**1. Comprehensive Support Framework**

Our customer support organization operates under a structured service delivery model:

* **Tiered Support System**:
  + Tier 1: Initial contact resolution for common inquiries (85% target resolution rate)
  + Tier 2: Technical specialists for complex banking issues (escalated within 15 minutes of initial contact)
  + Tier 3: Subject matter experts and product specialists (available for consultation within 2 business hours)
* **Standardized Verification Protocol**: Multi-factor authentication requiring:
  + Account number or username
  + Recent transaction amount verification
  + Security question response or one-time passcode delivery to registered devices
* **Call Handling Standards**: Established protocols for:
  + Maximum hold time of 3 minutes during business hours
  + Warm transfer procedures with full context passing between agents
  + Callback options during high volume periods with maintained queue position

**2. Documentation Requirements by Service Type**

Different banking services require specific documentation for request processing:

* **Dispute Resolution Documentation**:
  + Complete dispute form with detailed transaction explanation
  + Copies of relevant transaction receipts or statements
  + Notarized affidavit for unauthorized transaction claims
  + Police report documentation for criminal activity claims
* **Account Maintenance Requests**:
  + Signed request forms with signature verification against account records
  + Government-issued photo identification
  + Secondary verification for high-risk changes (address, contact information)
* **Product Application Support**:
  + Application-specific documentation checklists
  + Income and identity verification documents
  + Specialized forms for unique product features or promotions

**3. Service Delivery Protocols**

Our customer support team follows established best practices for issue resolution:

* **First Contact Resolution Priority**: Empowerment of frontline staff to resolve 85% of inquiries without escalation through:
  + Comprehensive knowledge base access
  + Limited exception approval authority
  + Standardized solution scripts for common issues
* **Case Management Standards**: Systematic tracking of all customer interactions including:
  + Detailed case notes with action items and follow-up requirements
  + Automated reminder system for promised callbacks and resolutions
  + Customer-accessible case status tracking through online portal
* **Escalation Procedures**: Clear pathways for urgent issue escalation including:
  + Immediate escalation for suspected fraud or security incidents
  + Designated escalation contacts for specialized banking products
  + Executive referral process for unresolved complaints after standard channels exhausted
* **Quality Assurance Program**: Regular monitoring and evaluation of customer interactions including:
  + Random call recording reviews against established standards
  + Customer satisfaction surveys following resolution
  + Continuous training based on identified improvement opportunities