



## SYDNEY CREDIT UNION SLATED TO IMPLEMENT TUNL.CHAT BOT THIS YEAR

tunl.chat



TORONTO, ON – Feb 25, 2021 - **FICANEX®** is pleased to announce that **Sydney Credit Union** is the latest financial institution to be adopting **tunl.chat™** in Atlantic Canada. Through AI-powered capabilities, tunl.chat will provide personalized and conversational banking for over 13,000 members, as well as many others seeking to learn more about Sydney Credit Union's products and services online.

"We strive to consider our members' convenience and respond to their changing needs, which is why tunl.chat will be an excellent addition to our service offering", says Carol Ripley, CEO of Sydney Credit Union. "Innovation continues to drive us forward and we want to respond to our members' need for digital self-service with 24/7, 365 access to the help they need. We are excited to work with the FICANEX team to bring our CU-branded and custom built chatbot to life over the coming months and serve our members in a way that further strengthens our service experience."

With the power to provide answers in any service category imaginable, tunl.chat has the ability to fully automate up to 70% of inquiries on a 24/7 basis. Although providing a human touch when necessary can prove to be a challenge for many financial institutions, tunl.chat empowers employees to focus on high-value interactions while reducing call wait times. Access to extensive data analytics helps identify key opportunities to improve the service experience and increase member satisfaction.

"Our team is proud to work with Sydney Credit Union to continue bringing exceptional customer service automation to Atlantic Canada with our innovative solution, tunl.chat. Now more than ever, members are demanding a convenient and user-friendly experience in their day-to-day banking interactions and we are delighted that Sydney Credit Union members will join a growing list of Canadians already enjoying the benefits of conversational banking at the click of a button." says Andrew Obee, President & CEO of FICANEX.

### **About FICANEX:**

FICANEX consists of FICANEX Services Limited Partnership which owns and operates THE EXCHANGE Network; Canada's largest surcharge-free ATM network, and FICANEX Technology Limited Partnership which developed and supports the tunl. technology platform; providing next-generation digital services for over 160 financial institutions across Canada, allowing them to effectively compete in the digital era of financial services.

### **For more information please visit:**

[www.ficanex.ca](http://www.ficanex.ca)

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**About Sydney Credit Union:**

Sydney Credit Union is a progressive, full-service, cooperative financial institution with more than 13,000 members and over \$250 million in assets. Sydney Credit Union is committed to empowering their member-owners to make the best decisions for their financial wellbeing. They achieve this goal by offering members a complete line of competitive financial products and services, customized for their individual needs with professional financial guidance every step of the way.

**For more information please visit:**

[www.sydneycreditunion.com](http://www.sydneycreditunion.com)

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