

Service Level Standards

A critical part of Alloya's member value proposition is its service. While not specifically addressed in its contracts, Alloya staff strive to meet the following standards for service:

- Call Center Maximum Wait Time = 3 Minutes
- Call Center Average Wait Time = 4 Seconds
- Premier View Uptime = 99% of planned availability
- Financial Statements = Alloya provides monthly reporting, including financial data, per regulation. NCUA subsequently makes this information available publicly on their website