

## Banker Comm - Mad Lib

1. Adjective
2. Determiner
3. Noun
4. Noun - Plural
5. Noun - Plural
6. Noun - Plural
7. Noun
8. Noun
9. Noun - Plural
10. Noun - Plural
11. Noun - Plural
12. Noun
13. Noun

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Subject: Awareness: \_\_\_\_\_ Adjective customers will begin using the redesigned CEO Self Administration service on October 26

Awareness

What's happening

In March 2016, we began piloting the \_\_\_\_\_ Determiner Self Administration service on the Commercial Electronic Office(r) (CEO(r)) portal with a small \_\_\_\_\_ Noun of customers. On October 26, 2016, we will introduce the redesigned Self Administration service to additional customers.

The Self Administration service is part of the ongoing CEO portal redesign. It provides a central location on the CEO portal where \_\_\_\_\_ Noun - Plural can manage employee access to CEO portal services.

Please note: You'll receive similar \_\_\_\_\_ Noun - Plural if you have customers transitioning in others waves as well.

Customer impacts

Self Administration \_\_\_\_\_ Noun - Plural will benefit from much more than a new look and feel; the \_\_\_\_\_ Noun

introduces significant workflow improvements as a result of \_\_\_\_\_ Noun \_\_\_\_\_ feedback from focus \_\_\_\_\_ Noun - Plural \_\_\_\_\_ and research. Customers will notice similar layout and design changes when accessing the Self Administration service through the CEO Mobile(r) service.

The core functionality of the Self Administration service isn't changing, but \_\_\_\_\_ Noun - Plural \_\_\_\_\_ will find it faster and easier to create and manage users and their entitlements for select services. Over time, we'll add additional CEO portal services to the redesigned Self Administration service. We'll let customers know in advance about all of those changes.

From the Self Administration Home Screen \_\_\_\_\_ Noun - Plural \_\_\_\_\_ will be able to quickly:

- o Add and edit services by selecting users or accounts
- o Access their approval queue
- o Generate reports
- o Manage company settings

For the best experience, customers should use an updated browser and \_\_\_\_\_ Noun \_\_\_\_\_ \_\_\_\_\_ Noun \_\_\_\_\_. The list of recommended browsers and operating systems for the CEO portal is available on our System Requirements page

Note: Internet Explorer 8 is not compatible with the redesigned CEO Self Administration service.

What

you need to do

Please review the attached list of your customers who will transition to the redesigned Self Administration service on October 26 and consider if proactive outreach is appropriate.

If you receive questions from your customers, please direct them to their dedicated client service officers or Treasury Management Client Services.

#### Customer communications

Customers will receive the following communications beginning on September 26:

Visit the Customer Communications Archive (CCA) to review communications for the October 26 transition as well as all communications for this initiative.

#### Questions

Please contact Ramona Sabelhaus, Self Administration Product manager, at 415-371-4347, Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Time.

(W2386-601)