



CREDIT UNION DOCUMENT PROCESSING

Statements, Daily Notices, Loan Coupons, Tax Forms

Products & Services

Print and Mail Products

- Account Statements
- Loan Statements
- Credit Card Statements
- Daily Notices
- Loan Coupons
- 1099s and other Tax Forms

Electronic Communications

- E-Statements
- E-Loan Statements
- E-Credit Card Statements
- E-Notices
- E-Loan Coupons
- E-Tax Forms

Services

- Document Format Redesign
- Address Correction
- Archiving

It's not just mail.

It's the core of your member relationships.

In the credit union industry there is no room for error when it comes to customer communication. Account statements, daily notices, payment coupons, and tax forms must arrive on schedule, provide key information in a concise format, and safeguard sensitive data at every stage. At the same time, it's important to control costs—from production and delivery to the reduction of call center inquiries.

That's why, for more than 20 years, credit unions across the country have turned to Lanvera as a trusted partner for outsourced document production and delivery. We apply our extensive expertise to develop effective, customized solutions that meet your specific needs, then execute using state-of-the-art technologies and processes that ensure your documents are secure, accurate, and on time, every time.

More than document delivery.

At Lanvera, we deliver documents with intelligence.

Accuracy Every document is assembled correctly every time and tracked with an audit trail in our Output Scanning database.

Flexibility We work with any input format, print or data, and can consolidate multiple files into a single envelope. Plus, we offer several one-to-one marketing options to better motivate your members.

Efficiency Lanvera understands that each credit union is looking for the highest quality at the lowest cost. Lanvera also optimizes delivery to get the statement to your member as quickly as possible.

Added Value to our Customers

One-To-One Marketing - Dynamic messaging and intelligent insertion allow you to tailor your marketing specifically to each member.

Electronic Documents - Lanvera offers more than just e-Statements. Lanvera can host all member communications. Print and Mail and Electronic from the same vendor with a cost model that provides a low cost of entry into electronic document presentment.

SAS 70 Type II Certified - Protecting the security of sensitive data is of the utmost importance. We operate in compliance with the Gramm Leach Bliley Act and our well-trained staff applies strict standards of care at every stage of production.

We're committed to your complete satisfaction.

When we say that your success is our success, it's more than just lip service. In fact, we still work with our very first client. The reason: We never give you a reason to leave. If you have a concern, we listen. If there's a problem, we fix it. If you're looking for optimal service at the best possible cost, then look no further. At Lanvera, we're dedicated to delivering nothing less than complete satisfaction.

Lanvera, Ltd

www.lanvera.com

P 972.488.6400

F 972.488.6460

DELIVERING DOCUMENTS WITH INTELLIGENCE