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AnyHour News

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AnyHour Solutions Deploys KIVA Group Software to Enhance 24/7 Contact Center Support Services for Community FIs

KIVA Group, Inc. and AnyHour Solutions announced a strategic partnership that augments the full-service, outsourced call center support AnyHour provides banks and credit unions across the country. The company has implemented KIVA's **Respect™ 7 unified Contact Center** solution to more seamlessly and “transparently” serve as an extension of its clients’ call center teams, delivering a satisfying and memorable experience for their customers and members with each interaction—around the clock.

AnyHour turned to KIVA’s proven contact center application, built upon a flexible and highly scalable Microsoft .NET platform, to automate processes and streamline integration re-



quirements between its internal systems and clients’ various core processing systems. With the KIVA software, the com-

pany is better equipped to resolve customer/member inquiries on first contact and can now provide its client institutions with real-time reporting on “after-hours” and overflow call center activity.

“Community institutions are skeptical about someone else’s ability to serve their valued customers and members as well as they can—and with good reason,” Steven Holmes, vice president, strategic development, AnyHour Solutions. “We take great pride in the high caliber of contact center support we’ve

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AnyHour Solutions Now Offers Reverse Mortgage Processing Services

A reverse mortgage can be the perfect answer to financial and home ownership issues for people over the age of 62. The biggest hurdle to obtaining a reverse mortgage however, is the MISINFORMATION in the public domain. The average person’s opinion of a reverse mortgage is not based on factual information,

or even personal experience. Sadly, public opinion is most often based only on hearsay and rumor.

Misconception #1:

“I’m giving my house to the bank, and I just live here until I die”.

This is absolutely false. A reverse mortgage is no different from a traditional mortgage in most aspects. There is a lender. There is borrower. A mortgage is placed upon the property owned by the borrower. The primary difference between a traditional mortgage and a re-

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New White Paper Available

AnyHour now has a new white paper available entitled: **Credit Union Call Center Outsourcing: 8 Reasons to Use a Third Party Outsourcing Provider.** To obtain a free copy please send an email request to Steven Holmes at sholmes@anyhoursolutions.com



AnyHour Solutions recently announced a new strategic partnership with a leading supplier of call/contact center software providing AnyHour with the most comprehensive suite of outsourced call center capabilities available to community FIs today.

been providing for almost 20 years. However, we're particularly excited about this deployment because KIVA's unified Contact Center solution enables our agents to have more personalized interactions with our clients' customers or members and be as responsive to them as the institutions are themselves. They are being served so well that they don't realize they aren't speaking directly with their institution."

AnyHour now has the ability to automatically route transaction details, requests for information, cross-sell opportunities and other follow-up activities to its client institutions' core systems. KIVA's solution also enables the outsourced services provider to present all of that data to clients in a user-friendly dashboard view. AnyHour's new advanced reporting and dashboard capabilities give institutions the utmost insight into each interaction so that they can be confident in the experience the company is creating for their customers/members and immediately see what, if any, actions are required to meet any outstanding service needs.

Holmes added, "With the KIVA platform, we have also established one integration point between our system and multiple client core systems. This has significantly cut down our operating costs and driven efficiencies while giving us the ability to dynamically serve our growing client base of 300 institutions nationwide."

"Our unified Contact Center solution gives AnyHour an open, front-end technology system and robust tools that help the company to not only better serve its clients' customers and members, but also extend a technology advantage to those institutions," said Michael Baker, president and CEO, KIVA Group, Inc. "They have real-time access to customer/member interaction data, which is now automatically routed from AnyHour to its clients' core systems and their back-office staff or sales teams. The institutions get highly visual and detailed information that enables them to quickly pick-up right where the AnyHour agents leave off – without any redundancies – to assist consumers and even pursue cross-selling opportunities."

About KIVA Group

KIVA Group Inc. is a global provider of unified customer interaction and experience management software that helps financial institutions to integrate and optimize their multiple delivery channels to achieve sales success through exceptional service. Respect7™, the company's technology platform and suite of applications, is enabling banks and credit unions worldwide to connect the customer, product and services information they need to create a more satisfying experience with each interaction. These teller, branch, internet, call center, IVR, marketing and sales software products can be implemented as point solutions or as part of a strategic initiative to completely unify the enterprise. For more information, contact the company at 866.212.2225 or visit www.kivagroup.com.

Reverse Mortgages (continued from cover)

verse mortgage is the borrower is not required to make monthly payments.

Whether the borrower makes monthly payments or not, the mortgage balance on the home needs to be paid off, or refinanced, in order for title to be taken by the heirs to the estate. No different from a forward or "traditional" mortgage balance due on a property.

Monthly payments will be accepted by the bank on a reverse mortgage, if the borrower chooses to do so. Many borrowers choose to use a reverse mortgage as a vehicle to refinance or even purchase a home, just like a forward mortgage. Only in the case of the reverse mortgage, there are no income or credit requirements that would prevent many applications from garnering an approval. A reverse mortgage simply eliminates the 2 biggest hurdles in the loan approval process: Personal Credit, and Personal Income.

