

# 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](mailto:clientservices@launchservicing.com) or [clientservices@turnstilecapital.com](mailto:clientservices@turnstilecapital.com)