



Emails: Optional migration

Email	#1 – Introduction to Our Partnership
Subject	Exciting News: {Company Name} Partners with Nuvei for Enhanced Payment Solutions!
Preview text	We’re partnering with Nuvei to enhance your payment experience with custom, cost-effective solutions.
Body	Dear Valued Customer, It’s an exciting time for {Company Name} and our customers. We are thrilled to announce our new partnership with Nuvei, a leader in the government payments space. This collaboration allows us to offer customized, affordable, and user-friendly payment solutions that are fully integrated to improve the overall payment experience. What does this partnership mean for you? Our customers are always our first priority, and we’re committed to maintaining a 'business as usual' approach with minimal changes to the current services supplied to you by {Company Name}. This partnership offers you multiple benefits, including simplified payment processing, enhanced citizen engagement, and faster access to revenue. Click here for the FAQ Fact Sheet. Stay tuned for more updates as we embark on this transformative journey together. Best regards,



From	{Company Name & Representative}
CTA	{FAQ Fact Sheet}

Email	#2 – Benefits of the Partnership
Subject	Discover the Benefits of Our Partnership with Nuvei!
Preview text	Discover how our partnership with Nuvei can accelerate your cash flow and provide advanced tools to enhance your operations.
Body	Dear Valued Customer, We are delighted to share more details about the exciting partnership between {Company Name} and Nuvei. This collaboration is all about you, our valued customer, and bringing you superior payment solutions that will make a real difference to your operations. Here’s what you can look forward to: {Features Tweaked According to Solution} • Next Business Day Funding: Accelerate your cash flow with faster access to funds. • Superior Customer Support: Experience top-notch service tailored to your needs. • Multilingual Dashboard Configuration: Access a user-friendly interface in your preferred language. • Comprehensive Suite of Solutions: From administrative tools to citizen engagement features, we've got you covered. Click here to view more features.



	This partnership will open tremendous opportunities for you. Please contact our account managers for a personal consultation and demonstration of Nuvei's integrated payment solution. Thank you for your continued trust in {Company Name}. Best regards,
From	{Company Name & Representative}
CTA	{Co-branded Product sheet}
Email	#3 – Follow-Up For Unopened Emails
Subject	Don't Miss Out: Exciting Partnership with Nuvei!
Preview text	Simplify payments, engage citizens, and accelerate revenue with our new Nuvei partnership.
Body	Dear Valued Customer, We recently shared some exciting news that you might have missed. {Company Name} has partnered with Nuvei, a leader in the government payments space, to bring you custom, cost-effective, and integrated payment solutions that will enhance your overall payment experience. What does this mean to you? ● Streamlined Payment Acceptance: Simplify and speed up your payment processes. ● Enhanced Citizen Engagement: Drive better interaction with your constituents. ● Accelerated Time to Revenue: Get access to your funds faster.



	We are committed to a 'business as usual' approach with minimal changes to the current services you enjoy. To learn more about the benefits of this partnership, click here. Our account managers can assist you if you have questions or want a personal consultation. Best regards,
From	{Company Name & Representative}
CTA	{FAQ Fact Sheet}



Emails: Mandatory Migration

Email	#1 – Introduction to Our Partnership
Subject	Exciting News: {Company Name} Partners with Nuvei for Enhanced Payment Solutions!
Preview text	We’ve partnered with Nuvei to bring you faster payments, better reporting, and real-time integration. Start the setup process today to ensure a smooth transition.
Body	Dear XXX, You Spoke, We Listened. We are excited to announce that {Company Name} has forged a partnership with Nuvei, a leader in delivering innovative government payment solutions. This collaboration designates Nuvei as our new payment processor, with the official transition from {Previous Provider’s Name} scheduled for {Month Year}. Nuvei’s cutting-edge payment processing solutions include several client-requested enhancements and an array of new features designed to improve the payment experience for you and your citizens. What you can look forward to: • Fully integrated with {XXX} customer portal and credit card-accepting devices • Easy account reconciliation and reporting • Next business day funding with credit cards and ACH • Real-time integration and fast implementation



	• 24-hour support resolution IMPORTANT: To continue accepting online payments after the portal update in {Month}, all clients currently using {XXX} will need to acquire new merchant IDs for Nuvei payment processing. Click the button below to get started in DocuSign. Get Started We've gone the extra mile to simplify this process for you and your team, which includes prefilling your existing service details in DocuSign, enabling you to finalize the setup with just a few simple clicks. We request that you begin the process at your earliest convenience to guarantee a seamless transition. Completing the above step with Nuvei as soon as possible is not only critical to ensuring the continuity of your services without any interruptions but also initiates the next step to reserve a time slot to complete your full software activation. Once activation is complete, we will provide an onboarding toolkit, formal training, and a product sheet that you can share with your citizens to inform them about the enhanced site and payment changes. If you have any questions, please reply to this email or contact {Contact Person} at {Phone #} with any questions. Regards,
From	{Company Name Representative}
CTA	{Company Rep to Decide – website link, customer rep, sale team}



Email	#2 – Second Notice for unsigned customers or reminder to all
Subject	Second Notice: Urgent Action Required to Continue Processing Payments
Preview text	TBD
Body	SECOND NOTICE: To continue accepting online payments after the portal update in {Month Year}, all clients currently using {XXX} will need new merchant IDs for Nuvei Payment Processing ahead of time. This process takes about 3-5 minutes and can be completed in DocuSign using the button below. Get Started **If you have already completed your agreement with Nuvei, please disregard this email.** Dear {Customer Name}, As a reminder, Nuvei now serves as our new payment processor, and this change will be reflected in your online payments portal shortly. As communicated earlier, we request your cooperation to facilitate a seamless transition for your city. Once activation is complete, you'll receive guidance about the subsequent rollout process, including training and materials, within the following weeks. In the meantime, we urge you to prioritize the completion of the DocuSign agreement. Your swift attention to this matter is greatly appreciated. What you can look forward to:



	- Fully integrated with {XXX} customer portal and credit card-accepting devices - Easy account reconciliation and reporting - Next business day funding with credit cards and ACH - Real-time integration and fast implementation 24-hour support resolution Please contact {Contact Person} at {Phone #} with any questions. Regards,
From	{Company Name Representative}
CTA	{Company Rep to Decide – website link, customer rep, sale team}