



# Helping Financial Service Providers Bridge the CX Gap and Build Trust

From retail banking to card services and consumer financing, customers are gravitating more toward "experience leaders" than legacy brands in the financial services sector. With rising expectations and increased competition, VXI helps financial services and fintech brands bridge the CX gap, striking the right balance between human and digital support.

Our comprehensive CX capabilities include everything from experience design and journey mapping to customer care and digital enablement.



## Our BFSI Expertise

With over 20 years of experience in the industry, our teams excel at leading with empathy and enabling customers to manage their finances confidently and securely. Whether assisting with a loan, opening a new account, or addressing fraudulent activity, VXI offers a customer-first operating model and innovative CX Advisory services to minimize friction and maximize efficiency, while adhering to strict regulatory environments.



### Customer & Member Support Capabilities:

- Fraud/Prevention
- Cash Management
- Technical Support
- Loan Services
- Money Transfer
- Up-Sell/Cross-sell
- Account Management
- Balance Transfers
- Customer Care
- Debit & Credit Card Operations
- WFM Support as a Service
- Quality Assurance as a Service



**14**  
Financial Service Client Partnerships



**24**  
Financial Service LOBs Supported



**15+**  
PCI - compliant locations



**4,500+**  
Experienced professionals in financial services contact center operations



**Multi-channel support**  
Chat, e-mail, back-office, online services, social media, messaging, and voice

## A Partnership You Can Bank On

As a trusted partner for growth and value, VXI serves as an extension of your team. We strive to earn your business – even after we've won it, through trust, high performance, and proactive innovation. That's why our average relationship tenure spans over 10 years.

Some of our valued brand partners include:



### Largest Credit Card & Payment Network

- Debit Card
- Pre-paid Card
- Fraud Prevention



### A Top 2 U.S. Retail Bank

- Checking & Savings
- Deposits
- Credit Card Services



### World Leader in Digital Payments

- Payment Systems (POS)
- Credit Cards
- Subscription Management
- Brand Protection



### A FinTech Insurance Brand

- Renters Insurance
- Security Deposit
- Homeowners Insurance
- Specialty Insurance

Performance Outcomes:

**100%**  
month-over-month  
KPI attainment

**Ranked #1**  
across all partners  
for NPS

**\$380K Annual Savings**  
through average handle  
time reductions (AHT)

## A Wealth of Value-Added Solutions

Whether your goal is to map the customer journey, implement omnichannel solutions, build trust, or introduce automation, you can count on our team of domain experts to help you achieve it.



### CX Transformation & Advisory Services

Capabilities to unlock opportunities for value creation through experience design, analytics, right channeling, and digital workforce solutions.



### Social Media Management & Consulting

Achieve higher levels of customer lifetime value and boost NPS scores with legendary social media support.



### IT & Digital Enablement

Innovative digital services, software development, and IT staffing augmentation solutions.



### DE&I – Community Impact

Outsource with purpose, procuring high-value services while supporting socially conscious community and workforce development.

## Committed to Innovation & Security

VXI safeguards the customer experience through rigorous security and compliance controls. Our centers are PCI, SOC 2 Type 2, and HIPAA compliant, providing proactive threat identification services and a zero-trust security posture for continuous risk mitigation and 24/7 brand protection.



Learn more about  
VXI Global Solutions

[bit.ly/vxi-bfsi](https://bit.ly/vxi-bfsi)