OmniOMS CCM Suite

Communication Template Library

Design engaging customer communications with user-friendly and ready-to-use templates
Overview

Digital customers expect you to communicate with them in their context and through their preferred channel. While you focus on redefining your customer experience, you struggle with creating communications that are personalized, effective, compliant and as per your branding guidelines.

With our wide range of user-friendly and ready-to-use templates, you can now easily design engaging, accurate, and personal communications to meet the needs of your customers. The Communication Template Library is a part of Newgen OmniOMS Customer Communication Management (CCM) Suite. It offers templates to enable you to generate correspondences such as notices, contracts, demand letters, statements, mailers, and others. This booklet showcases a few sample templates to help you design and deliver high-volume, one-to-one and on-demand communications across Banking and Insurance verticals.

Templates for all Communication Types

**High-Volume Communications** Structured, high-volume or bulk communications that can be scheduled, and generated in a hassle-free way

- Phone/ Utility Bills
- Financial Statements, such as account statements, credit card statements and others

**One-to-One Communications** Communications that require human touch for completion by providing variable data in a structured template:

- Negotiated Documents, such as insurance policies or derivatives
- Welcome Kits
- Appeals & Grievances

**On-Demand Communications** Real-time communications, initiated by customers or service agents:

- Online Policy or Statement Generation
- Order & Transaction Confirmations
- Instant issuance of ID cards, Benefit Statements and others
Delivering Industry Specific Communications

**Banking**
- Account Statements
- Consolidated Statements
- Retail Individual Statements
- Credit Card Statements
- Brokerage Statements
- Welcome Kits
- Letter of Credit
- Stop Payment Advice

**Insurance**
- On-Demand Policy Generation
- Critical Illness Policy
- Goods Carrying Vehicle Policy
- Passenger Carrying Vehicle Certificate
- Personalized Correspondence
- Group Insurance Policy

**Telecom**
- Bill Presentment
- Duplicate Bill Generation
- Marketing Campaigns
- Welcome Kits
- Web Presentment

**Utilities**
- Monthly Bill Presentment
- Marketing Campaigns
- Duplicate Bill Generation

**Healthcare**
- Personalized Letters
- Approval/Denial Letters
- Member Letters
- Provider Letters
- Monthly Claim Reports
- Certificate Of Health
Sample Banking Templates

- Responsive HTML Communications
  - Account Statement
  - Promotional Emailler
- Welcome Letter
- Credit Card Statement
- Annual Interest Certificate
- Demand Notice
Hi John Doe, Good day

Account Overview
closing as on 31-12-2020 10:30hrs IST | Currency: INR

<table>
<thead>
<tr>
<th></th>
<th>Banking Accounts</th>
<th>FD/RDs</th>
<th>Investment Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rs.12,789.00</td>
<td>Rs.56,389.00</td>
<td>Rs.25,741.00</td>
</tr>
<tr>
<td>Demat Accounts</td>
<td>Rs.52,147.00</td>
<td>NPS</td>
<td>Others</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rs.987.00</td>
<td>Rs.23.00</td>
</tr>
</tbody>
</table>

Dashboard

Overview amounts split

Graphs & Charts

Account wise amount split

Rich Media Content
Enable Customers to generate On-Demand Statements

Multiple Tabs

Menu

ACCOUNTS OVERVIEW

MY ACCOUNTS

1. SALARY ACCOUNT (XX22HJXXD)
2. JOINT ACCOUNT (XX22HJXXD)
3. CREDIT CARD ACCOUNT (*FDGF)

MY OFFERS & DEALS

Offers

Upto 3x Reward Points on every purchase.

