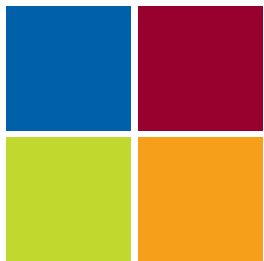


Making Customer Connections™



## **Print, Mail and Electronic Services**

Enhanced document delivery through integrated communications





## Transactional Communications

*Unleash the potential of your transactional documents to improve business processes, stimulate account activity, manage risks and drive down costs.*

Transactional communications such as invoices, statements and payment books are both powerful and underappreciated as a customer communications vehicle. Often the most frequent customer touch point, these documents can become a natural marketing tool that allows your company to personalize, brand, promote, cross-sell and up-sell other products and services.

### Statements and Invoices

Optimize statements to present complete account information, transaction detail and promotional messaging. Reinforce your brand using color and graphics.

### Payment Coupon Books

This option offers the convenience and cost-effectiveness of combining remittance coupons, mailing labels, escrow analyses, end-of-year documents, marketing inserts and banded return envelopes into a single package. Scan lines and MICR encoding are included for added security and automated payment processing. Take advantage of message lines to advertise or communicate important information.

### Check Letters and Convenience Checks

Whether chosen from our library or custom designed, these products encourage usage within existing accounts, welcome new customers and reward those with preferred status. All check products include a host of security features from "lock" logo marks, to seals and security screens, resulting in effective marketing tools.

### Letters and Compliance Documents

Today's institutions are placing greater emphasis on risk management in order to address the increasing challenges presented by legal compliance requirements. To help your firm meet these stringent standards, we offer a suite of products designed to protect your interest and your customers' including:

- Tax & Year-End Documents
- Credit Declination Letters
- Certified Mail™
- Class Action Notices
- HIPAA Notices & Documentation
- Foreclosure Notices
- Privacy Notices
- Collection Letters



### Privacy & Security

NCP Solutions takes extensive measures to protect the privacy and security of customer data. Our annual SAS 70 Type II audit demonstrates our commitment to providing clients with the highest level of data safeguards through isolated systems, encryption, disaster recovery and overt/covert security features.



## Marketing Communications

*Maintain a competitive edge as you connect with customers using effective marketing applications.*

### Postcards

Whether utilizing full digital color or offset shells combined with our inkjet addressing service, savvy marketers may economically fuse variable data with design elements to tailor messages to the individual, market or product.

### Brochures and Booklets

Take your sales collateral and training material to the next level by incorporating full color, variable data and images to add impact.

### Newsletters and Flyers

Target specific markets, promote products, tell success stories, motivate customers and communicate industry-related information through customized newsletters or flyers.

### Member ID and Loyalty Cards

Use data from your customers' purchase habits and preferences to develop personalized card communications that elicit response, strengthen brand awareness and improve customer loyalty.

### Affinity Marketing

Maximize your marketing investment by including inserts, onserts, bangtail envelopes or advertiser-funded additional pages.



# Electronic Document Services

*Create a pathway to operational efficiencies with web-based solutions.*

## Document Archiving

Empower customer service operations with online document viewing. This enterprise-wide solution enables call centers to resolve customer inquiries by archiving your most critical documents for online access.

## Job Tracking & Reporting

Manage your most critical documents 24/7. This secure application provides a direct view inside our operation offering visibility and accountability of your work in progress.

## Web-to-Print Services

Automate the delivery of highly-effective customer communications with our web-based composition tool. This feature-rich application includes online ordering & tracking, document composition, production and fulfillment.

## ePresentment & Payment

Improve your accounts receivable process by delivering invoices cheaper and faster, and by allowing customers to pay electronically.

## Web Letter Management

Maintain compliance with ever-changing regulations with our online document editing and collaboration system. This web-based tool supports on-the-fly changes to your mission-critical documents; thereby speeding communications to market and reducing product obsolescence.