Misconception #2:
"If the home depreciates and the reverse mortgage is "underwater," my kids are liable for the difference"

This is also false. Reverse mortgages are non-recourse loans. This means the lender is not due any additional money if your home value

drops below the mortgage balance. The lender is unable to seek and obtain a deficiency judgment against your estate, no matter what may transpire in the real estate market.

Misconception #3:
"I don't have a mortgage; I do not qualify for a reverse"

Many people view a reverse mortgage only as a means to refinance an existing mortgage balance. This is not the case. If you own your home free and clear, this simply affords you a greater lump sum payment from the proceeds of the transaction. The average size of a reverse mortgage is equal to about 70% of the value of the property. This means you may qualify to receive a lump sum payment, up to 70% of your home's value after the closing of your reverse mortgage. If there was a mortgage balance to be paid, it would come out of the same 70%, and you would receive the difference back in full.

A reverse mortgage applicant is best served by getting all the facts concerning a reverse mortgage, prior to applying for a loan. Education is our best closing tool. Our job is to stick with the facts of the reverse mortgage program, and let the customer make the educated decision about what is best for their interests.

The entire family may want to be involved in the decision to get a reverse mortgage. The heirs to the estate have to bear any responsibility for the property after the death of the borrowers, so their input will be crucial to your customer feeling comfortable in taking the final step in actually closing on the transaction.

Reverse mortgage professionals educate, not negotiate. There are many other financial and estate planning services that will be necessary for the family who proceeds with a reverse mortgage. This product can serve as a vehicle to fund other retirement and investment arrangements made or planned by the borrower and/or their financial counselors.

We are not financial planners. We only know the reverse mortgage product. Leave the financial planning to the professionals. But it is good to know all the facts about the product. The income gained from a reverse mortgage is indeed tax free. The IRS has no income obligations due it from the proceeds of a reverse mortgage closing. This is a big benefit of the program.

The income gained from a reverse mortgage is indeed tax free. The IRS has no income obligations due it from the proceeds of a reverse mortgage closing. This is a big benefit of the program.

AnyHour Solutions Can Now Take Your Loan-By-Phone Consumer

Applications Using Your Credit Union's Online App System

Traditionally the highly experienced AnyHour Solutions call center team has taken member consumer loan applications over the phone 24/7 using our own proprietary software system. We've been providing this service since we started our operation in 1994. The downside to this is often times our application cannot be interfaced to the credit union's core system so the credit union has to rekey the application data once we supply it to them. Our operation has evolved to where we're now able and willing to input these loan-by-phone applications using **your** web-based loan app system. This greatly streamlines the process for the credit union and their members and - as long as your app system is interfaced to your core system or LOS - the credit union will not have to rekey the data.

What's New at AnyHour?

There are a lot of new things going on at the AnyHour call center lately, including:

- o **A new backup generator** system was recently installed at the call center as a key part of our recovery/backup program enhancement. This will allow to continue servicing our clients in the event of a power outage.
- o **A new state-of-the-art IP phone system** from Interactive Intelligence was recently implemented at the call center to enhance our level of customer service.
- o **A new network architecture** has been put in place at the call center to coincide with the new phone system and the KIVA front-end call center software.
- o **Additional browser qualifications** were recently completed for the AnyHour Online loan application product. In addition to Internet Explorer our application can now be completed using Google Chrome, Firefox, and Apple Safari browsers.

Recent New Signings

- o **St. Agnes Employees Federal Credit Union:** added AnyHour Online
- o **Tobyhanna Federal Credit Union:** \$150M Credit Union located in Pennsylvania currently implementing the AnyHour MSR and Loan-By-Phone solutions.
- o **Summit Credit Union:** \$131M asset Credit Union located in North Carolina that replaced a competitive third party lending 24/7 call center with AnyHour.

About Us:

AnyHour Solutions (www.anyhoursolutions.com) is a highly flexible, adaptable provider of comprehensive, 24/7 contact center services for FIs via our AnyHour MSR (member services) and AnyHour Loan-By-Phone (loan application) services. Our purpose is to help our FI partners to enhance service to their members, increase loan volume, and reduce operating expenses. AnyHour Solutions has been providing contact center services to FIs for just under 20 years, longer than any other company. Highlighted by the industry's most experienced staff of agents and a turnover rate under 10%, our contact center goal is to provide "Service They Will Remember." Our contact center services now come with a 100% risk-free money-back guarantee. In addition, AnyHour also provides online loan application functionality as well as a full suite of mortgage processing services for community FIs. For additional information contact Steven Holmes, VP Strategic Development, 888.622.8696, sholmes@anyhoursolutions.com.



Contact Us:

615 N. Longwood Street
Suite 200
Rockford, IL 61107
Phone: (888) 622-8696
Fax: (815) 961-2650

www.anyhoursolutions.com