

ADVANS

Growing together

> What?
Accompanies all clients in branch throughout their journey.
> Where?
70% + on the field, the rest in branch



Client Relationship Officer (CRO)

> What?
Heads all branch operations and oversees all customer service staff.
> Where?
Both branch and on the field



Branch Manager

> What?
Welcomes clients in branch and provides administrative aid for CROs
> Where?
In branch only



Client Services Assistant



Client Services Supervisor

> What?
Supervises the client services assistants and the cashiers.
> Where?
In branch only



Cashiers

> What?
Handles cash transactions for clients.
> Where?
In branch only

(1/2) A high touch & high tech approach...

At Advans, a whole team of customer service staff works every day to ensure our clients have a great customer experience in and out of branch.