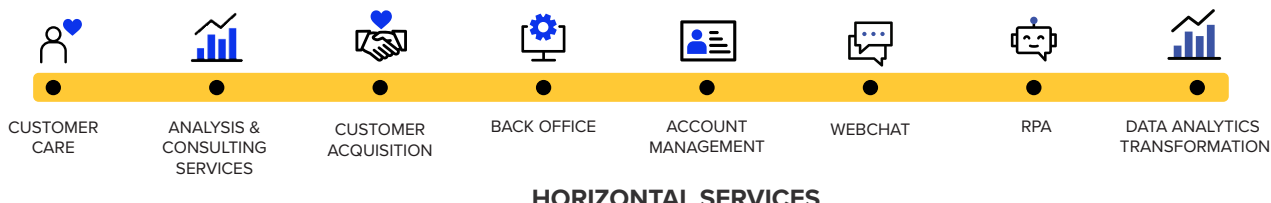




ACT Banking, FinTech & Financial Services Expertise

ACT's Banking, FinTech and Financial Services solutions offer the expertise and agility you need to better compete in new arenas, adapt to changing customer behavior, personalize and digitalize your customers' experiences, improve profitability, and create greater value while ensuring compliance.

End-to-End Service Model



Operational Excellence, Frictionless CX, Accelerated Delivery, Personalization at Scale

7 of the top 22
banking and financial services organizations are ACT clients

100%
Organic Growth

5%
reduced training time

11%
improvement of handle times

500+
basis points increase in QA scores

13% YoY increase in sales conversion rates

18 consecutive months of exceeding client sales targets

ACT outsells clients' internal sales team

98% Green Scorecard Across Client Portfolio

8 Year Average Client Tenure



Channels



VOICE



EMAIL



CHAT



SOCIAL MEDIA



MESSENGER



REMOTE LOGIN



SMS



SUPPORT APP



VIDEO



WEB



IN-PERSON



AUGMENTED REALITY

The Total Experience Formula™

ACT can uniquely and consistently deliver on our promises to improve your customers' experiences, fraud mitigation programs, process efficiencies, back office, and sales results with our proprietary Total Experience (TX) Formula. This Formula is a unified and transformative end-to-end process that identifies and removes friction throughout the entire customer journey. This is made possible by comprehensively evaluating every policy, process and touch

point across the brand for all stakeholders including the Customer Experience (CX), the Employee Experience (EX), Multichannel Experience (MX), User Experience (UX) and Digital Experience (DX). It examines the seamlessness of experiences for customers as they bounce between channels, the way channels integrate, the backend infrastructure that controls and shares data, the cross-silo visibility of data, and the uniformity of channel experiences as it relates to brand reputation.



1997
we opened our doors

Nine+
languages supported

100%
employee owned

8,000+
Financial Service Experts Worldwide

23 centers
across the world

About ACT

ACT offers the six-sigma process expertise, cutting edge technologies and best practices that you expect from a world-class outsourcing partner, combined with the innovative solutions, flexibility and individual attention that you can only get from an employee-owned company. Founded in 1997, ACT has helped banks and financial service organizations quickly respond to rapidly changing competitive, business and legislative environments, anticipate and scale for future needs, outmaneuver their competition, lower operating costs, improve efficiencies, drive revenue and increase customer engagement.



Schedule a consult to learn how ACT can help you outmaneuver the competition and lower operating costs.

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