



*For Immediate Release*

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## **First Citizens' Federal Credit Union Launches Live Chat Technology**

**February 22, 2017 – Fairhaven, MA** – First Citizens' Federal Credit Union is pleased to announce the launch of Live Chat, a brand new service feature that will allow members the ability to interact securely with the credit union over a real-time chat session. Available through First Citizens' website and soon on its Mobile Banking app, Live Chat provides a means for members to have conversations with local Contact Center Representatives about confidential banking matters that previously could only be discussed over the phone.

“By implementing this new feature onto our website, the credit union can service members across our region with more immediacy.” said Peter Muise, President and CEO. “It’s a safe and secure technology that provides us the luxury of answering member and non-member questions in a quick and efficient manner.”

Live Chat is an intelligent powerful software solution that enables First Citizens' to offer immediate online support for their members. It provides the latest chat functionality, language translation, and customizable capabilities.

### **About First Citizens'**

First Citizens' Federal Credit Union is one of the premier financial institutions in southeastern Massachusetts. Today, with over 80,000 members and assets over \$708 million, First Citizens' has full service offices in New Bedford, Raynham, Taunton, Mattapoisett, Wareham, Falmouth, Mashpee, Hyannis, Orleans and a lending office in Plymouth, MA. For more information, visit [www.firstcitizens.org](http://www.firstcitizens.org).



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