Apply Now

Learn More

1. Salary Account (ending: 321)
Type: Savings
Closing balance: Rs. 90,000
Account Holder: Manpreet Singh
Nominee: Mr. Rahul Sharma

Statement of Transactions for the period June 01, 2018 - June 30, 2018

<table>
<thead>
<tr>
<th>Date</th>
<th>Transaction Details</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-09-2018 02:00:00</td>
<td>Cheque/00132</td>
<td>8745.00</td>
</tr>
<tr>
<td>01-09-2018 10:00:00</td>
<td>Card Payment / 3342 / AAC</td>
<td>46991.00</td>
</tr>
<tr>
<td>03-09-2018 22:24:43</td>
<td>Vpay-22301/ED/SM</td>
<td>-61040.00</td>
</tr>
<tr>
<td>10-09-2018 23:40:00</td>
<td>Interest Received</td>
<td>-7071.00</td>
</tr>
<tr>
<td>13-09-2018 03:00:00</td>
<td>Interest Received</td>
<td>93458.00</td>
</tr>
<tr>
<td>14-09-2018 03:04:00</td>
<td>Purchase</td>
<td>18607.00</td>
</tr>
<tr>
<td>16-09-2018 03:32:00</td>
<td>PayTM</td>
<td>-87536.00</td>
</tr>
<tr>
<td>17-09-2018 20:00:00</td>
<td>Interest Received</td>
<td>3451.00</td>
</tr>
<tr>
<td>24-09-2018 04:00:00</td>
<td>DematCharges</td>
<td>954.00</td>
</tr>
<tr>
<td>26-09-2018 10:00:00</td>
<td>OnlineSubscription</td>
<td>1110.00</td>
</tr>
</tbody>
</table>

Showing 1 to 10 of 14 entries

Previous 1 2 Next

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Create Interactive Promotional Emailers

Nation Bank

Earn a wealth of **Reward Points** and **CashBack** on all your card spends.

Dear Vikram

There’s nothing more satisfying than shopping at the mall with your loved ones. Now to enhance your experience, enjoy bonus privileges, every time you swipe your Bank Credit Card to spend.

<table>
<thead>
<tr>
<th>Use your card</th>
<th>You get</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 points</td>
<td>30 points</td>
</tr>
</tbody>
</table>

**Have a look at how you can get more value from your card**

**Also have a look at the exciting offer we have for you**

Enjoy 3% **CashBack** on all utility bill payments. **Click here** to avail the offer.

Warm regards,

Rohit Nangia
Business Head
Card Payment Products & Merchant Acquiring Services

*Terms and conditions apply.
Mr. Robert Thomas  
B-23/4, Christina Rd.  
NH-110007  
Florida, USA

Date: 11-09-2018

Subject: - Regarding Opening Of New Savings Account Facilities

Dear Mr. Robert Thomas,

It is our sincere pleasure to welcome you to New Age Bank Limited and hope that you will find great value in the relationships that the team of New Age Bank will provide. We are committed to providing exceptional client service by continually working to improve our community and the banking experience of our clients.

We will provide you the ATM-cum-Debit Card and ATM PIN. The card will enable you to use ATMs in the country and the international card enables you to make transactions both in the country and abroad.

We will provide you with the User-id and password to login to Internet Banking facility to view and manage your account online. You may also setup your transaction password through Internet Banking facility afterwards.

We will also provide you with the 20 leaves Cheque book that will be issued by the home branch in due course.

Your Credit Card Welcome Kit will be delivered within 7-10 working days, from the date your Credit Card is approved. You will receive a notification regarding the same post approval process.

You may access your account through Telephone and for that you require a six digit TPIN, which you can create by calling our customer care service.

For more detailed information about any of our products or services, please refer to our website, www.newbankltd.com, or visit any of our convenient branch locations. You may also contact us through phone at 1-800-8771-4213.

