



## NLCU FIRST IN NEWFOUNDLAND & LABRADOR TO IMPLEMENT TUNL.CHAT AI-POWERED CHATBOT

tunl.chat



TORONTO, ON – April 6, 2021 - **FICANEX®** is pleased to announce that **Newfoundland and Labrador Credit Union (NLCU)** is the latest financial institution in Canada, and the first in Newfoundland and Labrador, to be adopting **tunl.chat™**. Through AI and machine learning technology, tunl.chat will provide personalized and conversational banking for over 20,000 members, as well as many more website visitors seeking information about the financial products and services offered by NLCU.

“We work hard to go beyond what is expected of a financial institution and this means that we continue to strive to implement innovative solutions that support the financial goals of those we serve in our communities. With the help of tunl.chat, NLCU will be able to provide our members with the digital self-service they want and truly make the experience customized for our membership. We look forward to seeing how tunl.chat will further serve our members and the positive impact it will have on our employees as they focus on high-value interactions.” says Allison Chaytor-Loveys, Chief Executive Officer of Newfoundland and Labrador Credit Union.

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. This empowers employees to focus on high touch interactions and reduce call centre wait times significantly. Through extensive data analytics, NLCU will easily identify key opportunities to increase customer satisfaction and improve the service experience offered to their members.

“Our team is delighted to begin working with NLCU as they move towards customer service automation through our tunl.chat solution. We have seen a significant shift in the way that people are engaging with their financial institutions and the increased need for solutions that make getting the information they need as simple as clicking a on a chat icon. We look forward to the road ahead as we help equip NLCU with the technology needed to manage the call for extraordinary service.” says Andrew Obee, President & CEO of FICANEX.

### **About FICANEX:**

FICANEX strives to empower financial services providers to accelerate innovation by providing next-generation digital services for over 160 financial institutions across Canada, allowing them to effectively compete in the digital era of financial services. 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.

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

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

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**About NLCU:**

Newfoundland and Labrador Credit Union (NLCU) is a full-service financial institution and the largest credit union in their province. NLCU operates 12 branches in major hubs across Newfoundland and Labrador and serves over 20,000 members to help them manage their personal and business finances. As part of Canada's largest group of financial institutions, NLCU has access to expertise in insurance, wealth management, lending and more.

**For more information please visit:**

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

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