



Deluxe is offering several solutions to help banks address the current COVID-19 situation:

- **COVID-19 Supplies** – Deluxe Strategic Sourcing is a great resource for barrier shields for teller windows, masks, hand sanitizer, social distancing signage or disposable deposit bags; contact your Deluxe client manager or [bill.saunders1@deluxe.com](mailto:bill.saunders1@deluxe.com)
- **Free Scheduling Tool** - Deluxe is offering an online appointment scheduling tool for banks. This tool is proving to be very helpful for banks that have had to close down branches and provides an easy way for customers to schedule an appointment with a banker. This is a simple tool that will not require any integration into the bank's systems. A link will be created and embedded on the bank's website. When clicked, it takes the customer to a webpage where they enter their info and select a branch from a dropdown list and schedule an appointment. When the customer submits the request an email is sent to the bankers assigned to that branch (and any global distribution list the bank creates) and they are instructed to reach out to that customer. We can stand it up in <24 hours, and are offering this as a free service/platform for our clients for the first 60 days. Following is a link to a demo site that will give you a feel for how the tool will work: [Demo.castlecustomerconnect.com](http://Demo.castlecustomerconnect.com)
- **Free EIN's** – Deluxe is temporarily offering free EINs for small businesses working to incorporate. The current high rates of unemployment may eventually generate an influx of new small business owners who will be looking for guidance and support from their bank and any resources that can help them get off the ground. Our MyCorporation program at Deluxe helps these business owners with their registration filings (LLC, DBA, EIN, etc.). This program is absolutely free for the bank to leverage as a resource for clients to help them get started and protect their assets. **We are offering completely free EIN filings through June for any of your clients to help during this pandemic.**
- **Small Business Resource Center** - Deluxe's brand purpose is to be Champions of business so communities thrive and that has never been more important than right now as millions of small businesses fight through the Covid-19 crisis. With that focus in mind we have created a Small Business resource center that includes helpful content including blogs, articles and videos focused on how to keep a small business moving forward in this environment. You can find the resource center here: <https://www.deluxe.com/about/coronavirus/resources/>
- **Disposable Deposit Bags** – We have had requests for disposable Security Deposit Bags given most lobbies are closed. See the two attachments for description and discounted pricing information. Individual and bulk orders are available.

- **Fast, secure payments to those in immediate need** – eChecks are a great option to email a check to recipients for same-day receipt; (also fewer hands ‘touching’ the transaction during this extreme germ-awareness time.) [www.deluxe.com/echecks](http://www.deluxe.com/echecks)
- **Self-serve channels** – with so many lobbies closed, we are reminding our bankers that customers can place orders directly with Deluxe online, via phone, etc. If the banks don’t already have links on their website, they can easily add (free of charge) with these links:  
Personal reorder site: <https://orderpoint.deluxe.com/personal-checks/welcome.htm>  
Business reorder site: <http://www.deluxe.com/shopdeluxe/home/home.jsp>
- **DXLive** - Deluxe is excited to host DX Live, an ongoing virtual event series aimed at offering thought-provoking and actionable content to help businesses grow and succeed. **On Tuesday, May 12, 2020, at DX Live: Small Business Day** there is a great opportunity to learn from small businesses and hear what they’re going through in addition to great content and speakers geared directly to financial institutions in the midst of the Covid-19 crisis. **You and your small business clients are welcome to attend this free event.**  
Agenda and registration: <https://www.deluxe.com/about/events/dxlive/>