

## MEMBER COMMUNICATION CENTER

**No member likes to play the waiting game — Create a better member experience with this real-time, on-demand and personal service secure messaging solution.**

With innovative technology constantly emerging, your members are accustomed to instant gratification. Whether they have a question or issue, they want instant, yet personable ways to get them resolved. Our Member Communication Center product offers fast and personalized member service through your website and online or mobile banking\*.



With the Member Communication Center, you provide one-on-one support that your members appreciate and deserve. This unique remote delivery solution will allow members to securely engage with member service representatives or specialists at the credit union through real-time SMS and MMS (Multimedia Messaging Service) messaging, anytime, anywhere.

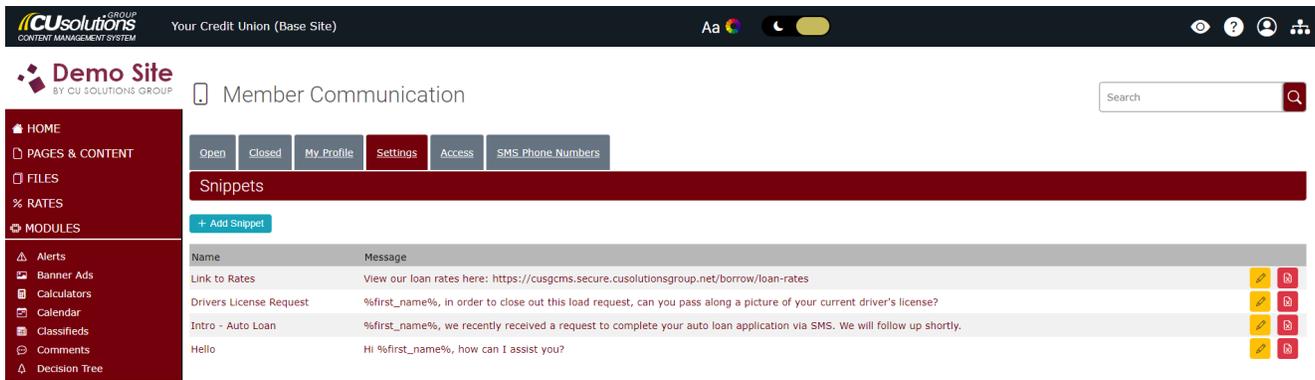
The image displays the CU Solutions Member Communication Center interface on a desktop and a mobile phone showing an SMS conversation. The desktop interface includes a navigation menu on the left with categories like HOME, PAGES & CONTENT, FILES, RATES, and MODULES. The main content area shows a 'Member Communication' section with a table of open conversations and a legend for actions like 'Edit' and 'View Messages'.

Member	Business	Start Time	Last Reply
Timmy	Support	2023-01-08 07:43:34	2023-01-08 07:48:58
Fonda	Support	2023-01-05 11:34:50	2023-01-05 11:40:08
Mary	Support	2023-01-05 11:20:37	2023-01-05 11:37:37

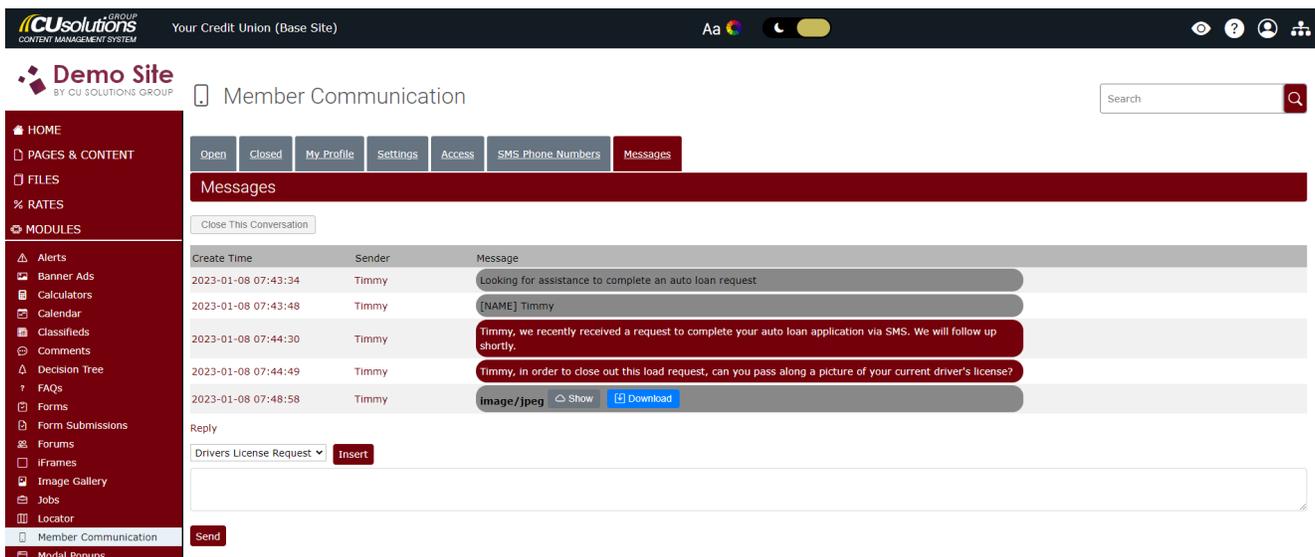
The mobile phone screen shows an SMS conversation with 'Your Community CU'. The messages include a request for assistance to complete an auto loan request, a welcome message, and a request for a driver's license photo. A Michigan Driver License image is attached to the final message.

## Features include:

- An administrative console for the credit union to manage team members, MSRs, and specialists.
- Support categories selected by the member or credit union team member and associated with specific MSRs or specialists.
- Canned responses, links, or other content, personalized for the member.
- Automated response notifications to credit union team members engaged in an active SMS session.



- Ability to invite a member to the SMS communication channel.
- The ability for members to securely send MMS (Multimedia Messaging Service) files from their image gallery or camera.
- Historical data including full message threads and export capabilities.
- And many other features.



**The solution can be integrated into home and mobile banking, as well as the primary website and other online solutions. If you are interested in receiving more information, please reach out to us at [info@cusg.com](mailto:info@cusg.com).**

\*Integration into online or mobile banking requires support for adding links into those systems/interfaces.