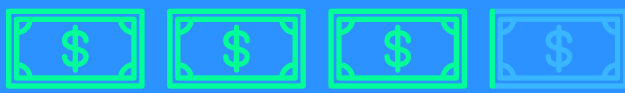




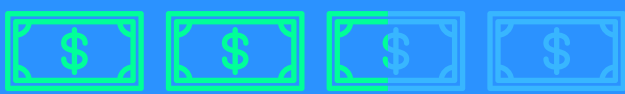
Turbocharge CUSTOMER & ROI RETENTION with automation AI, and self-service



1 CONSUMER DEMANDS IN THE FINANCIAL INDUSTRY HAVE CHANGED DRAMATICALLY.

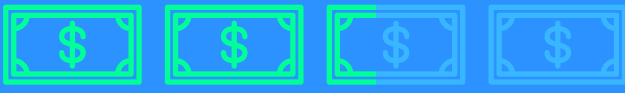


76%¹ online banking increase



61%² online banking from smartphones

3 TODAY'S CONSUMERS ARE MORE INDEPENDENT THAN EVER BEFORE. THEY WANT THE ABILITY TO RESOLVE THEIR ISSUES WITHOUT INTERACTING WITH AN AGENT, AT ANY TIME OF DAY, ON ANY DEVICE.



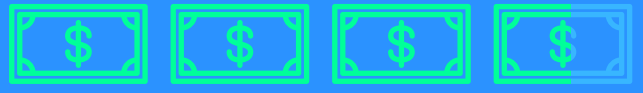
59%⁵ of consumers want on-demand, always-on customer service



30%⁶ of millennial and Gen-X consumers prefer self-service through digital channels

1. 76% 2. 61% 3. 89% 4. 76% 5. 59% 6. 30% 7. 65% 8. 5x

2 CONSUMERS NOW PRIORITIZE EXPERIENCE, INCLUDING DIGITAL SPEED, SIMPLICITY, AND CONTEXTUAL COMMUNICATIONS. THEIR EXPERIENCES NEED TO BE PERSONALIZED AND FRICTIONLESS, TOO.

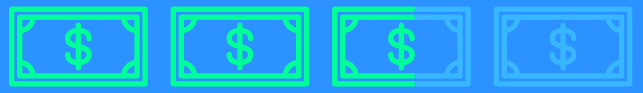


89%³ of all U.S. banking consumers will use online banking at least once monthly



76%⁴ of consumers demand an omnichannel experience

4 MEETING RAPIDLY EVOLVING CONSUMER DEMANDS CAN MAKE OR BREAK YOUR ORGANIZATION.



65%⁷ of a company's revenue comes from repeat customers



5x⁸ The cost of gaining new customers compared to retaining existing ones

Automation, AI, and self-service ARE THE ANSWER

Transform your institution with customer service automation

THE BENEFITS OF DELIVERING AUTOMATION, AI, AND SELF-SERVICE VIA CUSTOMER SERVICE AUTOMATION ARE MONUMENTAL. FROM TASK AUTOMATION AND FRAUD DETECTION, TO DELIVERING PERSONALIZED RECOMMENDATIONS, CUSTOMER SERVICE AUTOMATION CAN RADICALLY TRANSFORM YOUR ORGANIZATION.

Offer omnichannel communications
Connect with customers on the channels they love, including SMS, voice, and social.

Collect more payments, faster
Enhance payments with self-service options and empower customers to sign up for reminders, account alerts, and bill payment.

Deliver world-class customer experience
Seamlessly blend self-service, AI, conversational assistants, and live agents.

Drive operational efficiency
Deploy cloud-automated interactions that free up agents and resources to work on complex, high-touch activities.

CUSTOMER SERVICE AUTOMATION FROM INTELEPEER HELPS YOU DELIVER RELIABLE COMMUNICATIONS AND CUSTOMER SERVICE TO YOUR CUSTOMERS, SAFEGUARDED BY HIGH-SECURITY-POWERED TECHNOLOGY, INCLUDING:

- ✓ Fraud protection
- ✓ 3x redundancy
- ✓ 2-factor authentication
- ✓ Spam protection
- ✓ PCI compliance
- ✓ Phone number masking
- ✓ Data encryption
- ✓ And more

Start delivering the exceptional customer experience your customers' demand.

Contact us now

intelepeer.com/contact-us

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