

## Contact Center Specialists

### *Outsourcing Experts*

Our mission at Thomas L. Cardella & Associates is to provide premium services without the bureaucracy common to other customer interaction centers. As Contact Center Specialists, we believe that performance always leads to a better bottom line than cost cutting, so we invest in the things that make a difference: highly paid and skilled employees, best-of-breed technologies, and the most exceptional management team in the industry. Our team—with a true passion for the business—offers a unique combination of talent, experience, and expertise in the ability to manage a wide variety of Financial Services programs, and across all customer communication channels.

### **Insurance**

- Tier 1 & Tier 2 licensed Insurance Agents and trained Insurance Specialists
- Licensed in all 50 states; Multiple carrier appointments
- Dedicated compliance department & call routing technology
- Sales, lead generation, and customer service expertise with LAH and P&C products

### **Banking**

- Card activation with cross/up-sell; Card portfolio customer service
- Consultative sales approach on acquisition, retention and up-sell, cross-sell campaigns
- Early stage collections; Debt cancellation experience
- PCI compliant

### **Lending and Loan Servicing**

- Mortgage lead generation and pre-qualification
- Loan sales to consumers (Home Equity) and businesses (Credit Line)
- Loan servicing and customer service

### **Credit-Related and Ancillary Products**

- Credit Protection/Identity Theft
- Reward Programs
- Loyalty and Club Programs

### **Core Differentiators**

- Contact center staff skilled in consultative sales and multi-touch transactions
- Best-of-breed technologies; Customized platforms; Security compliant
- Data segmentation and list profiling analysis
- Management team with demonstrated expertise in Financial Services Programs

### **An Experienced Management Team Delivering Comprehensive Contact Center Solutions**

Inbound Sales & Customer Care  
Outbound Sales, Service & Collections  
Web Chat/Email

Acquisition/Retention/Win-back  
Card Activation  
Cross-sell/Up-sell  
Licensed Insurance Agents  
Customer Lifecycle Management  
Brand Loyalty



*We are dedicated to building your customers' satisfaction and your company's ROI.*

*Ask how our 20 years of contact center experience benefits our current clients—and can benefit you.*

Thomas L. Cardella  
ASSOCIATES

Contact Center Specialists

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