

**For Immediate Release**

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## The Complete Solution for Measuring the Member Experience!

**Dayton, Ohio** – Support EXP understands that the member experience is the core of your credit union. To shape and execute an actionable strategy for growth, you must know – *through every channel, and in real time* – what your members are thinking, feeling, and potentially doing as a result of their experiences with you.

How do you measure and manage the customer experience in such a way that increases retention and member satisfaction – with little effort on your part?

Regrettably, many financial institutions find themselves overwhelmed by the challenge of turning all the member data they've collected into meaningful results.

A comprehensive, effective solution for managing the customer experience tells you what customers *think, feel,* and might *do* as a result of their interactions with you – then provides insight and actionable reporting for improving service performance.

We have THE solution for measuring and managing the customer experience through LEADING indicators that are captured directly FROM the customer and are profoundly ACTIONABLE!

Are you ready to gain immediate control with a comprehensive solution that identifies customer friction, manages and resolves customer complaints, improves customer loyalty, increases customer satisfaction, and reduces attrition with low effort and high results?

Your wait is over – Support EXP has the most complete solution that exists in the marketplace today. STOP – don't proceed with anything until you've looked our way!

**Click Here** for more information and to download the Net Referral+ CX™ Infographic.

**About Support EXP:** Support EXP is the leading innovator in transforming the member experience through real-time actionable analytics used to build skills for improving service relationships. Since 1997, we've partnered with some of the nation's most progressive credit unions, capturing over 1,000,000 service interactions across all distribution channels to resolve challenges around the member journey, resulting in a proven return on investment. By applying Support EXP's solutions for building member loyalty, our clients succeed in delivering an exceptional member experience – across all channels – to every member, every experience, every time.

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