Sincerely,

[Signature]

Relationship Manager,  
New Bank Limited

---

Customer Services  
Call: 1-800-4345-4545, Email: contact@newbankltd.com
Date: 11-09-2018  
Agreement No.: 133122

To,

BORROWER  
Robert Smith  
1364 Beverly Road, Suite 300  
New York

CO-BORROWER  
William Donald  
324 Wilson Point, 234  
New York

GUARANTOR  
Chris Thompson  
324 Wilson Point, 234  
New York

Dear Sir/Madam,

We thank you for choosing us as your preferred financial partner. We welcome you to the family. We are happy to reiterate our commitment to fairness & transparency:

1. All charges are clearly communicated to every customer in a written format.
2. No charge or installment will be collected by Bank personnel, without providing a corresponding transaction receipt.
3. Vehicle Insurance: You have indicated that you will obtain comprehensive insurance for the financed vehicle through the loan tenure. On annual renewal of this comprehensive policy, you will need to submit a policy copy to the branch before the expiry date. If this copy is not submitted to the branch, Bank will charge $ 200 per month till the time you submit the renewed comprehensive insurance policy.
4. Your mobile number is very important for receiving timely intimation from our bank in respect of dues, receipt of collections, settlement of contracts etc. It is suggested that you retain the same number or in the event of change in the number kindly keep us updated in order to ensure that you continue to receive timely intimation from our bank in future as well.
5. If you so desire, we would be happy to assist you for your insurance needs relating to the hypothecated vehicle at a competitive insurance premium beneficial to you through a renowned insurance company and you may also avail insurance finance from us for renewing the insurance policy of the vehicle, you may approach our branch for all the details.

In case of any queries, you may get in touch with through our branch office or our central Customer Care Unit. We guarantee resolution of your queries. To help us resolve your issue, request you to please quote your Agreement Number in your communication with us.

Customer Care Unit,  
USA Bank  
8270 Woodland Center Boulevard, Tampa, Florida – 33614  
United States of America  
Toll Free No.: 1900-223-1343

Please find enclosed the terms & conditions of your loan.

Thanking You,

West East Bank  
(Please note this is a computer generated letter and hence requires no signature)

• In case of any clarification, you may contact our branch or Toll Free Number

West East Bank  
8270, Woodland Center Boulevard, Tampa, Florida – 33614, USA
Credit Card Statement as of 11-09-2018

Robert Smith
1364 Beverly Road, Suite 300
NYC - 10257
robertsmith64@email.com
+65 6732-9911

Dear Cardholder,

To get regular updates and information on our latest offers, please ensure your mobile number and email id is updated.

Card Number
1000000005678

Available Credit
6,000.00

Credit Card Overview

<table>
<thead>
<tr>
<th>Statement Date</th>
<th>Credit Limit</th>
<th>Available Cash Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-09-2018</td>
<td>10,000.00</td>
<td>5,000.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Due Date</th>
<th>Minimum Due</th>
<th>Total Due Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>30/09/2017</td>
<td>4,000.00</td>
<td>4,000.00</td>
</tr>
</tbody>
</table>

Credit Card Summary

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>Advances</th>
<th>Financing Charges</th>
<th>Payments Received</th>
<th>Closing Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,532.00</td>
<td>450.00</td>
<td>50.00</td>
<td>500.00</td>
<td>4,000.00</td>
</tr>
</tbody>
</table>

Transaction Details

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Transaction Details</th>
<th>Transaction Amount</th>
<th>Debit(Dr.)/Credit(Cr.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/20/2017</td>
<td>Cash Advance</td>
<td>1,000.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/20/2017</td>
<td>Flexipay to IBIBO Group</td>
<td>4,890.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/22/2017</td>
<td>Amazon Pay Bangalore</td>
<td>2,379.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/23/2017</td>
<td>Payment to Zaak Enterprise</td>
<td>4,999.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/24/2017</td>
<td>Cash Advance</td>
<td>4,000.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/25/2017</td>
<td>Payment to County Airline</td>
<td>32,500.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/26/2017</td>
<td>Payment to Del Store</td>
<td>300.00</td>
<td>Cr</td>
</tr>
<tr>
<td>09/27/2017</td>
<td>Credit Card Payment</td>
<td>25,000.00</td>
<td>Cr</td>
</tr>
<tr>
<td>08/01/2017</td>
<td>POS Merchant #12</td>
<td>5,000.00</td>
<td>Cr</td>
</tr>
<tr>
<td>08/04/2017</td>
<td>Payment to ABC Utility</td>
<td>3,990.00</td>
<td>Cr</td>
</tr>
</tbody>
</table>
Annual Interest Certificate

Date: 11-08-2018

TO WHOMSOEVER IT MAY CONCERN

Annual Statement for claiming deduction Under Section 24(B) & 80C of the INCOME TAX ACT, 1961, for the period Oct 2018 to Oct 2019.

