

POWER FINANCIAL CREDIT UNION



I am the Training Specialist for Power Financial Credit Union and ***I have been using the materials from the Check Program Resource Center for a few years now.*** When I have new accounts training and we are discussing opening business accounts, the materials on the site are **VERY COMPREHENSIVE** and **EASY TO USE.**

I especially like the Referral Express Service in which our employee can hand-off the member to a Deluxe representative knowing that **all questions** related to business checks, stamps, etc. **will be answered by Deluxe professionals.**

I am also excited to have Sara, our Deluxe Program Training Consultant, present to our staff at Power Financial Credit Union in 2019. We hold Thursday morning staff meetings for all of our branches and the staff joins the meeting either in person or via their computers. ***I truly believe that every business account member should not leave the credit union without either discussing business checks using the QuickPick IntroPak or Referral Express service.***



— Donna, Power Financial Credit Union

METRO BANK



I am the Investment Specialist at Metro Bank and would like to share my thoughts about the Deluxe Check Program Resource Center and other services offered. First, I like that **I CAN DOWNLOAD AND PRINT THE BROCHURES** for both consumer and business products. ***I can even order materials that we need and have them sent directly to each branch.***

Second, I make sure that ***if a business customer has more than three questions, that it is a good practice to do a business referral through the Deluxe Referral Express process.*** Prior to Deluxe, we worked with another provider, and we were left to manage all business check orders without a referral system in place which led to confusion and unfortunately some incorrect orders. Deluxe's business referral process helps us make sure **OUR CUSTOMERS GET THE BEST SERVICE POSSIBLE WITH REGARDS TO THEIR BUSINESS CHECK ORDERING NEEDS.**

And finally, I encourage our employees to capture a check order at account opening. We find the QuickPick IntroPack the best option so ***the customer gets everything they need to start their business out on the right foot.***



— Gayle, Metro Bank