

Audio

Visual Suggestions

	<p>Going Above and Beyond</p> <p>How TSYS helped Banco Popular de Puerto Rico survive a hurricane that disrupted business as usual</p> <p>A case study in exceptional customer experience</p>
<p>Narrator: Accidents happen. So do natural disasters. But back-to-back hurricanes in the Caribbean that leveled Puerto Rico? That was too much. Too much for a proud country.</p>	<p>Hurricane video.</p>
<p>Narrator: The worst was Hurricane Maria--the nastiest storm to hit the island in 85 years. A category 4 hurricane, Maria slammed into Puerto Rico in September 2017, destroying infrastructure and killing hundreds of people.</p>	<p>Hurricane video.</p>
<p>Nar: In the eye of the storm was a local bank. The Banco Popular de Puerto Rico. Banco Popular had a problem. Due to hurricane damages, their local statement vendor was incapacitated and unable to print and mail the bank's credit card statements.</p>	<p>Banco Popular art. Images of bank and logo.</p>
<p>Nar: Banco Popular needed help fast. The bank was looking at potential monetary losses and regulatory fines if it could not deliver its credit card statements to its customers.</p>	
<p>Nar: With a sense of urgency, Banco Popular called their payment card processor TSYS in the United States. It</p>	<p>Video of Gloria Velez on the telephone.</p>

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<p>was a Friday afternoon. The bank's relationship manager Gloria Velez answered the telephone. Gloria listened to the bank's dilemma. Could TSYS help Banco Popular print and mail 40,000 credit card statements? And by the way, do it in five days?</p>	
<p>Quotes here from Velez about her experience and reaction from receiving the call from BPPR.</p>	<p>Start with live video of Gloria.</p>
<p>Nar: The news of the bank's predicament traveled fast to the top at TSYS. And the response was swift and sympathetic.</p>	
<p>Nar: In an email sent to the top brass at Banco Popular, Allen Pettis, president of TSYS North America wrote, <i>"I wanted to send our thoughts and prayers to you and all of the Banco Popular team. We stand ready here at TSYS to help you and your team in any way possible."</i></p>	<p>Image of Allen Pettis. Or video of him reading the quote.</p>
<p>Nar: The message was clear and resolute. TSYS was all in for helping Banco Popular.</p>	
<p>Interview quotes from Allen Pettis, president of TSYS North America, about TSYS' commitment to help Banco Popular.</p>	<p>Start with live video of Allen.</p>
<p>Nar: And that's exactly what TSYS did. We came together as a team and worked diligently to help a customer during a time of crisis.</p>	<p>Video of people working together.</p>
<p>Nar: And it wasn't easy. There was a whirlwind of activity. A lot of work had to be done in a short amount of time.</p>	<p>Video of programmers. Image of contract.</p>

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<p>Software had to be developed for the project. Developers worked all weekend writing code. Computer systems had to be aligned. Production testing had to be done. A contract had to be written. And ultimately, printers had to roll and mail had to go.</p>	<p>Video of printers and mailers.</p>
<p>More Interview quotes from Gloria Velez talking about the operational process and the teamwork and determined attitude to get the job done.</p>	<p>Start with live video of Gloria.</p>
<p>Nar: In the end, TSYS successfully printed and mailed nearly 160,000 of Banco Popular’s credit card statements over four cycles. And we did it without a glitch.</p>	
<p>Nar: And as a sign of goodwill, TSYS leaders waived the cost of developing code for the project to the tune of \$12,125.</p>	<p><i>We truly appreciate the gesture on the part of TSYS to waive the project cost. – Banco Popular</i></p>
<p>Nar: This is a story of teamwork and how TSYS helped a customer in need after a hurricane disrupted business as usual. This is a case study of how TSYS went above and beyond to help a client. And ultimately, this is a story about an exceptional customer experience.</p>	<p><i>Thank you so much for your help on this. You are fantastic partners. -- Banco Popular</i></p> <p><i>TSYS stepped in and got everything together in record time; your efforts are greatly appreciated! – Banco Popular</i></p>