

CLIENT RELATIONSHIP NEWS



NEW!

PRONOTES BY PRODIGAL

The Launch team recently integrated a new platform 'ProNotes' to the call center.

ProNotes is an automated note-taking software that gains efficiency through standardized, consistent, clear notes and summaries of conversations for the call center.

COMING SOON!

ZENDESK

We will be implementing ZenDesk as our new ticketing system. This will bring forward efficiencies for borrowers, clients and our team members.

More details coming soon!



Growth & Service

We are proud to announce Launch has reached over \$6 Billion in AUM!



Policy Updates?

Please let us know if you have a change to your privacy policy.

UPCOMING HOLIDAYS

- INDEPENDENCE DAY 7/4
- LABOR DAY 9/4

IN THE NEWS

- [FINTECH NEXUS ARTICLE](#)
- [INDUSTRY TECH INSIGHTS](#)

YOUR CLIENT RELATIONSHIP TEAM



Brian Cox
VP Business
Development



Erin Lindsey
Director, Client
Services



Nicole Nguyen-The
Client Relationship
Manager



Day Rust
Client Relationship
Manager

How we support you



Designated
Single Point of Contact
(SPOC)



Monthly status update
& business review
meetings



Track, monitor
& confirm completed
client requests



Provide ongoing
& refresher
client training



Manage business,
product & program
communications



Coordinated access to
SMEs and executive
management

To ensure a streamlined process, please coordinate all meetings and requests through your designated CRM. For any program changes, ad-hoc requests, or discussions on project enhancements, please complete a change form and submit it to your CRM.

All other operational requests and daily transaction processing should be sent to clientservices@launchservicing.com or clientservices@turnstilecapital.com