/ COST-EFFICIENT SERVICE EXPANSION

When you choose Vericast, you're teaming with a trusted supplier with extensive financial industry expertise which enables you to augment service and expand coverage without incurring the time and cost of recruiting and training new staff.

/ RIGOROUS SAFEGUARDS THAT KEEP YOUR DATA SAFE

We meet the most stringent regulatory and security requirements for some of the largest financial institutions in the country. We will handle your account holders with the same respect for their privacy as you do.

/ EXPERIENCE-DRIVEN EXPERTISE

We have many years of industry expertise with which to create quality frontline interactions. Our Contact Center representatives are passionate about delighting your account holders and delivering an exceptional level of service. We become an extension of your brand to ensure your account holders experience the same level of care your own employees provide.

- > Focused on helping financial institutions succeed
- > Dedicated to delivering a high-quality, high-touch customer experiences
- > Performance Excellence process modeled after the Malcolm Baldrige award-winning structure

/ THE VERICAST DIFFERENCE

Our Contact Center solution adapts to the needs of your financial institution to ensure your account holders and prospects consistently receive high-quality, high-touch service and support. Using a professional contact center also offers you the following strategic advantages:

- > Reduce costs by maximizing call productivity
- > Give your employees time to focus on what they do best
- > Increase customer loyalty and improve retention
- > Ensure excellent and consistent service

/ WHY VERICAST?

- > Extensive financial services expertise
- > Culture of consultative, best practice sharing
- > English, Spanish, and French-Canadian and other languages as needed
- > Multiple state-of-the-art U.S.-based facilities
- > Multichannelsupportvia phone, email and webchat
- > 100% of calls recorded for quality assurance
- > Millions of financial services contacts annually
- > 24/7 availability

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Learn more about how After Hours and Daily Overflow Support from Vericast can help increase account holder satisfaction.

1.800.351.3843 contactHC@harlandclarke.com vericast.com/ContactCenter