

From agent to customer, Mercury and SendSafely deliver security with a seamless experience



MERCURY

Mercury, an innovative fintech startup was founded with the idea of making banking better for startups. Today, the Silicon Valley unicorn serves more than 200,000 startups with simplified financial workflows built on the powerful Mercury bank account. In 2022, Mercury became a customer of SendSafely to ensure the highest level of security for the organization's operations and customers.

Before partnering with SendSafely, Mercury used a cloud-based storage service to send and receive sensitive information. In a landscape of constantly evolving cyber threats, Mercury wanted a more secure way to safeguard documents and customer data. "Business and banking – during these transactions, a person's livelihood is at stake," says Jemima Oso, Customer Support Agent at Mercury. "Security has to be a foundational element of our practice."

A partnership rooted in security, simplicity and trust

"Reducing the barrier to entry is key for our customer experience while keeping information secure. With SendSafely, I shaved minutes off my response times. From agent to customer, we all win here."

- Jemima Oso, Learning and Development Specialist at Mercury.

Mercury recognized that the protection of sensitive client information and data was one of the keys to maintaining client trust. With Mercury's agents requesting and receiving information daily, the organization needed a solution that offered ease of use and the highest level of protection for both client and agent during the inbound and outbound process.

Information requests range from addresses and phone numbers to MT103 (international wire transfer) forms, passports, government IDs and more. Additionally, video requests and third-party requests for credit applications and audits are routine requirements, so Mercury needed a solution that could handle large files.



Today's smooth, protected process is building tomorrow's success.

Mercury integrated SendSafely's hosted Dropzone feature into its workflow. The Dropzone lets Mercury's agents send requests for information by sharing a secure link with any receiver on the client's side, including multiple team members and/or third-party contractors. This link is easy and generic for agents to send outbound while it is personalized on the inbound experience for the client. Access remains safe on any web browser and phone.

Furthermore, the agent can add additional people on Mercury's end to triage inbound files. The SendSafely solution eliminates the traditional, rigid one-on-one communication to provide a flexible, seamless and secure experience for teams.

Today, Mercury agents continue to share positive feedback about SendSafely. They feel assured knowing they are providing clients with secure and easy ways to share information.

With SendSafely, Mercury is ensuring success by:

- Improving internal efficiencies with quicker response times.
- Building client trust with secure, flexible communication.
- Maintaining simple and efficient processes with the highest level of security and privacy for client data.

"Reducing the barrier to entry is key for our customers while keeping information secure. With SendSafely, I also shaved minutes off my response times. From agent to customer, we all win here," says Oso.

And the wins continue as there's a promise of more to come from this partnership in the future. Recently, Mercury implemented Zendesk customer support software that helps businesses empower their customer service agents and sales teams. Mercury plans to use SendSafely's integrations with Zendesk. And SendSafely is thrilled to be a trusted partner for every step of Mercury's business journey.



125

Mercury users
in SendSafely



1,000+

SendSafely transfers
per month

For more information on how your business can benefit from SendSafely or to start a free trial, go to www.sendsafely.com or email sales@sendsafely.com.

