



## Deliver Exceptional Customer Service with Accelergent Growth Solutions

Benefits are complicated, but explaining them to your customers doesn't have to be. At Accelergent Growth Solutions, we recognize that exceptional customer service is the foundation of any successful business. Our comprehensive contact center services are designed to enhance customer interactions, streamline operations, and drive growth. By white-labeling our contact services with your brand, we empower your company to deliver clear, concise, and personalized support, ensuring an exceptional customer experience.

### Contact Center Service Offerings

- **Customer Service**  
Select from Employee and Employer call center and email customer service solutions tailored to your needs
- **White-Label Solution**  
Seamlessly integrate our contact center services with your brand to provide a unified experience for your customers
- **Specialization in Health Accounts**  
Rely on our expertise in CDH, HSA, Transit, Lifestyle Spending, COBRA, Direct Billing, and Retiree Accounts
- **Employer Onboarding & Renewals**  
Streamline the onboarding and renewal processes for employers
- **Call Quality Assurance & Monitoring**  
Ensure top-notch service with recorded and reviewed calls for continuous improvement
- **Detailed Reporting & KPIs**  
Access insightful analytics and key performance indicators to track success
- **Customer Research Support**  
Save time by leveraging valuable insights through our customer service research support
- **Social Media Monitoring**  
Optimize your online reputation and stay engaged with your audience through proactive social media management

### Key Benefits of Our Services



Cost  
Efficiency



Scalable Growth  
Solutions



Employee and  
Employer Support



Seasonal and  
Overflow Support



Flexible  
Delivery Models

## ☰ Support for Employees and Employers



### Employee Support

- ✓ General Account Inquiries
- ✓ Claims & Debit Card Assistance
- ✓ Transaction Status Updates
- ✓ Self-Service & Portal Guidance
- ✓ Eligible Expense Clarification

### Employer Support



- ✓ General Participant Account Inquiries
- ✓ Participant Enrollment Support
- ✓ File Processing Guidance
- ✓ General System Navigation
- ✓ Report Guidance



### Robust Security Measures for Peace of Mind

- ✓ Comprehensive Employee Background Checks
- ✓ Strict Confidentiality Agreements
- ✓ Controlled Access
- ✓ Ongoing Security and Compliance Training

## ☰ For more information

Accelerate your success by having Accelergent Contact Center Services enhance customer interactions, streamline operations, and drive growth. *Contact us today at [accelergent.com/contact-center-services](https://accelergent.com/contact-center-services) to learn more.*

## ☰ Why Partner With Us?

Accelergent Growth Solutions provides a seamless, efficient, and personalized contact center experience. Let us handle the complexities so you can focus on what matters most — your clients.



### Unmatched Expertise in Healthcare Accounts

Leveraging our extensive industry knowledge, we expertly manage customer service for many healthcare accounts and related services, including HSAs, FSAs, HRAs, Lifestyle Spending Accounts, COBRA, Retiree Billing, and Direct Billing.



### Exceptional Workplace Culture

Our low turnover rates and high average employee tenure reflect Accelergent's commitment to a positive work environment. This stability results in a consistent and reliable experience for your clients.



### Personalized Human Interaction

We value the power of genuine human connections. Unlike automated systems, our team of trained professionals manages every customer interaction, be it on the phone, email or chat, providing a personal touch that AI or an IVR simply cannot replicate.



### Relationship-Focused Operations

By handling your operational tasks efficiently, Accelergent Growth Solutions enables you to concentrate on building and maintaining strong, lasting relationships with your clients.



### Platform Agnostic

You don't have to switch technology platforms to use our services; we will work with you to learn your platform and processes.