## Mail Services

*Our full service mail facility delivers fulfillment solutions to address your mailing challenges.*

### Leverage our knowledge and experience to:

- Improve Mail Deliverability
- Manage the Mail Stream
- Improve Cash Flow
- Improve Speed to Market
- Reduce Costs
- Improve Business Processes

#### **NCOALink®**

Improve deliverability of critical communications with our address correction services. When applied prior to mailing, address corrections speed products to market, improve cash flow and prevent costly re-mailings.

#### **Lockbox Auditing**

Monitor the performance and timeliness of your lockbox service providers with near-real-time reports of inbound payments.

#### **Payment Tracking**

Empower your organization to make fact-based decisions relative to accounts receivable and cash flow management by tracking the status of inbound remittances.

#### **Electronic Return Receipt®**

Deliver critical documents with confidence using Electronic Return Receipt® to accompany your Certified Mail™. With this service, the recipient's signature is captured digitally, can be tracked online at usps.com and supports seven-year document archival.

#### **Inkjet Addressing**

Personalize your mailings with this high-quality, economical addressing solution. Add impact and improve readability by including color, variable text and graphics.

#### **Return Mail Processing**

Reduce costs associated with returned mail, including delayed receivables, missed opportunities, increased printing and mailing, all of which impact your bottom line.



## Service Delivered

Through unmatched client service and support, we are there every step of the way helping you to leverage your most critical customer touch-points.

### Fundamentals Ensure Your Success

- **We listen** to understand your business challenges and the environmental forces that impact them
- **We document** each step of the implementation lifecycle
- **We communicate** with your team, working with a sense of urgency toward your end goal
- **We focus** on continued process improvement disciplines; to ensure our implementation processes are industry-leading



### WHAT ARE CUSTOMERS SAYING?

"Our overall conversion experience with NCP Solutions was great...I don't think it would have gone as smoothly with anyone else."

—**Joan Thompson**  
Loan Processing Manager  
ESL Federal Credit Union

"...We chose NCP to produce our mortgage payment books, HELOC statements and tax documents based on their industry expertise, reliability and security. The NCP team consistently delivers for us and we are very happy with our relationship."

—**Michael C. Koster**  
President and COO  
EverHome Mortgage Company

### Implementation Made Easy

Our cross-functional teams are equipped with the innate ability to think strategically and act tactically. From application design and development to validation and testing to release management and ongoing support, our professionals are there with you every step of the way.

**A leading independent auto finance company leveraged NCP's industry knowledge, operational expertise, and project management skills to yield results.**

#### ■ CHALLENGES:

- Prior statement and letter outsourcing provider was not able to meet company's growing needs
- Seeking a qualified, proactive provider at a competitive price
- Timely, efficient transition to a new provider

#### ■ SOLUTIONS:

- Provided expertise in document management and business process outsourcing
- Dedicated project management and delivery teams
- Offered integrated supply chain
- Leveraged superior output, fulfillment and process management technologies

#### ■ RESULTS:

- Company realized significant cost savings through document re-engineering efforts
- Successful, on-time implementation facilitated by dedicated NCP project manager
- Company continues to explore opportunities to transition additional applications to NCP



