

THOMSON REUTERS ELITE CUSTOMER CARE TEAM THE ANSWER DEPARTMENT

The Elite Customer Care Team works collaboratively and cross-functionally to identify root causes of billing and collection issues and to drive changes in the processes that improve the customer experience. The team consists of forensic accounting specialists who are trained to handle escalated Elite financial inquiries both internally and externally.



Tracy O'Keefe
Customer Experience Director



Tawni Walsh
Customer Care Team Manager

CUSTOMER CARE TEAM RESPONSIBILITIES

- Identify and improve financial operations processes to help clients reach a quicker resolution of their issues
- Client account reconciliations
- Liaise internally and externally to resolve unique client issues
- Audit billing systems for accurate contract terms and billing timing
- Partner with Thomson Reuters tax specialists to resolve tax issues on invoices
- Respond to direct client inquiries
- Advise internal employees on processes such as how to handle cancellation requests, re-bill invoices, issue a client refund, stop collections activities on accounts, etc.

AN INNOVATIVE AND GLOBAL LEADER

Thomson Reuters Elite offers a complete enterprise business management solution to run all operational aspects of your firm, including business development, risk management, client and matter management, and financial management. Using our integrated suite of offerings enables you to increase visibility and streamline workflow, ultimately improving profitability and exceeding your clients' expectations.

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