

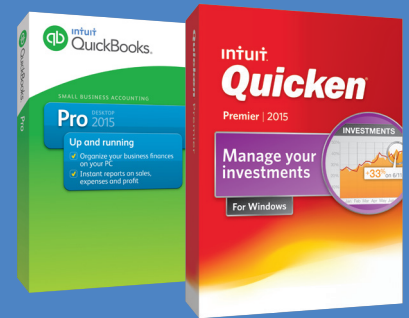
intuit. OFX Connectivity

OFX Phone Support for Financial Institutions

DARTS can cut call times and help boost customer satisfaction

When your online banking customers have questions about their QuickBooks® or Quicken® connectivity, you need answers – fast. DARTS (Direct Access Rights to Tech Support) is a direct phone hotline just for Financial Institutions and service providers. With DARTS, you can connect quickly to specially trained U.S.-based support agents that can help with your most complex OFX-related issues.

- Talk to live support agents who can provide real time updates
- Cut call times dramatically
- Help improve customer satisfaction with first-call solutions



How DARTS works

Complicated connectivity issues can create backlogs and extend your call times. DARTS phone support allows your organization to:

- Get immediate expert help with OFX-related issues, or your customers' issues related to online banking and Intuit products.
- Conference in specially trained senior support agents while your customer is on the phone.
- Keep your support agent on the call, so they can learn advanced OFX support techniques.
- Get extra OFX help during or after a conversion project.

Add DARTS to your support toolkit

Financial Institutions can purchase DARTS packages of 5, 10, or 20 calls per month.

Intuit also offers 5-, 10- and 20-call packages to help you during and after a conversion project. Post-conversion DARTS calls must be used within 30 days of the project end date.



To learn more about DARTS, including pricing details, please contact your Relationship Manager or send email to OFXSales_Connect@intuit.com