This is to state that Mr Robert (HOME LOAN ACCOUNT NO. 323233 and CUSTOMER ID 3232324) has been granted HOUSING LOAN of ₹ 32244 @ 16% per annum in respect of the following property.

Property Details:

Robert Smith
1364 Beverly Road, Suite 300
New York

The above loan is repayable in Equated Monthly Installment (EMIs) comprising of Principal and Interest. The total amount of EMI / PEMIs payable from 12-01-2019 to 28-06-2019 is ₹8767

The break up of this amount is given below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Component ($)</td>
<td>24000</td>
</tr>
<tr>
<td>Interest Component ($)</td>
<td>3500</td>
</tr>
<tr>
<td>Principal Outstanding as on Sept 10, 2018 ($)</td>
<td>18390</td>
</tr>
<tr>
<td>Pre-EMI Amount ($)</td>
<td>17986</td>
</tr>
<tr>
<td>Subsidy Amount ($)</td>
<td>968</td>
</tr>
</tbody>
</table>

NOTE:
1. Interest and Principal figures are subject to change in case of prepayment and/or change in repayment schedule.
2. Interest payable/paid on the loan (including Pre - EMI interest, if any) is allowed as a deduction under section 24(b).

Thank You

Nation Bank
(Please note this is a computer generated letter and hence requires no signature)
Date: 11-09-2018

To,
Mr. Robert Thomas
B-23/4, Christina Rd.
NH-110007
Florida, USA

Dear Sir

Sub: Demand notice for the payment of overdues.
Ref: Loan Contract No.: 23251 dated 21-05-2018, Vehicle bearing Registration Number MI 0897

Please refer to our follow up, request for remittance of the overdue amount under your above loan contract. We have found from our records that you are still due in a sum of $4422.53, towards overdue amount under the above loan contract.

You are hereby called upon to remit the above sum within seven days from the date of receipt of this notice to avoid further/any action from us as per law and in terms of the agreement.

Thanking You,
West East Bank
(Please note this is a computer generated letter and hence requires no signature)

-----------------------------

CC to:
Co-Borrower : Mr. William Cook
Guarantor : Mr. George Seth

The liability of both of you is joint, several and co-extensive with that of the above borrower. Please remit the above amount within the above stipulated time to avoid further action from us as per law and in terms of the agreement.

- In case of any clarification, you may contact our branch or Toll Free Number 2422340001
Sample Insurance Templates

- Acknowledgement Letter
- Personalized Correspondence
- Policy Notification
- Motor Policy Schedule
- Premium Certificate
Deliver Accurate and Timely Communications

Lifecare Insurance Ltd.
8270 Woodland Center Boulevard
Tampa, Florida – 33614
United States of America
Website: www.lifecareinsurance.com

Collecting Branch : Mount Stens
E-mail : stmains@email.com
Phone : +64-8435733
Servicing Branch : Mount Stens
Transaction No. : G535354463
Date ( Time ) : 11-09-2018

ADDITIONAL PREMIUM ACKNOWLEDGEMENT

Received an amount of $60 through Payment Gateway over the Internet from Mr. Robert Pent Williams

Towards The Following :

<table>
<thead>
<tr>
<th>Policy No</th>
<th>D.O.C.</th>
<th>Inst. Prem($)</th>
<th>No. of Inst</th>
<th>Total Premium</th>
<th>Next Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>P934783</td>
<td>09-09-2018</td>
<td>$4343</td>
<td>45</td>
<td>$45434</td>
<td>09-10-2018</td>
</tr>
<tr>
<td>P934784</td>
<td>09-09-2018</td>
<td>$5353</td>
<td>32</td>
<td>$54435</td>
<td>19-10-2018</td>
</tr>
</tbody>
</table>

Fund Type          | Discounts | Late Fee Waiver |
--------------------|-----------|-----------------|
Type A1             | 5%        | $ 00.0          |
Type S5             | 13%       | $ 15.0          |

UNITS ALLOCATED WILL BE INTIMATED SEPARATELY IN THE POLICY. THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE P/HOLDER

Payment Acknowledgement generated through Online Portal on 09-09-2018

This receipt is electronically generated.

