

Exceptional Service. Seamless Support.

Technology is a powerful tool – it can automate repetitive manual tasks, improve efficiency, and streamline operations. But even the best technology is just that: a tool. What truly makes a difference is the service behind it. Because when issues arise, sometimes you don't want a chatbot, a ticketing system, or a long wait time – you want to talk to a real person who understands your business, has deep industry expertise, and acts with a sense of urgency.

At Treasury Curve, we believe exceptional service is just as important as cutting-edge technology. That's why we've made service a core differentiator of our platform. With Treasury Curve, you can trust that your requests are handled promptly, transparently, and with the expertise you deserve.



Our Two-Tier Service Model

Our service process ensures every request, whether simple or complex, is resolved quickly, efficiently, and with full transparency.



Rapid, Reliable Tier 1 Support

Our Tier 1 Service Team is your first point of contact for most requests, including:

- Record updates
- Statement and reporting requests
- How-to guidance

Here's how it works:

- Requests are promptly acknowledged.
- Sales Representatives are copied on all communications for full visibility.
- Once your request is completed, you'll receive a confirmation message to close the loop.



Tier 2 Support for Complex Issues

When requests require additional expertise or technical support, we ensure seamless escalation:

- A detailed ticket is created and tagged to your client record, keeping your Sales Representative informed every step of the way.
- Daily stand-up calls ensure your issue is prioritized and assigned to either a Tier 2 expert or our Engineering Team.
- Open tickets are reviewed daily until resolution.
- Once resolved, our Service Team validates the solution and communicates it to you, keeping you informed throughout the process.

What Sets Our Service Apart?

- ✓ **Rapid response**
Immediate acknowledgment of service requests to ensure confidence and clarity.
- ✓ **Collaborative transparency**
Our sales and product teams stay aligned for seamless updates.
- ✓ **Streamlined workflow**
Issues are tracked for full visibility.
- ✓ **Expert escalation**
Tiered support ensures the right expertise addresses challenges.
- ✓ **Proactive resolution**
Daily team calls drive swift and effective issue resolution.
- ✓ **Dedicated oversight**
A project manager oversees follow-ups for complete closure.

Experience the Treasury Curve Service Difference

At Treasury Curve, exceptional service isn't an afterthought – it's a commitment. Whether it's a quick question or a complex issue, our team is here to ensure your treasury operations run smoothly.

Ready for a better service experience? Contact us to learn more.

Visit treasurycurve.com | Call 1.877.9TCURVE | Contact info@treasurycurve.com

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