

**opsdog**

**BPMN 2.0 FORMAT**

**BANKING**

**Retail Branch: Customer Communication**

**The OpsDog Financial Services Hierarchy**

- Banking
- Insurance
- Broker Dealer
- Investment/Asset Management
- Consumer Finance

**Retail Branch Operations**

- Retail Branch: Customer Communication
- Commercial Lending
- Consumer Lending
- Mortgage Banking
- Electronic Banking
- Wealth Management
- Merchant & Lockbox Operations
- Courier Services
- Back Office Operations
- Compliance & Risk Management
- Treasury Management

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**Retail Branch - Customer Communication: Workflow**

- Customer Complaint Resolution
- Customer Statement Distribution

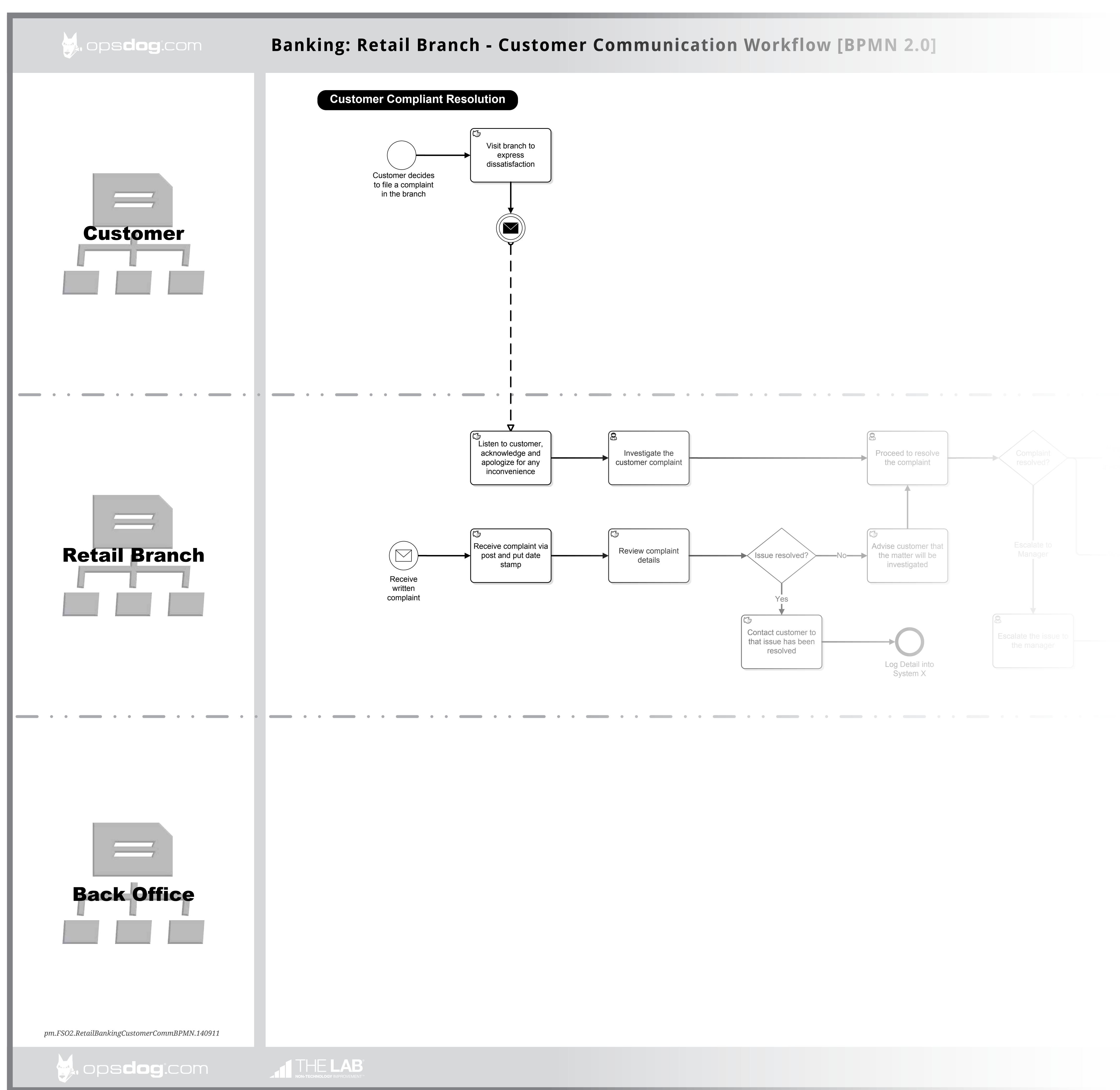
**Workflow Description**

The resolution and fulfillment of inbound and outbound banking branch customer communications. Includes customer dissatisfaction investigation, compliance resolution, and monthly account statement distribution.

**Legend**

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



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