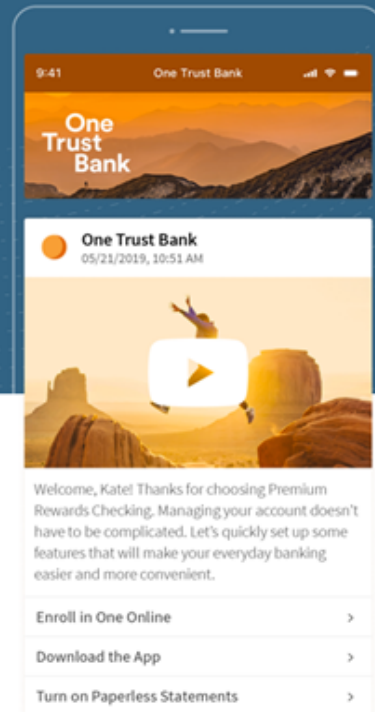


Engage

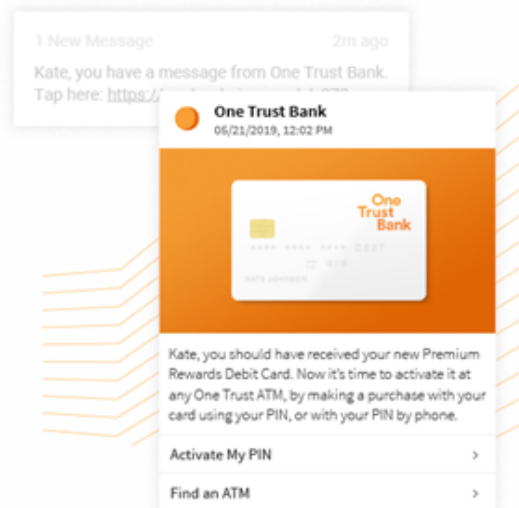
It's time to take engagement personal

The Customer Feed™ is the new way to reach your customers one-to-one when they need you most.



A preferred format re-imagined for business

- An always-on, one-to-one message feed to educate, support and transact with your customers
- Delivers personalized, timely solutions tailored to customers' individual needs
- Stores a history of interactions that customers can come back to, making future interactions easier
- Unlike apps, there's no download required



Everything you love about text messaging without the limits

- Text notifications direct users to their Customer Feed
- Immediate and highly responsive channel for engaging customers
- Overcomes the security and content limitations of text messaging solutions

Delivers answers before customers have to ask

- Delivers individualized, guided support at key customer moments, leading to increased enrollment and pull-through
- Reduces your customers' effort and need to call
- Increases self-service success rates by making your tools and next steps more visible

Jen, Your Application Assistant
05/24/2019, 9:29 AM

Congratulations! Your Student Loan application has been conditionally approved.

Status: Conditionally Approved
Credit Limit: \$10,000

Your next step is to select your rates and terms. Once that happens, we'll be able to issue your payment.

[My Rates and Terms](#) >

[Make My Selection](#) >

One Trust Bank
05/22/2019, 11:01 AM

Kate, to access your money faster, set up **direct deposit** and have your paycheck or other recurring deposits sent right to your checking or savings account - automatically.

[How to Set Up Direct Deposit](#) >

[My Checking and Routing Number](#) >

[Enroll Now](#) >

There's nothing you can't do with a secure and compliant mobile messaging platform

- HIPAA, PHI and PCI compliant
- Solves all your customer engagement use cases, even complex, multi-step interactions
- Provides a secure, compliant mobile engagement solution for regulated industries

Flexible branding options to make it your own

- Maintain control over your brand with every interaction
- Brand messages at the company, product or individual level
- Upsell or cross-sell by recommending relevant products and services

One Trust Bank

Your Specialist, Ben
05/24/2019, 9:29 AM

Hi Kate, thanks for submitting your HELOC loan application. Sit tight, it's being reviewed! Tap below to visit your Application Status Center, and you can always reach out to me, your HELOC specialist.

Status: Under Review
Reference #: 318754

[Call Your Specialist, Ben](#) >



Healthcare

Health Plan Member Engagement Is All In the Pocket for Payers

Aug 02, 2019



How to Increase Your NPS Score With Ongoing Customer Engagement

Jul 31, 2019



Improve Member Onboarding With These 5 Quick Wins

Jul 03, 2019

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