

Skylight Announcements



Dear Corporate Partner:

Periodically, Corporate Support will need to contact you to apprise you of recent happenings or explain upcoming enhancements/offerings. To accomplish this, we are sending an email or fax to the primary contact we have on file.

Please read over the accompanying information and direct any questions to us at 404-720-2003.

Thank You!

Kim Boberg
Corporate Support Manager

1. REMINDER . . . Mailers Announcing the Skylight® Visa® Debit Card Account Upgrade out on Nov. 12th!!

As many of you already know from our August bulletin, we will be offering a Visa Debit Card Upgrade opportunity to our existing Skylight Debit Card Accountholders who have been customers for at least four months and meet a stringent set of criteria. The Visa debit card, can be used to access funds held in our customer's individually owned, FDIC insured bank account. For accountholders that respond to the offer, not only will they have continued accessibility at Pulse®, Plus® and Interlink® locations worldwide, they will also gain the additional benefits and increased utilization of Visa's branding.

The Skylight Visa Debit Card may be used at more than 25 million Visa Merchant locations worldwide, including physical-world, mail order/telephone order (MOTO) and Internet merchants, as well as Visa ATMs and Visa Member branches. Our accountholders will also gain the ability to make signature based transactions, that are required at most premier retail shops and restaurant locations, as well as make airline, car rental and hotel reservations.

We, at Skylight, are very excited to offer this opportunity to our accountholders and we are sure you will be too.

THE VISA DEBIT CARD IS A TREMENDOUS REWARD FOR SKYLIGHT'S PREMIER CUSTOMERS!!

2. Reminder of Lowered Pricing for account to account transfers at Skylight!!

In late-summer, we lowered pricing for account transfers within Skylight. This is **GREAT NEWS** for those employees who choose to use the Skylight Sub Account feature to transfer money to a relative in the US or abroad. Below is the new, reduced pricing structure for transfers.

Transfer Type	Old Pricing	New Pricing
Account to Account—online using Skylight's Online Banking module	Not available	\$1.00
Account to Account—automated through Skylight's IVR (interactive voice response)	\$6.00	\$1.50
Account to Account—using Live Customer Care Agent	\$6.00	\$3.00

This new pricing structure will make it easier and more cost effective for your employees to use the Skylight accounts in place of inefficient and expensive money transfer agents. This pricing will be communicated to your employees via IVR (Interactive Voice Response) messages on our phone system and through statement messages.

3. A big Skylight **THANK YOU** to the MANY Corporate Customers who are choosing to use Online Enrollment!!

Skylight will soon be implementing a more stringent card activation process which requires entry of personal information for identity verification. This allows us to offer a more secure method for your employees to activate

their Skylight card and choose their PIN. To accomplish this, we must have received and processed account information prior to card activation. This is most easily achieved if you use our Online Enrollment module.

****During the past few month, we have trained nearly all of our corporate customers on our Online Enrollment process. While this is an outstanding accomplishment, there are many more of you who have not been trained and are still choosing to fax your account applications. Our goal is to have all corporate customers using Online Enrollment EXCLUSIVELY by December 31. At this point, we hope to begin the migration to the more secure activation process.**

Online Enrollment of Skylight accounts is accessible through our website at no cost to you and allows for instantaneous transfer of account information directly from your payroll department to our database. After signing in using your company's unique username and password, you enter the employee's information in one simple step, and press Submit. That's ALL there is to it!!! Because using Online Enrollment means that you are no longer required to submit the signed authorization to Skylight, you may now simply choose to keep the forms on file at your company location. This enrollment process eliminates misdirected faxes and ensures that your employees are able to get help from Skylight Customer Care from the very moment they are enrolled!!

To take advantage of this valuable tool, please contact us at corporatesupport@skylight.net to set up a time to receive a brief Online Enrollment training. You may either write Beth at the above email address or contact her by phone at 800-355-6119 ext 7325 to schedule a 5-minute demonstration of Online Enrollment.

4. Reminder of Priority Customer Care number for Employees of our Corporate Partners.

As reported in June, Skylight has set up a dedicated line for the employees of our valued corporate customers, **1-800-279-5066**. Many of our corporate customers have directed their employees to begin using this line and now enjoy priority routing of their calls.

5. Thanksgiving Hours for Skylight Corporate Support

Please note that members of Skylight's Corporate Support Team will be out of the office on Thursday, November 25th, in observance of Thanksgiving Day.

Because the Federal Reserve System is also closed on Thanksgiving, Corporate partners who utilize ePosit for their pay distribution should send wire transfers to arrive on Wednesday, November 24th. This will ensure that the funds will be present in the settlement account and available for immediate processing either Wednesday or Friday. The processing of ePosit submissions received without adequate funding may be delayed until the next business day or the point at which the funding is received.

*****Skylight's Customer Care Center WILL remain open for normal hours on all holidays!! Your employees should phone the number on the back of their Skylight card to reach Skylight Customer Care for their support needs.**

As always – we, at Skylight, appreciate your business and look forward to a continuation of our successful partnership!! Please remember, we're here to help YOU make the most of your direct deposit program. Our user-friendly marketing materials and proven implementation strategies may be used to make your direct deposit campaigns effective and efficient. Please call and let us know how we can help you. We look forward to hearing from you soon!

We have established a special "hotline" for you to use when contacting Skylight Corporate Support. You may call our "hotline queue" at 404-720-2003. **Please note: this is also our departmental fax number for anything you need to send.****

Also, we may be reached by email at the following address (accessible by all support personnel):
corporatesupport@skylight.net

Have a wonderful day!!