



Sheffield Mutual

www.sheffieldmutual.com

INDUSTRY:

Financial Services

Sheffield Mutual Friendly Society has been improving the financial wellbeing of its members since 1892.

With assets exceeding £68 million and a balanced investment portfolio, they have an enviable record for providing consistently above-average returns on their members' savings and investments.

Introducing Live Chat has extended the channels of communication making it even easier to get in touch. Offering a more personalised service than many of their competitors, Sheffield Mutual Friendly Society ensure visitors will always be able to speak directly to one of their friendly and knowledgeable staff.





An innovative, expandable 'sticky' button ensures website visitors have the ability to start a chat wherever they are on the website and the customised design blends seamlessly with the Sheffield Mutual branding.

"Sheffield Mutual have been very impressed with the Click4Assistance team and software package. ...all communications that we have had with Click4Assistance have been well handled so far and also followed up with regular update calls from the team, to see how we are progressing. Click4Assistance has enabled us to interact with those clients who don't like picking up the phone or have just a quick question, which can then be dealt with quickly and effectively via the on-line chat facility. We have also found the out of office "leave a message" facility very useful."