# End to End Document Workflow

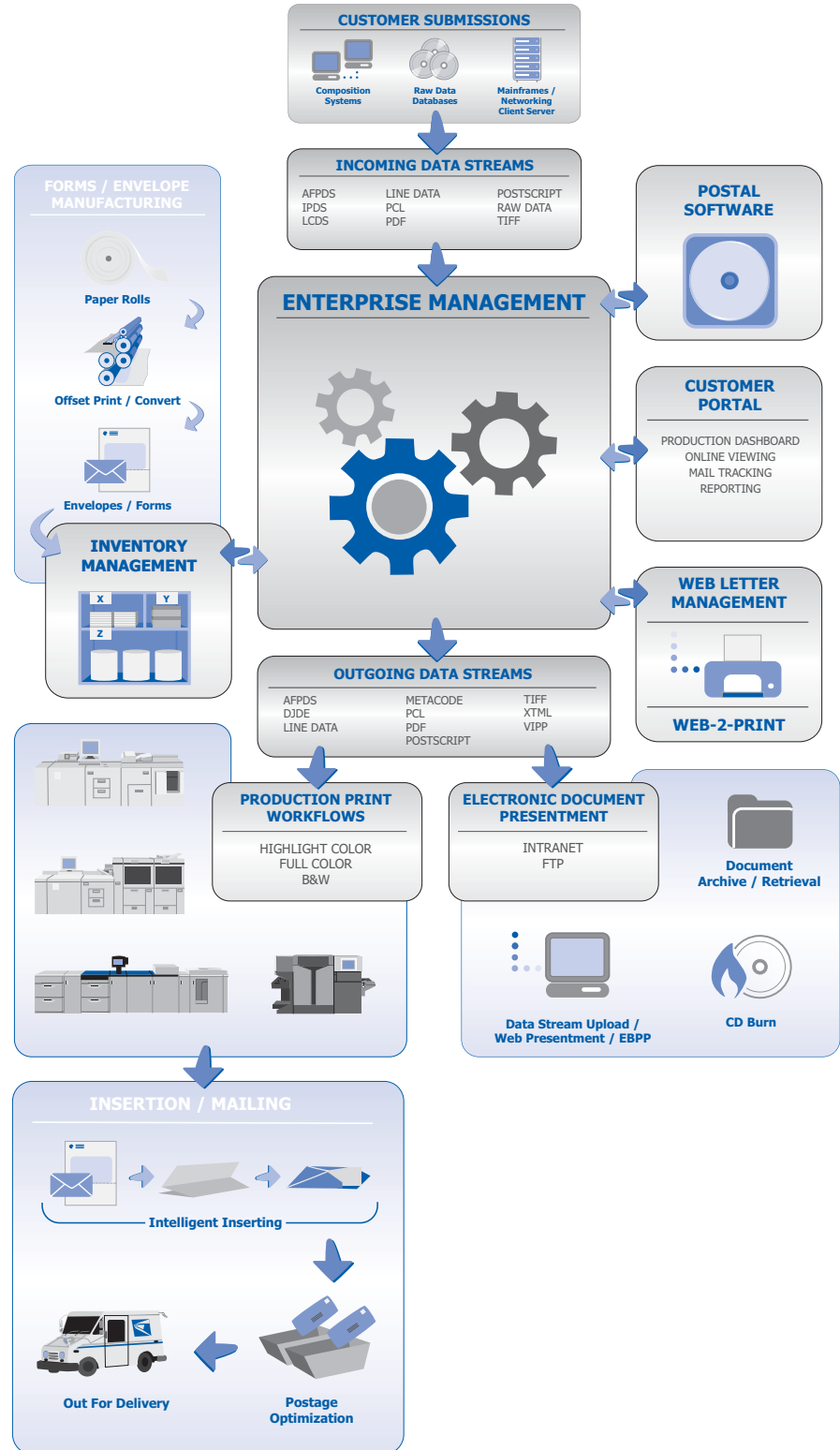
Discover the value of a vertically integrated business supplier.

## Drive Down Costs

NCP's fully integrated supply chain enables organizations to reduce costs while leveraging the expertise of a world-class service provider. From forms and envelope manufacturing to a full service mail facility, our end to end operation offers the right mix of solutions to streamline business processes and impact your bottom line.

## Business Continuity

NCP operates two separate production facilities and additional offsite storage, which fully support operational disaster recovery functionality.



## **About Us**

For over 35 years, clients across various industries including financial services, insurance, healthcare, utilities, hospitality, telecommunications, and the public sector have relied upon our industry-leading expertise to optimize the effectiveness of their critical business communications. At NCP Solutions, accuracy, security and reliability serve as the cornerstone of service delivery; freeing clients to focus on core business needs. Let us demonstrate how our advanced solutions can adeptly address your communications challenges.

## **Corporate Headquarters**

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