

OMNISERVICE™

Don't worry... we've got this call.™



p. 877.7GO.OMNI | www.omniprepaid.com

OMNISERVICE

Why OmniService?

OmniService is a national leader in providing superior 24/7 customized prepaid card customer service.

Professional CSR's located in Pittsburgh, PA handle your inbound calls

Our team of friendly customer service representatives are able to provide you with expert customer service related to prepaid cards and prepaid card programs.

Reduces Overall Cost-to-Serve

You only pay for the time your customers call in for service. We offer you 24/7 support at the same rate as 8/5 support. The per minute rate is exactly the same whether your customer calls in at 2:00pm in the afternoon on Monday or 2:00am in the morning on Sunday.

Enhanced Data Tracking and Reporting Capabilities

OmniService provides you real-time access to customer call tracking and reporting via your personalized on-line dashboard. Call information is available on a daily, weekly, and/or monthly basis.

Increased Productivity and Management Flexibility

With an in-house staff, it is very difficult to staff enough people to handle peak volumes and not overstaff when volumes are low. Rather than juggle staffing needs, OmniService allows you to focus on other priorities to help grow your business.



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Company Overview

- ❖ OmniService is the customer service division of Omni Prepaid Group, LLC
- ❖ Omni Prepaid Group, LLC has been in the prepaid industry since 1999
- ❖ OmniService is a leader in providing 24/7 customized prepaid card customer service



- ❖ Headquartered in Pittsburgh, PA
- ❖ Trusted by Visa as a certified and secure facility
- ❖ Provide companies with complete private branded customer service
- ❖ Our goal is to be the end-to-end solutions provider for your prepaid card programs



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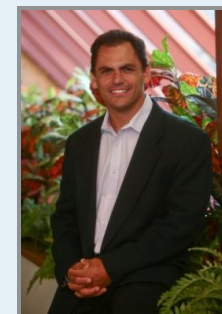
Company Ownership

“*The size of your success is measured by the strength of your desire, the size of your dream, and how you handle disappointment along the way. Being 'lucky' is similar to 'successful' because luck and success both happen when your preparation meets opportunity. Are you prepared for your lucky moments in life?*”

- Jason Wolfe

CEO, Jason Wolfe

Jason Wolfe is a visionary, entrepreneur, businessman, and technology leader. Jason created MyCoupons in 1995, the first online coupon site. In 1997, he created DirectLeads, one of the first online lead generation networks. In 1999, he created DirectCertificates (which is now called GiftCards.com) as a leading online prepaid card service. In 2002, Jason launched DirectTrack which eventually became the world's #1 affiliate tracking and ad serving system. In 2003, he launched KeywordMax, which eventually became one of the world leaders in keyword bid management. In 2004 his company created and patented the Cross Publication and Network model. He has successfully sold MyCoupons.com to Valassis (NASDAQ: VCI) in 2000, and sold Direct Response Technologies to Digital River (NASDAQ: DRIV) in 2006. Jason attends and financially supports Orchard Hill Church of Wexford, PA. Jason has a son, Morris James Wolfe.



Director of Customer Service, Scott Savatt

With his vast experience in customer service, Scott Savatt joined Omni Prepaid Group in 2008 as Director of Customer Service. Scott is responsible for growing the customer service capabilities and ensuring that Omni Prepaid Group delivers world-class service to its customers. Scott previously worked for Sears Holdings Corporation as Regional Call Center Manager. He has a Master's Degree in Human Resources from LaRoche College in Pittsburgh and a Bachelor's Degree in Business Management from Shippensburg University of Pennsylvania. Scott is married to Kirsten Savatt and have a 16-month daughter, Sydney.



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OmniService Team

At OmniService, prepaid card customer support is our core competency. We provide unmatched expertise in the prepaid and gift card customer service industries.

- ❖ OmniService employees are highly trained and capable telephone professionals. We hire intelligent, personable, and efficient CSR agents who enjoy telephone interaction in a fast paced environment.
- ❖ When your customer calls your toll free customer service number on the back of your prepaid card, they will speak to a highly qualified agent recruited exclusively for their customer service skills. They are professionally trained, certified, and monitored by a professional quality assurance program that exceeds industry standards.



- ❖ All new employees go through a comprehensive customer training program consisting of both classroom and on-the-job training that allows them to easily adapt to the rapid pace of the inbound call center environment.
- ❖ Most customer service call centers experience a high degree of associate turnover. OmniService has an associate turnover rate of less than thirty percent. Our present staff excels over any industry standard in terms of quality, productivity, and personality.



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Handling Inbound Calls

- ❖ 24 hours a day, seven days a week, 365 days a year- we are here to help your customers.
- ❖ OmniService can also provide additional communication services such as customized Interactive Voice Response (IVR) scripting, customer email support, and capabilities for your customers to hear your sales promotions as on-hold music.
- ❖ We can handle your call volume- no matter how light or heavy your call volume is.
- ❖ Live customer scripting available for you to up-sell and cross-sell other products and services your company offers with an immediate call to action. We can maximize every call while speaking to your customers.
- ❖ You only pay for time our customer service representatives are on the phone with your customer. You do NOT pay for time in between calls.
- ❖ We answer all calls within an average of three rings, or 30 seconds, in a pleasant, professional manner.
- ❖ You can dictate how our agents handle incoming calls and other service options.



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Pricing Structure

By using OmniService, your customer support only costs exactly what you need. Never too much, never too little! Depending upon your needs, OmniService has the capabilities to customize your program.

Program Set-up Fee (One Time)

\$2,000

Includes customized IVR scripting set-up, provision of toll free telephone number, access to personalized online dashboard for call tracking and reporting, technology costs around access to customer data, and training of all telephone agents.

24/7 Live Customer Support

\$0.60 per minute

Includes inbound or outbound call handling, including customized scripted dialogue as agreed upon, and data capture as agreed upon. Data capture and dialogue will be finalized prior to contract placement and signing.

IVR Automated Resolution

\$0.15 per call

For customers who call for customer support and have their inquiry resolved through the automated Interactive Voice Response (IVR) system.

Email Resolution (Optional)

\$1.00 per email

Allow us to also handle email support for your customers. A back and forth email exchange is equal to one email.

Service Level Agreement (Optional)

N/A

Choose this to have your customers automatically moved to the top of the call queue each time they call for customer support.



Each client has different needs. Please contact us for an official quote based on what you are looking for.

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Conclusion

OmniService is the most qualified organization to handle the prepaid card customer support functions for your organization. Our experience in customer service and the prepaid card industry make our company the logical choice for your prepaid card program.

Our goal will be to meet and exceed your expectations for unmatched customer service, greater efficiency and effectiveness, and the realization of cost savings- all while enhancing your brand image.

Let our prepaid card professionals take care of your customers!

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Thank you for considering OmniService!



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