

Posh Technologies Announces 50 Live Clients

BOSTON, Mass. (Jan. 23, 2023) – Posh Technologies, the conversational AI provider for banks and credit unions, announced a milestone this week: more than 50 of their clients are operational, collectively utilizing over 80 Posh solution deployments. Posh Technologies has successfully doubled their total number of chats YoY, enabling more clients than ever to achieve Helpful Banking Moments for their members.

The Posh AI platform empowers financial institutions with the tools to better serve their customers' banking inquiries by offering always available text-based bots for websites and mobile apps alongside AI voice solutions. This technology can manage transactional commands, answer FAQ's and provide extra front line support for increased efficiency and problem resolution in lieu of traditional call-wait times and redundant dialogue.

"Not only is the technology amazing and easy to use, but the Posh team was also a great partner to work with throughout this project. Their experienced team understands the needs of credit unions and the value we place on the member experience. Since launching Posh Voice 360, we've received lots of positive feedback from our members," said Nicole Whitely, AVP Contact Center at Lake Trust Credit Union.

In the last six months, Posh's conversational AI voice and digital assistants have supported 3.4 million chats fielding customer inquiries, providing accurate solutions to problems, seamless handoff to agents with context transfer, and performing banking flows.

"I am incredibly proud of our world-class Client Success team and their exceptional dedication towards driving us to this milestone. More than 50 of our financial institutions clients are now serving their customers and members 24/7 with Posh's voice and digital products, allowing them to serve millions of people daily. It has always been our goal to equip financial institutions with the tools to better service their communities. We look forward to maintaining the momentum into 2023 and beyond," says Karan Kashyap, co-founder, and CEO.

Posh will be entering 2023 with a key focus on supporting client initiatives, maintaining rapid growth, and investing in technology R&D.

About Posh Technologies:

Posh offers Conversational AI solutions to allow financial institution contact centers and front lines to better serve their communities. Posh's conversational AI (spanning voice and digital channels) alleviates call volume and long wait times in favor of warm, conversational customer self-service. These services provide immediate access to knowledgeable and effective service that can accurately handle and intelligently escalate problems as needed. Posh Technologies was founded in 2018 by Karan Kashyap and Matt McEachern, based in Boston, Massachusetts. Posh has raised \$36M in financing from leading fintech VCs like Canapi, JAM FINTOP, Curql, CUNA Mutual's CMFG Ventures, as well as nearly 30 individual credit unions who have invested directly into Posh.

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