## Internal Newsfeed

*We’ve prepared sample copy for you to share within your organization.*

### **ChecksCX is Coming**

As we focus on delivering a superior customer/member experience, we’re pleased to announce the introduction of ChecksCX! Through this program, we’ll deliver a quality, high-touch experience when new customers/members open checking accounts with us. For FAQs, videos and more information click [HERE](https://www.harlandclarkechecks.com/estore/#/branch/faq). This is an internal link and should not be shared with customers/members.

### **ChecksCX is Live**

Today we go live with ChecksCX! Our new checking account holders can order checks (with shipping included) through a new website. Starting today, all new check orders can be placed through the new Harland Clarke ChecksCX website. Branch personnel should use the ChecksCX [BRANCH application](https://www.harlandclarkechecks.com/estore/#/branch). Customers/Members should use the ChecksCX [Customer/Member application](https://www.harlandclarkechecks.com).

*(Continue to Next Page)*

## Email Communications

*It is important for organizations to hear from their leaders. As such, we’ve prepared sample emails for you to share within your organization.*

### **Introducing ChecksCX - to All Employees (4 Weeks prior to Go Live)**

**Audience:**

*All Employees*

**Subject:**

*Introducing ChecksCX!*

**Body:**

 *[Insert Salutation],*

*A major focus for [INSERT FINANCIAL INSTUTION NAME HERE] is providing an excellent customer / member experience. We’re pleased to announce updates to our checking program through our partnership with Harland Clarke.*

*Harland Clarke’s new ChecksCX program revolves around delivering superior customer experience soon after checking accounts are opened with us. The program includes:*

* *A simplified, new and improved website for branch personnel to place check orders*
* *A simplified, new and improved website for account holders to place check orders*
* *Fully custom check and branded CheckFolio*
* *Check order capture emails to new account holders who don’t order checks upon opening*

*We plan to launch the new ChecksCX program on [INSERT DATE] and will give you more information to help manage this very important change for [INSERT FINANCIAL INSTITUTION NAME]*

*About Harland Clarke*

*At Harland Clarke, a single strategy drives everything we do. We help you better engage with your customers to keep you first in their minds. It is as true today as it has been for over 145 years. Count on us for strategic, high- performance solutions designed to deliver superior customer experiences. We put our expertise, business insight, and best practices to work for you, driving bottom-line results every time. For more information, visit www.harlandclarke.com or follow Harland Clarke on LinkedIn and on Twitter @HarlandClarke*

*[Insert Signature]*

### **ChecksCX is Almost Here - to All Employees (3 weeks prior to go-live):**

**Audience:**

*All Employees*

**Subject:**

*ChecksCX Is Almost Here*

**Body:**

 *[Insert Salutation],*

*Over the last several weeks we’ve been working closely with our partners at Harland Clarke, preparing to launch ChecksCX. As previously mentioned, ChecksCX is a program that revolves around driving a superior customer experience to our new customers.*

*We will be going live with ChecksCX on [INSERT DATE], simplifying the online check ordering experience for our customers/members.*

* *[INSERT FINANCIAL INSTITUTION NAME] can place check orders on behalf of clients by clicking* [*HERE*](https://www.harlandclarkechecks.com/estore/#/branch)*. This link should* ***only*** *be used by branch personnel, and not shared with customers/members.*
* *Customers/ Members can visit* [*www.harlandclarkchecks.com*](http://www.harlandclarkchecks.com) *to place orders.*
* *Harland Clarke Service Professionals are also available over the phone to take orders.*

*Additional information about ChecksCX is attached. (NOTE TO SENDER: ATTACH either the Customer or Member Journey AND the ChecksCX Brochure FROM THE CHANGE TOOLKIT). Click* [*HERE*](https://www.harlandclarkechecks.com/estore/#/branch/faq) *to access ChecksCX FAQs and training videos.*

*[Insert Signature]*

### **What You Need to Know about ChecksCX - to Branch Employees (2 weeks prior to go-live):**

**Audience:**

*Branch Employees (with usernames and passwords for Branch Portal)*

**Subject:**

*What You Need to Know About ChecksCX*

**Body:**

*[Insert Salutation],*

*As you have learned, we’re converting over to Harland Clarke’s ChecksCX program. On [INSERT DATE] we’ll be launching ChecksCX. Hopefully you’ve had a chance to review training materials (ChecksCX Brochure, Customer / Member Journey, FAQs, Training Videos). Click* [*HERE*](https://www.harlandclarkechecks.com/estore/#/branch/faq) *to access the FAQs and training videos.*

*Harland Clarke has simplified the online check ordering experience for when our customers /members need checks.*

* *[INSERT FINANCIAL INSTITUTION NAME] can place check orders on behalf of clients by clicking* [*HERE*](https://www.harlandclarkechecks.com/estore/#/branch)*. This is an internal link only and should not be shared with customers/members.*
* *Customers can visit* [*www.harlandclarkchecks.com*](http://www.harlandclarkchecks.com) *to place their own orders.*
* *Harland Clarke Service Professionals are also available over the phone to take orders.*

*If you have any additional questions Harland Clarke’s Customer Service Professionals are available to help. They can be reached by calling 1-866-972-4303 (available Monday – Friday from 7:30 am – 5:30 PM Central and closed on weekends).*

*[Insert Signature]*

### **ChecksCX is Here - to All Employees (Send on Go-Live Day):**

**Audience:**

*All Employees*

**Subject:**

*ChecksCX Is Here*

**Body:**

*[Insert Salutation],*

*We’re pleased to announce that as of today, our new account holders will experience ChecksCX when placing their check orders.*

*A few reminders as we go live today:*

* *[INSERT FINANCIAL INSTITUTION NAME] can place check orders on behalf of clients by clicking* [*HERE*](https://www.harlandclarkechecks.com/estore/#/branch)*. This link should only be used by branch personnel to manage and place check orders. Do not provide this link to customers/ members.*
* *Customers / Members will use the* [*ChecksCX site*](http://www.harlandclarkechecks.com/) *to place orders.*
* *Harland Clarke Service Professionals are also available over the phone to take orders.*

*Click* [*HERE*](https://www.harlandclarkechecks.com/estore/#/branch/faq) *for ChecksCX FAQs and training videos.*

*[Insert Signature]*