

# Increase customer satisfaction with quicker and more accurate claim resolution.



In today's "on demand" environment, waiting days or weeks to resolve a consumer's claim is unacceptable. Although Regulation E requirements generally allow financial institutions 10 days to research and respond to a consumer's claim, some linger for even longer—and keeping consumers waiting for even a few days can create a negative experience and may even block access to deposited funds. Obtain instant insight into your consumer ATM transactions through Vynamic Branch Transformation | Claims Assist.

## CLAIMS RESOLUTION

*Enhance your customer's experience by handling their disputes confidently and correctly the first time.*

When an ATM transaction is disputed, Claims Managers often have to take the ATM down to begin a manual, time-consuming investigation. With Claims Assist, real-time, extremely detailed transaction data is easily filtered to allow Claims Managers to resolve customer complaints immediately.

## FRAUD MANAGEMENT

*Minimize your financial write-offs by quickly resolving fraud issues.*

Investigating fraud claims is tedious and requires significant research that can take up to 30 days before final completion. Many times, the issuance of a provisional credit is necessary. With Claims Assist, real-time, robust investigations can be done very quickly and right away, providing a faster resolution. The time savings allows Fraud Investigators to devote more time to more complex types of fraud that take deeper personal investigations, and reduces the need to make unnecessary credits.

## CONSUMER EXPERIENCE

*Strategically determine enhancements for the overall ATM/Debit experience.*

Understanding the types of transactions being conducted, as well as where, when and why transactions are being rejected, are critical factors that ATM/Debit Card Product Managers need to know to make strategic decisions regarding enhanced ATM features. The detailed transactional information provided by Claims Assist helps develop an understanding of consumers' behavior, needs and areas that need customer support and education. It also provides guidance for how the product can be enhanced in the future.

## ATM MANAGEMENT

*Simplify and streamline processes across your network.*

Understanding the detailed, real-time status of your ATMs and being able to proactively react to problems is key to effective ATM Network Management. The ability to easily search any ATM in their network and understand the status and reasons for problems is key to servicing needs.

