

# VIRTUAL ADVISOR. *answers. anywhere, anytime.*



**BANK ANYTIME, ANYWHERE.** Virtually most of your banking needs can be met from the comfort of your home through online, mobile or phone banking or by calling our Member Service Centre. If you haven't yet tried any of these options, we can help get you started.

Kootenay Savings Virtual Advisor is your personal assistant 24 hours a day. Now getting the answers to your everyday banking questions is faster and easier than ever before. Find the information you want instantly online by chatting with our Virtual Advisor.

## Starting a chat session is easy



1. Just click on the Chat icon in the bottom right corner of our website
2. Type a question or select a topic
3. Our Virtual advisor will chat with you and help you find the information you need

Hi there!

Thanks for contacting Kootenay Savings. I'm your Virtual Advisor.

It's as easy as texting a friend. Virtual Advisor has a wide range of knowledge about our account types, RRSPs, TFSAs, credit cards, transfers, term deposits, online banking and much more.

Of course, we still have dedicated expert advisors (the humankind) to assist you with your banking needs in branch and through our Member Service Center. But when you have a quick question or it's after hours our Virtual Advisor will always be ready to help.

**If you have questions or would like assistance please call our Member Service Centre at 1.800.665.5728, and one of our advisors would be happy to assist you.**

**We can help get you started.**

**1.800.665.5728**

kscu.com



**Kootenay Savings**