

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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