Customer Services
Call: +1-800-334-334, Email: support@lifecareinsurance.com
# Endorsement Premium

**Policy Number:** 6765363344  
**Policy End Date:** 11-09-2019  
**Endorsement Effective Date:** 11-09-2019  
**Endorsement Request Date:** 12-09-2018  
**Name of Insured:** Robert Kooch  
**Address of the Insured:** F-126, Main Street, NYC  
**Reason for Endorsement:** Personal

## Current Policy Risk Details:

<table>
<thead>
<tr>
<th>Sno</th>
<th>Occupation</th>
<th>Designation</th>
<th>Salary per Month</th>
<th>Employee Count</th>
<th>Declared Wages</th>
<th>Classification Number</th>
<th>Endorsement Number</th>
<th>Risk Location ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>344</td>
<td>NA</td>
<td>Executive</td>
<td>$34256</td>
<td>1</td>
<td>$34533</td>
<td>133534</td>
<td>24244</td>
<td>NDA1335</td>
</tr>
</tbody>
</table>

## Medical Expense Extension:

<table>
<thead>
<tr>
<th>Option</th>
<th>Per Person Limit ($)</th>
<th>Annual Aggregate Limit ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>344</td>
<td>$23425</td>
<td>$35323</td>
</tr>
</tbody>
</table>

## Policy Risk Details after Proposed Endorsement:

<table>
<thead>
<tr>
<th>Sno</th>
<th>Occupation</th>
<th>Designation</th>
<th>Salary per Month</th>
<th>Employee Count</th>
<th>Declared Wages</th>
<th>Classification Number</th>
<th>Endorsement Number</th>
<th>Risk Location ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>3578</td>
<td>-</td>
<td>EXECUTIVE</td>
<td>$35423</td>
<td>3</td>
<td>$453464</td>
<td>34534346</td>
<td>34534534</td>
<td>GD243</td>
</tr>
</tbody>
</table>

## Endorsement Premium:

<table>
<thead>
<tr>
<th>Net Premium ($)</th>
<th>GST ($)</th>
<th>Surcharge ($)</th>
<th>Total Premium ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$43554</td>
<td>$3443</td>
<td>$76876</td>
<td>$56744</td>
</tr>
</tbody>
</table>
Dear Robert,

Thank you for choosing Worthwhile as your preferred insurance partner. Please find below Loan Status for Loan No. SD-2292482

<table>
<thead>
<tr>
<th>Policy No</th>
<th>34234</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servicing Branch</td>
<td>FT Road</td>
</tr>
<tr>
<td>Name</td>
<td>Robert James</td>
</tr>
<tr>
<td>Date of Loan</td>
<td>07-07-2018</td>
</tr>
<tr>
<td>Loan Outstanding (‘)</td>
<td>34433</td>
</tr>
<tr>
<td>Loan Repaid (‘)</td>
<td>23432</td>
</tr>
<tr>
<td>Broken Period Loan Interest Due (‘)</td>
<td>3432</td>
</tr>
<tr>
<td>Broken Period Loan Interest Due Date</td>
<td>29-11-2021</td>
</tr>
</tbody>
</table>

For any queries, please reach out to us at customer.care@worthwhileinsurance.com or call at 1800-103-2045
ABC True Insurance Ltd.
8270 Woodland Center Boulevard
Tampa, Florida – 33614
United States of America
Website: www.abctrueinsurance.com

