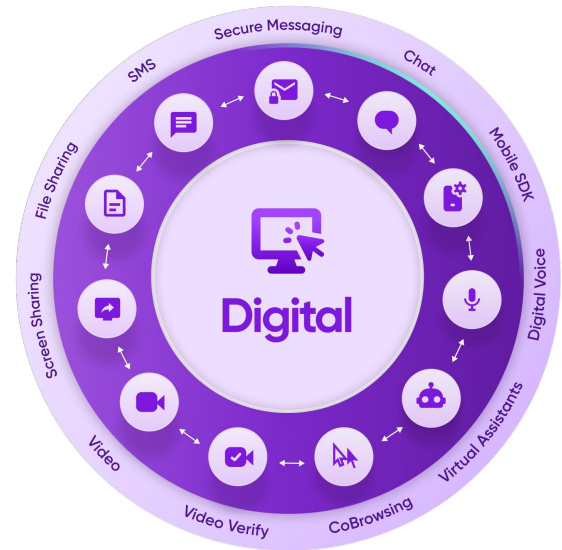


Glia | Digital

Reinventing How Businesses Support Customers Online

We've all become accustomed to conversing with each other through chat, voice, and video in our personal lives. Why shouldn't we expect the same from the financial institutions we patronize?

Glia removes the inefficiencies and disconnect of legacy customer support by unifying all communications means into a single **Digital** experience that is **always on-screen** and starts wherever the customer is. Regardless of where an interaction begins, it can easily and **seamlessly move between channels**—as well as virtual assistants and humans—without losing continuity and context or having to restart the conversation.



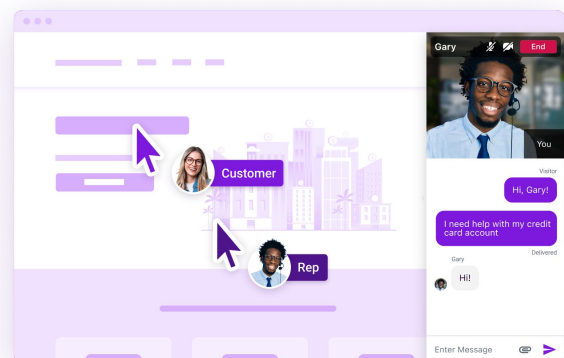
Reducing Customer Effort

High-touch businesses, like banks, credit unions, and insurers, thrive on the **personalized one-to-one service** they offer. Yet, traditional phone, IVR, web and even omnichannel customer service often feels like a series of disconnected hurdles and endless repetition that frustrates customers and the representatives trying to assist them.

Glia's ChannelLess™ platform changes all that by enabling Financial Institutions to easily support customers at their point of need, in the **most-convenient channel**—from user-initiated or proactive **chat**, **social** and **SMS**, to **phone**, **OnScreen voice** and **video**—then seamlessly transition between channels, bots and representatives as needed. Glia is **what omnichannel was meant to be™**.

CoView enables reps to instantly see what a visitor sees. Along with multi-application **screen-pop** in the Glia Hub unified agent desktop, agents have a **meaningful context** of customers' needs. All relevant information seamlessly flows throughout the interaction wherever it goes, regardless of where it started.

CoBrowsing empowers reps to view and co-pilot customers' on-screen experiences—without downloads or plug-ins—to minimize effort and increase successful outcomes. Call Visualizer™ extends that benefit to guide traditional phone callers who start off-screen.



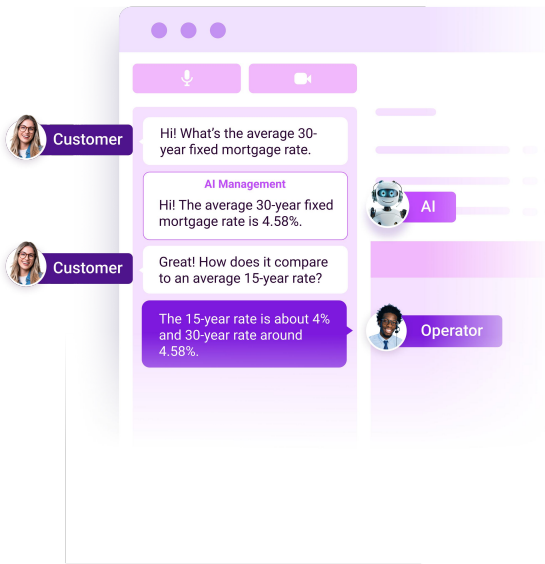


Human Touch, Bot Assisted

Glia's **AI Management platform** adds layers of efficiency, automation, and effectiveness to Digital interactions.

Whether you prefer pre-built banking virtual assistants or to “build-your-own” custom bots, Glia enables you to provide convenient, 24/7 self-service for common inquiries and an intelligent front-end to live representatives that can now focus on high-value activities.

AI-powered operator assistants give contextual response suggestions and compliance alerts that empower service representatives to be more productive and satisfied in their jobs and provide the optimal customer support experience.

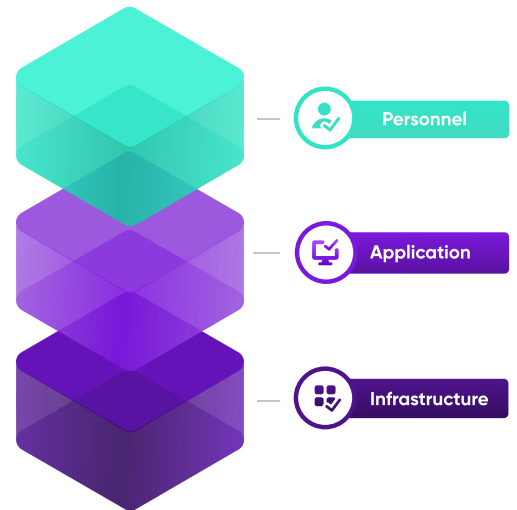


Enterprise Reliability and Security

Glia's ChannelLess platform was architected from the ground up to exceed the security, reliability and compliance needs of the most demanding financial enterprises.

Glia **masks out sensitive form fields** on-screen and encrypts interactions to ensure privacy, security, and peace of mind for customers and agents.

Glia runs on a **hardened Amazon Web Services (AWS)** infrastructure, using the **latest encryption** technologies and independently deployable microservices to ensure **scalability and high availability**. Dedicated GSEC-certified security staff and SOC-2 audited controls provide **end-to-end security validated** by independent experts and major financial institution security/compliance teams.



Easy to Implement, Easy to Do Business With

Glia was founded to provide the best experiences for our clients, and their customers and members. Our WhiteGlove™ customer success team is dedicated to understanding your current and future service goals and ensuring successful implementation and growth.

Rich, open APIs and low-code SDKs, supported by Glia's responsive, experienced team, **enable you to integrate** the data and applications your representatives need in a **unified agent desktop** while ensuring a **future-proof** digital solution.

Adding Glia to your online properties is accomplished with a **simple line of code**. Business logic controls where and when support options appear to customers.

Great technology means nothing if you can't use it. **Glia partners with you every step of the way** to share best practices and **ensure success for all**. Many of our customers have told us that we are the **easiest provider to work with** and a true partner for their business. We hope you'll say the same someday.

To experience Glia's Digital Platform in action, visit [Glia.com](https://glia.com) and request a demo today!