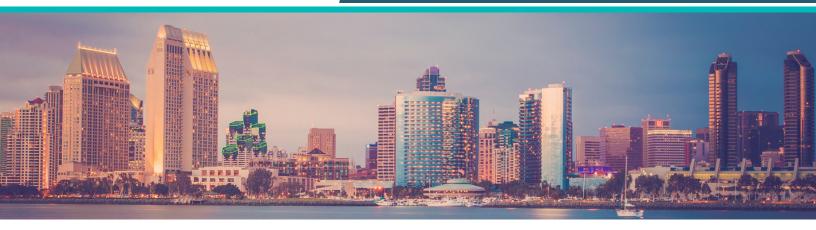
# CLIENT RELATIONSHIP NEWS





## **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.