

Communication Solution for Financial Institutions

Regardless of the size of your financial institution, there is a need to streamline communications within your organization and with your clients. The ability to communicate quickly, securely and effectively has a direct impact on your ability to compete in the marketplace.

Communicator is a robust, user-friendly and versatile online communication tool, allowing you to effectively connect with others, transfer information and implement secure chat sessions. With Communicator, you get several valuable solutions rolled into one package.

Improve Your Account Holders' Online Experience

Provide immediate access to a customer service representative with the simple click of a button on your Web site. With Communicator, you will improve marketing of your products and services by providing clients real-time information and an instant connection to your financial institution. Provide a secure chat option on your loans page, allowing clients to chat instantly with a lending expert for prequalification; place a link on your bill pay enrollment page to give account holders immediate responses to questions; the possibilities are limitless.

Create a More Collaborative Workplace

View and edit sensitive documents quickly and securely using Communicator. Edit sensitive documents, such as loans and contracts, securely in real time and without the hassle of passing documents through e-mail and editing individually. With Communicator, each participant can gain control of the online document and may make edits while other participants share the view.

Communicator Features at a Glance

- Connect account holders to your customer service representatives instantly with the click of a mouse
- Safely share files and collaborate on documents without security worries and size restrictions associated with e-mail
- Instantly connect client-to-employee or employee-to-employee anywhere, anytime
- Improve product and services marketing by providing account holders instant answers to their questions, directly from your Web site

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Connect Instantly with Geographically Dispersed Employees and Clients

This versatile customer service feature allows your representatives to take control of clients' browsers and demonstrate processes or manually finish sessions. For your employee-to-employee needs, the desktop and application share can be used for many valuable purposes, including meetings, training or IT issues, to name just a few.

Ensure End-to-End Security of Your Data, While Quickly and Easily Transferring Files

Communicator provides users with online file-transfer capabilities to move data from point to point while ensuring security. No more file size hassles or data security issues associated with e-mailing files. Now you can send files worry-free.

Communicator requires little end-user training and no additional on-site hardware—making it an effective solution for financial institutions of any size. Communicator helps you stay connected with your employees and clients by replacing time-consuming methods of communication with a simple click of the mouse.

A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

For more information, contact your First Data Sales Representative or visit firstdata.com.