



Pennsylvania-based Credit Union goes live with Call/Contact Center Outsourcer
NE PA Community Federal Credit Union signs with AnyHour Solutions

Rockford, IL: August 5, 2021 – [AnyHour Solutions](#), a provider of comprehensive call/contact center outsourcing services for credit unions since 1994, announces that NE PA Community Federal Credit Union of Stroudsburg, PA (\$172M assets, 13,500 members) has signed an agreement with AnyHour Solutions and recently went live using the company’s services.

[NE PA Community Federal Credit Union](#) (NEPAFCU) is utilizing a full suite of AnyHour’s call center outsourcing services to support their member’s with overflow and after-hours support to supplement the credit union’s internal contact center.

AnyHour Solutions is providing their AnyHour MSR service – comprehensive member service support – via usage of their integrated call center software solution provided by Bedford, NH-based [KIVA Group, Inc.](#) – a leading multi-channel sales and service CRM/CEM software vendor. KIVA’s solution provides a real-time interface to NEPAFCU’s Symitar Episys core processing system.

“AnyHour Solutions understands the important role that a call center plays in the credit union service experience,” commented NEPAFCU President/CEO Mark T. Filbert. “Any Hour has created a solution that integrates technology, security, and excellent member experience to ensure that members have access to credit union services 24/7/365. It is clear that we made the right choice partnering with Any Hour Solutions.”

About NE PA Community Federal Credit Union

NE PA Community Federal Credit Union’s mission is to provide the best banking experience for our members. Established in 1960, NE PA is always striving to deliver great rates, innovative financial products and services, and unbeatable member service.

About AnyHour Solutions

AnyHour Solutions (www.anyhoursolutions.com) is a highly flexible provider of comprehensive, 24/7/365 call/contact center outsourcing services for credit unions via our AnyHour MSR and AnyHour Loan-By-Phone services. Our purpose is to help our financial institution partners to enhance service to their members/customers, increase loan volume, and reduce operating expenses. AnyHour Solutions has been providing contact center services to FIs for nearly 30 years. Highlighted by the industry’s most experienced staff of agents, our contact center goal is to provide “Service They Will Remember.” For additional information contact Steven Holmes, SVP Strategic Development, at 888.622.8696, sholmes@anyhoursolutions.com