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Winning & Servicing Major Accounts

Helping Vendors to Win and Keep Their Biggest Accounts

One-to-one service from credit application through account servicing

CIT provides personalized services to you and your most important, large customers. From the moment you have a major account opportunity, we are there to help you win.

First, you need a fast credit decision and documentation. Our Major Accounts Group, led by leasing veteran Eric Sobczak, works directly with you and CIT's Credit, Legal, Pricing and Asset Management groups to ensure a quick, comprehensive response. Eric and his team provide frequent communication through the credit review, documentation and funding processes. When customers demand unique contractual terms, CIT's team and attorneys are available to speak with your customer to finalize documentation.

Second, you need to differentiate your service offering from your competitors. Major accounts typically require specialized billing and detailed access to their payments and assets during the life of a lease. For years, dealers and manufacturers who use CIT have won large accounts by selling CIT's Premier Client services (see reverse page for details) and full-featured customer service website, Quality Digital Solutions (QDS). These services, combined with CIT's new streamlined originations process, fulfill the requirements that major accounts frequently demand from office equipment suppliers.



Special Handling to Make You Successful

You likely have experienced the pain of slow credit decisions or poorly serviced major accounts. It can cost you business. By providing dedicated resources on these big accounts, our goals are to maximize your satisfaction and the lessee's satisfaction with us.

We have seen how our special handling leads to happier customers. And we know that customers who have positive lease experiences are more inclined to continue buying from the same equipment provider. Call Eric when you have your next major account opportunity.

Contact Us

Get engaged with our Major Accounts Group for the following opportunities:

- Commercial deals > \$250k
- Municipal deals > \$100k

Talk to your CIT sales representative or contact Eric Sobczak, Major Accounts Group, at eric.sobczak@cit.com or 904-620-7409.

Premier Service for Large Accounts

Our Premier Client offering is a one-to-one servicing solution focused on the unique needs of your largest, most important accounts with CIT. We dedicate a leasing specialist to manage these relationships from first invoice through asset disposition. This specialist develops an in-depth understanding of the preferences and processes of these major accounts.

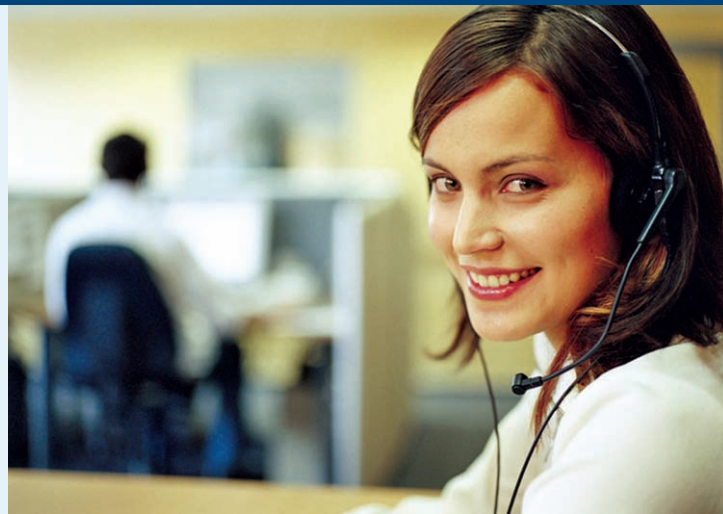
This service is designed to provide customers with a positive, easy leasing experience. It helps to ensure customers don't feel the need to pull you into issues they're having with the finance company. When that happens, particularly on large accounts, it distracts you and the customer from more productive activities.

In addition, these accounts often include your managed services, which we bill and collect on your behalf. The customer experience with our accurate billing adds to their confidence in the invoice amount and increases their likelihood to pay on time. So, you get paid faster for the services you rendered.

Sell More Equipment

Our Premier Client specialist ensures customer satisfaction by:

- Being knowledgeable in the intricacies of their account, which means increased billing accuracy, faster resolution of issues and less instances of payment delinquency
- Managing all aspects of the lease through a single point of contact
- Communicating with the customer's accounts payable department to understand their requirements to approve and apply payments



Who Gets This Service?

We designed Premier Client to service accounts that typically feature:

- Financing in excess of \$250,000
 - Multi-location or multi-unit installations
 - Complex lease/finance structures
 - Equipment added over a period of months or years
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- Monitoring payment postings to ensure accuracy
 - Training the customer on the extensive account information available 24/7 through our QDS customer service web portal should they need answers during non-business hours