



# Fast ramp, enriched CX

Speed resolution, combat fraud, reduce attrition

A stellar customer experience demands personalized and empathetic support through every customer interaction channel — including those digital touchpoints not yet invented. Within the realm of financial services and insurance, this calls for improving first-contact resolution by leveraging automation and AI, refining processes to cut cost while protecting against fraud.

TTEC collaborates with our BFSI clients to foster deep customer loyalty in several ways, tailored to each organization’s unique objectives and strategic vision.

## Proven solutions powering smarter finserv & insurance contact centers



### Customer care

AI-enhanced support resolves account, transaction, and technical issues instantly across all digital financial channels.



### Back office support

Automated loan processing, KYC/AML compliance, and payment reconciliation eliminate errors and accelerate operations from days to hours.



### Fraud operations

Real-time AI fraud detection, identity verification, and KYC compliance protect customers while reducing false positives by 40%.



### Credit and lending

AI-powered tools streamline processes, from loan origination to servicing — with document verification, credit decisioning, and compliance that accelerates approvals.



### Collections

An empathy-driven, predictive collections strategy prevents delinquency and increases recovery rates 25% through compliant strategies.



### Customer acquisition

Our premium onboarding for banking and wealth clients combines personalized service with digital efficiency to maximize lifetime value.



### Customer retention

TTEC focuses on strengthening customer relationships to prevent churn and secure continued business and loyalty.

## Results

**99%**

compliance exceeding goals

**+95%**

CSAT improvement for internal contact center quality ratings

**598**

associates onboarded in 3 months record time

**95%**

overall quality score

**70%**

decrease in program cost overall quality score

**50%**

decrease in operating cost

Source: TTEC clients



## Drive growth across every stage of the customer lifecycle

TTEC helps businesses thrive by acquisition, retention and bigger wallet share. Our revenue generation strategies are designed to help banking, fintech, insurance, and payments companies grow by acquiring new customers, retaining existing ones, and making all of them feel valued. By applying AI-enhanced insights and skilled talent, TTEC maximizes conversion rates, boosts sales performance, and enhances overall customer lifetime value in three key areas.



### Collections

We proactively engage customers to prevent delinquency escalations and optimize collects through data-driven, regulatory-compliant methods.



### Customer acquisition

Our proven best practices attract and seamlessly onboard high-value customers, setting the stage for long-term relationships.



### Customer retention

TTEC focuses on strengthening customer relationships to prevent churn and secure continued business and loyalty.

At TTEC, we infuse humans with technology to power fraud prevention, collections, compliance, and premium customer experiences.



## Ready to turn better CX into better results?

Let's talk

### ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at [TTEC.com](https://www.ttec.com)