

customer experience: the first 30 days

Day 1

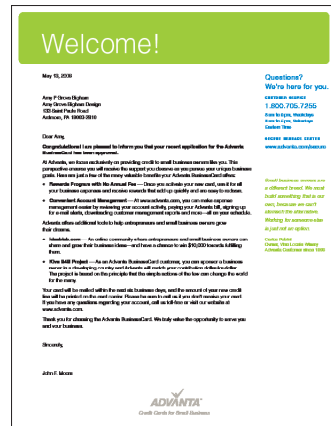
Day 6

Day 15 - 20 ?

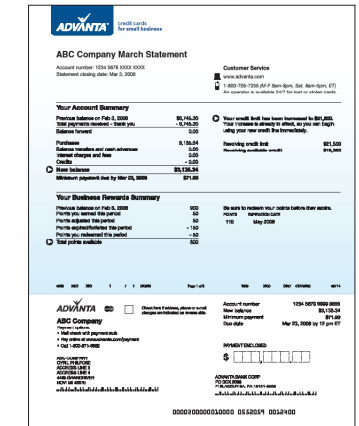
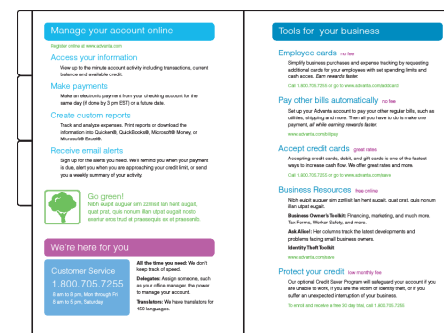
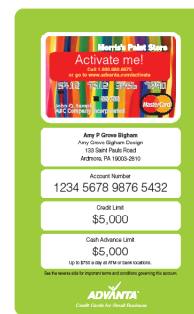
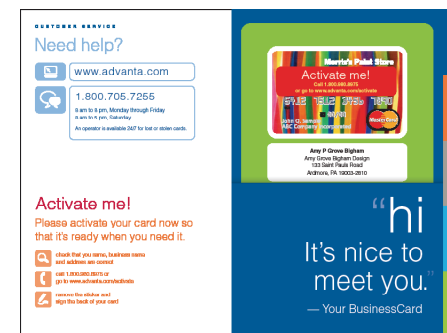
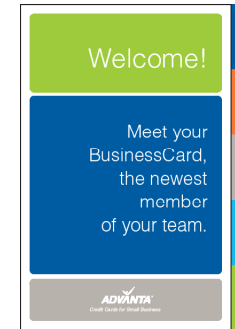
Account Approval

Account Fulfillment

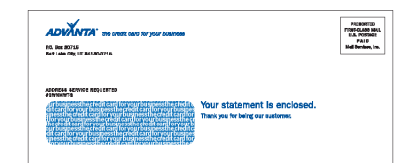
Benefits Reinforcement



Approval Letter



First Statement



Carrier Envelope



Welcome Guide

- Card Carrier, Plastic
- Balance Transfer Request Form
- Convenience Checks
- Cash Advance PIN Request Form
- BusinessCard Agreement
- MasterCard Guide to Benefits

