



# MutualConnect™

Sustainable communication solutions  
for Credit Unions and Building Societies

CERTAINTY | INGENUITY | ADVANTAGE

 **computershare**

# Connecting Mutuals with members through sustainable communications

“From the outset Computershare has been responsive and delivered on every level; ensuring less headaches for our staff and processes that run like clockwork”  
CEO, Qantas Staff Credit Union



## SUSTAINABLE MEMBER COMMUNICATIONS, ACHIEVE MORE WITH LESS

Sustainability is at the core of the Mutual banking model, from sustainable lending practices, to developing lasting relationships with members. MutualConnect™ extends sustainable objectives to member communications, enabling Credit Unions and Building Societies to achieve more using less paper and postage, thereby reducing financial and environmental costs.

## OUR CLIENT COMMITMENT

Computershare is the world's leading one-to-one member communication provider, servicing over 100 Credit Unions, Building Societies and Community Banks globally. Our commitment to clients is based on three guiding principles, certainty, ingenuity, and advantage, which are delivered through every facet of our client relationships - our people, processes, and technologies.

### KEY BENEFITS

- > Member-centric communications
- > Reduced print and postage costs
- > Improved operational efficiencies
- > Higher self service and e-comms
- > Lower environmental impact.

### SOLUTION OVERVIEW

MutualConnect™ is an approach to communications that delivers more engaging, cost effective, and environmentally sustainable member communications.

#### Physical print and mail

- > Digital colour and B&W printing
- > Mail house services
- > Print and mail reduction strategies
- > Carbon offset initiatives

#### Electronic communications

- > Enterprise communication management technology
- > Interactive e-documents
- > Channel migration programs

#### Inbound communications

- > Digital mailroom solutions
- > Business process automation
- > E-form solutions

#### Meeting and voting solutions

- > Meeting management
- > Voting tabulation
- > Electronic voting technologies



