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Contact by phone

Customer Service:

1-800-CAPITAL (1-800-227-4825) *(For servicing existing accounts only)*

Outside the US, call collect:

1-804-934-2001

Online banking support:

1-866-750-0873

Capital One Credit Card Customer Service

Rachel S Tattersall

Capital One Credit Card Customer Service:

Customer Relationship Management V. Kumar,Werner Reinartz,2018-05-15 This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today It helps readers obtain a comprehensive grasp of CRM strategy concepts and tools and provides all the necessary steps in managing profitable customer relationships Throughout the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions Exhaustive case studies mini cases and real world illustrations under the title CRM at Work all ensure that the material is both highly accessible and applicable and help to address key managerial issues stimulate thinking and encourage problem solving The book is a comprehensive and up to date learning companion for advanced undergraduate students master s degree students and executives who want a detailed and conceptually sound insight into the field of CRM The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain

Consumer Financial Services Andrew L. Sandler,Benjamin B.

Klubes,2001 This book presents an analysis including the impact of more than fifteen federal statutes ranging from the Civil Rights Act of 1866 to the Fair and Accurate Credit Transactions Act on the banking

Consumer Financial Services

Litigation ,2007

Computerworld ,1995-05-15 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network

CIO ,1999-02-01

Customer Service Paul R. Timm,2001 Annotation This practical real world book presents the skills essential for success in customer service It brings together a wealth of the best information from professional books and academic textbooks and the authors broad consulting experience Includes information on making optimum use of the Internet as a customer service professional A clear usable process is employed for developing the skills attitudes and thinking patterns needed to win customer satisfaction and loyalty The process helps the reader develop a heightened awareness of challenges and opportunities tools for dealing with unhappy customers using the power of customer expectations and creating loyalty the ability to lead expand and empower the service process

Bank Management ,1996

Management Services ,2001

Business Periodicals Index ,2002

The New York Times Index ,2009

Management Information Systems James A. O'Brien,2004

Economic and Political Weekly ,2004-03

International

Who's who of Professionals Christine M. Lontz,2001

Mergent Bank & Finance Manual ,2003

HotelBusiness

,2006 **Forbes** ,1998

Business Week ,2006

Business 2.0 ,2006

Builder ,2006-04

Major U. S. Companies, 2002 Hoover's,2001-10

Hoover's MasterList of

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