

# Listings and Reputation Management

## Empower Your Financial Brand to Leave its Mark

Our Listings and Reputation Management service allows you to manage and monitor your brand's online presence and reputation. With our solution, you can ensure that accurate information is shared with your customers across hundreds of search engines, directories and review sites. This keeps your customers informed, improves your reputation and heightens your brand's visibility.



### LISTINGS MANAGEMENT

Our listings service ensures the accuracy of your brand's information on hundreds of search engines and online business directories. With this, your financial brand can provide:

- Daily and holiday branch hours
- Branch locations and ATM addresses
- Phone numbers and website information
- Answers to common customer questions
- Suppression of duplicate listings

### REPUTATION MANAGEMENT

Customers are leaving reviews on more sites than you think – our service helps ensure that you are notified when this happens. Our Reputation Management features include:

- Receiving notifications of new reviews so you can respond
- See review and activity information from a single dashboard
- In-depth analytics to better understand how customers are engaging with your brand online

### KEY FEATURES OF LISTINGS AND REPUTATION MANAGEMENT PLATFORM:

**Unlimited Users:** You can add unlimited users to your account at no additional cost.

**Monitoring:** Monitor the web and social platforms for digital mentions and conversations.

**Notifications:** Receive notifications of a new review so you can respond swiftly.

**Dashboard Access:** See reviews and monitor activity from a single online dashboard.

**Reporting:** Receive monthly reports to assist you in your analysis of location web traffic and online sentiment.

**Complaint and Review Management:** Flag and escalate concerning comments, reviews and complaints.

**Listing Management:** Online listing management for hundreds of online business directories and search engines.

**Online Management:** Manage your business hours, addresses, ATM's, website, and more from one place.

**Listing Accuracy:** Suppress duplicate listings with inaccurate or outdated information to improve online visibility.

**Support:** Online and live support available for all users.