

END OF SEASON REMINDERS

As we wind down the regular tax season and with the changes that took place, we want to thank you for your support this year. We had a successful transition in company ownership, and we processed over 7 million bank products in 2010! We are also looking forward to providing you with an enhanced program for next year. Please make sure we have your current email address as we will be sending out our Spring Update Newsletter via email (and also by regular mail) in the coming weeks which will give you more information about what is coming for our company and how we will providing you with more options for next year. We are excited about the changes!

We recommend you take care of a few things related to bank products as we bring the regular season to a close. This will help ensure you are prepared for the off-season. You should:

- Send back any remaining Cash Cards and check stock once you are done with them to our mailing address. If you only have check stock, you can fill in and send us a "Check Reconciliation" form (available under the "Downloadable Forms" link on our website) and then just destroy the check stock yourself.
- Keep the signed applications in your client's files for a period of 5 years (you are not required to send them to us unless we request them from you). Please DO NOT SEND us any unsolicited applications as they will be returned to you.
- Enroll early with your software provider and let them know you want to renew with SBTPG. Enrollment will officially begin in the fall.

CHANGE IN CUSTOMER SERVICE HOURS

Effective Friday, April 16 our live customer support hours of operation will be as follows:

- 7:00 AM to 4:00 PM (Pacific Standard Time) Monday through Friday.

PLEASE NOTE that our automated support line (800) 455-7228 and our website is available 24/7 throughout the year. OUR NEW WEBSITE ADDRESS is www.sbtpg.com. We also request that if you have any of our staff's email address in your address book, you should take a moment to rename the company domain (all naming conventions remain the same). Example: first.last@sbtpg.com

We will be sending out periodic updates and newsletters on bank related information throughout the off-season, so please MAKE SURE YOU HAVE AN UPDATED EMAIL ADDRESS WITH US. You can check by logging on to our website and check the My Profile main page. You can also view updates by checking the Latest Updates link as well. Thank you for being a loyal business partner!

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