

# Communicate with your customers the way they prefer; Text & Social Media.



**SMS/Text | Facebook Messenger | Email | Live Chat**

**Text Concierge is a new customer service tool that containerizes the financial institution's non-traditional communication channels into one portal for monitoring and security. Text Concierge will support many channels like SMS Text, Social Media, etc.**

The use of text messaging continues to rise when compared to voice calls: 99% of Americans have cell phones, but they spend 26 minutes per day texting and only 6 minutes on actual calls. Other statistics state that 1 out of every 4 people socializes more online than in person, and 32% of people would rather text you than talk to you. If you have teenagers, this likely will not come as a shock – a whopping 51% of teens (Millennials) would rather communicate digitally than in person!

It also will not surprise you to learn that customers would like to interact with their financial institution via texting. To address this industry need, MEA Financial developed the Text Concierge solution to enhance the way you communicate with your customers and the way your customers communicate with you!

- Two-Way Text communication
- Short Code or Long Code
- Containerize Staff Messaging
- Text Enable Direct Dial Extensions
- Mobile App for Staff
- Provide Message Archives
- New Age Loan Transparency Tool
- Facebook Messenger and Chatbot Integration