

Beyond delivery: How shipping & mailing deepen customer relationships

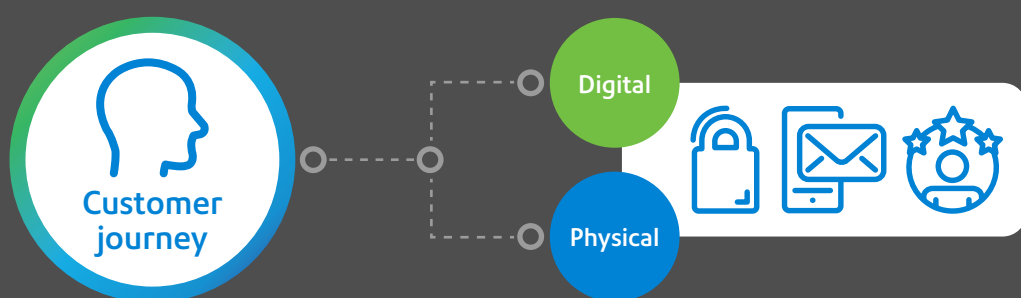
From cost center to competitive advantage

Shipping & mailing: From logistics to loyalty

In today's hybrid, customer-first world, financial institutions must do more with less. Smart shipping and mailing aren't just operational tools—they're key to growth, a superior client experience and employee retention.

Meet customers—and employees—where they are.

Customer relationships—elevate CX with secure, communication delivery



Meet customers where they are—digitally & physically

- Secure, compliant document delivery protecting customer data
- Enhance trust through traceable, reliable communications
- Deliver a consistent CX online and across locations

94%

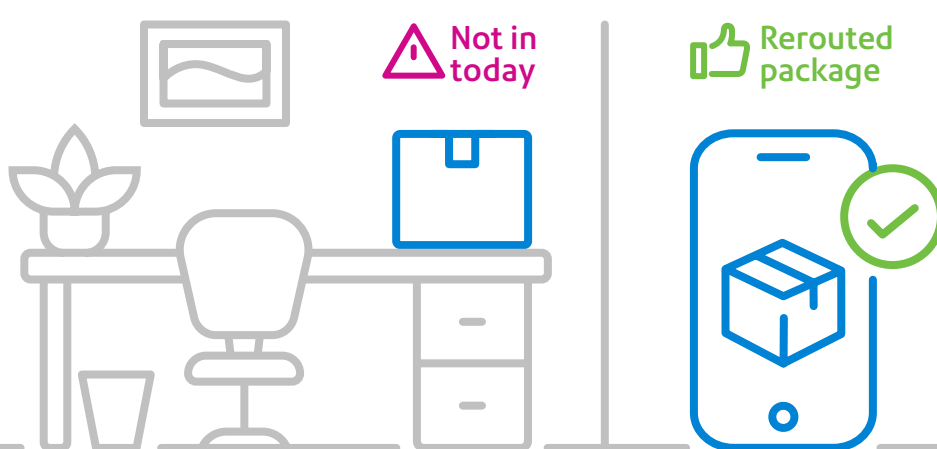
of financial services customers rank **security** as the most important factor in data collection processes.

Source: 2024 Smart Communications Global Benchmark Report

Operational efficiency—empower hybrid teams

Enable productivity in a hybrid world

- Empower employees to seamlessly ship and mail from any location—and save
- Offer flexible package and mail pick-up from secure, smart lockers
- Improve employee experience and retention



40% of employees cite logistics issues as a top remote work frustration.
(State of HR in 2025 Report)

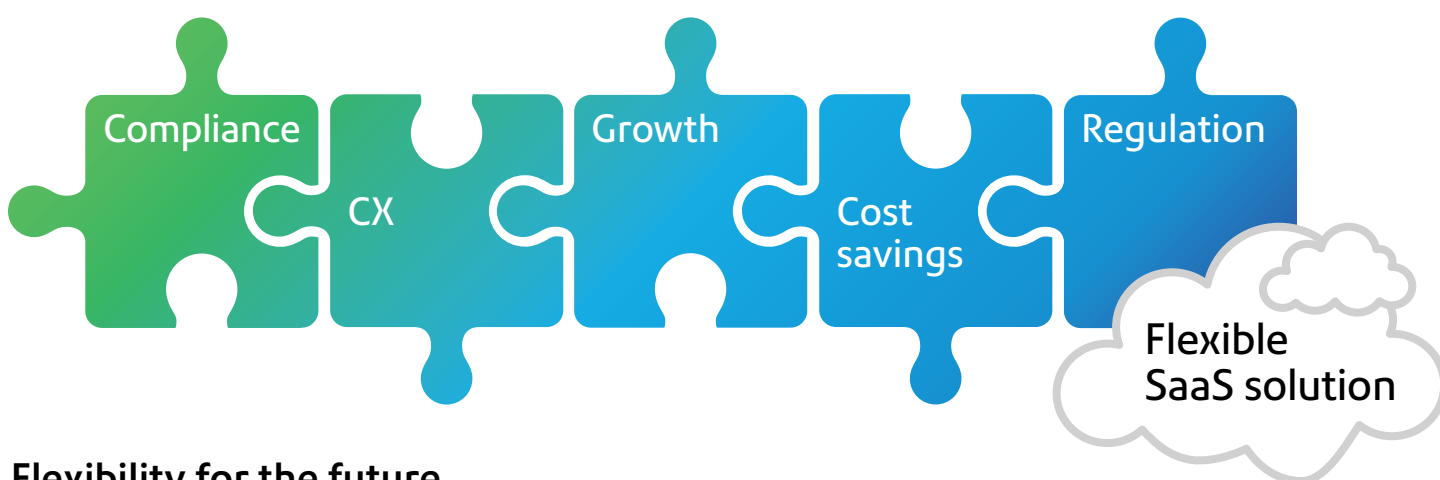
What you don't see could be costing you

- ✗ No unified spend insights
- ✗ Missed cost-saving opportunities
- ✗ Lost or delayed documents

- ✓ Real-time tracking & audit trails
- ✓ Complete visibility across locations
- ✓ Strategic cost controls



Adapt, scale and stay ahead



Flexibility for the future

- Compare shipping rates instantly and save
- Scale across locations as your organization grows
- Stay compliant with evolving rules
- Maintain continuity in volatile markets

Flexible SaaS solutions = **future-proofed operations**

Self-assessment checklist

Is your financial institution missing out?



If you checked 'No' for any of the above... it's time to rethink your shipping and mailing operation.

Yes/No

- ☐ ☐ Can we track documents in real time?
- ☐ ☐ Are we confident we're not overspending due to lack of visibility?
- ☐ ☐ Is our current solution fully compliant? Does it protect our customer data?
- ☐ ☐ Are we set up to support hybrid employees?
- ☐ ☐ Are we optimizing both customer and employee experience?

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