MOTOR POLICY SCHEDULE

Policy Holder Details

Policy Number: 34534
Name: Will Seth
Address: NA
Mobile No: +6453564
Contact No. Res.: 323523
Email-ID: NA
Proposal/Covernote No: 45463
Policy Servicing Branch: Cupertino
Transaction ID: 32452241232F4
GSTIN/UIN of Policyholder: 54344HZ224
Gender: Male
Tax Invoice No. & Date: 11-08-2018

Insured Vehicle Details

Registration No: SH4545
Make / Model: VD
Engine No./Chassis No: A534545
Type of Body / LCC: Small
RTO Location: MDF Crossing
Vehicle subtype: MUV
Mfg. Month and Year: Aug 2018
CC/HP: CC345
GVW: 43553
Total IDV ($): 433
Total Premium ($) : 34553
Hypothecation/Lease: Lease 4

Premium Summary

<table>
<thead>
<tr>
<th>Own Damage - Section I</th>
<th>Liability - Section II</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic OD</td>
<td>Basic Liability (TPPD I)</td>
<td>5646</td>
</tr>
<tr>
<td>TOTAL OWN DAMAGE PREMIUM</td>
<td>Total Basic Liability Premium</td>
<td>3464</td>
</tr>
<tr>
<td></td>
<td>PA Benefits - Section III</td>
<td>4634</td>
</tr>
<tr>
<td></td>
<td>PA Cover to paid driver, Cleaners &amp; Conductors</td>
<td>16787</td>
</tr>
<tr>
<td></td>
<td>Total PA Premium</td>
<td>4543</td>
</tr>
<tr>
<td></td>
<td>Legal Liability to paid driver and/or Conductor and/or cleaner</td>
<td>4543</td>
</tr>
<tr>
<td></td>
<td>TOTAL LIABILITY PREMIUM</td>
<td>456</td>
</tr>
<tr>
<td></td>
<td>TOTAL PACKAGE PREMIUM (Sec I + II + III)</td>
<td>16787</td>
</tr>
<tr>
<td>Total Premium Payable</td>
<td>Amount ($)</td>
<td>$24564</td>
</tr>
</tbody>
</table>
PREMIUM CERTIFICATE

DATE OF ISSUE : 2017-06-01


This is to certify that Lifeline General Insurance Company Limited has received an amount of $ 520.0 from Mr. Robert towards payment of health insurance premium as per the details mentioned above. The premium paid for this policy is eligible for applicable tax benefits under section 80D of the Income Tax Act, 1961 and amendments thereof.

Note : Any amount paid in cash towards the premium would not qualify for tax benefits as mentioned above.

Name of the Policyholder : Robert
Correspondence Address : 1364 Beverly Road, Suite 300
Policy Number : Policy-HGM-1
Issue Date : 2017-06-01
Place : New York

[Signature]

For Lifeline General Insurance Co. Ltd,
Authorised Signatory
Newgen CCM Suite
Communication Template Library

Design engaging communications with a wide array of simple, ready-to-use templates. Leveraging these templates, you can create, update and manage communications in batches and generate interactive and on-demand communications. You can roll-out personalized communications across multiple engagement channels by selecting the right font, adding images and message lines, enabling secured e-signatures, and embedding targeted marketing campaigns.

Key Features

- Import existing PDFs and translate word documents into designer templates
- Create a master template and re-use it across all repositories
- Import/export designer templates for re-usability across users and environments
- Check-in and check-out with base lining feature for version control
- Read/write templates as per defined roles and privileges and use maker-checker capability
- Maintain a central repository of templates to sieve through a wide range of templates for perusal and usage
- Process templates in different languages such as English, Spanish, Portuguese, and others

Key Benefits

- **Ensure Consistent Branding**
  Choose templates from our extensive template library or create new template designs to ensure design consistency

- **Use Multiple Templates**
  Design communications using templates for welcome letters, e-statements, consolidated e-statements, payment acknowledgements, promotional letters, and others

- **Delight Customers**
  Deliver communications in customers’ preferred language be it English, Spanish, Portuguese or any other
Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO’s, Healthcare Organizations, Government and Telecom Companies.