

# Corporate Overview

## One Powerful Partnership



### OUR SERVICE

We are in business to help grow yours. CMC is a proven provider of outsourced support services aligned with credit card, debit card, private label card, and various loan products to financial institutions and merchants. An experienced industry leader, we specialize in the delivery of superior quality servicing solutions to domestic and international clients.

### OUR SPECIALTY

You want your customers' interactions and transactions handled proficiently and professionally; at CMC, that's our specialty. With our multi-client and multi-platform environment, we know how to help reduce your card portfolio processing costs *and* deliver the highest quality servicing solutions to your portfolio – all at the same time! It is our people, our processes, and our systems that enable us to deliver customer value the way you want it.

### OUR PEOPLE

*We serve your customers.* Our Contact Center representatives handle millions of calls regarding collections and customer service, security/fraud, chargebacks, and application processing. Our team is multi-lingual and ready to assist callers during the times you need them

most. Count on us for extensive knowledge of the processing systems – First Data, TSYS, Fiserv, and FTPS. As your partner, we make it simple for you.

*We serve you.* CMC's Client Servicing Solutions team works with you to build the most comprehensive, customized solutions for your portfolio. Our performance strategies drive the results you demand. Count on us to treat your portfolio like our own. As your partner, we collaborate with you to discover new opportunities to maximize profits and efficiencies.

### OUR TECHNOLOGY

Your portfolio is unique. CMC's strategic difference is our ability to be flexible and fully equipped to develop solutions for a diverse cross-section of clients. We are much more than a third-party vendor ~ we are stakeholders in your success. Our technology solutions and service to our clients is what makes us a valuable partner to your institution. We offer a robust, flexible system that grows with you – we have the resources, experience, and expertise to meet your current and future IT servicing needs. Our proprietary solutions are proven to provide you with the most effective systems for managing your information.

### SERVICES WE PROVIDE

- Inbound Customer Service
- Outbound Teleservicing
- Collections
- Application Processing
- Chargebacks
- Security/Fraud
- Platform Solutions
- IVR
- Technology Solutions
- Customer Correspondence & Imaging
- Marketing Services & Rewards
- Business Analytics



## WHO WE ARE

- More than 20 years of experience as a leading contact center service provider and portfolio management partner
- Headquartered in Evansville, IN with 24x7 multi-lingual contact centers in Evansville and Casselberry, FL
- Serve over 100 clients, 1.7 million cardholders throughout the United States; we also serve North, Central, and South Americas
- Wholly-owned subsidiary of Fifth Third Bank; reporting through the Fifth Third Processing Solutions line of business

## WHAT YOU CAN EXPECT

When you partner with CMC, count on our commitment to the Persistent Pursuit of Superior Quality Service. We are relentlessly dedicated to providing customized solutions for you. Let's talk today!

The Persistent Pursuit of Superior Quality Service

To Learn more Contact:

ContactCMC@cmcOne.com

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## CLIENTS WE SERVE

- National Credit Card Issuers
- National Private Label Card Issuers
- Community and Regional Financial Institutions
- Non-Financial Institutions requiring Contact Center services

## PRODUCTS WE SUPPORT

- MasterCard, Visa, & Discover Network Credit Cards
  - Consumer
  - Commercial
- MasterCard & Visa Debit Cards
- Private Label Credit Cards
- Retail House Account Cards
- Prepaid Cards
- Health Savings Accounts (HSA)
- Home Equity Line of Credit (HELOC)

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