



## CASE STUDY:

# DolEx Financial Services lifts revenue and boosts customer satisfaction with Ingo Check.

### THE PROBLEM

Modern customers demand instant access to their check funds. Market leading financial services business DolEx realized that customers were frustrated with check cashing delays or were taking their business elsewhere. DolEx desired a fast deployment for a check cashing solution that offered consumers instant, safe-to-spend funds while protecting DolEx from the risk of underwriting and guaranteeing checks presented at branch and kiosk locations. Further, they wanted an easy-to-use platform that allowed DolEx sales associates to focus on customer service.

### THE SOLUTION

After an exhaustive search, DolEx tapped Ingo Money and its Ingo Check solution to underwrite and guarantee presented checks. Ingo Check can manage almost any check type including payroll, government and personal/two party checks, even large checks up to \$500,000. Following a smooth integration into existing DolEx systems and a rollout in under 90-days, Ingo Check began offering instant, guaranteed funds for DolEx consumer and small business customers. Reassured by an initial test with 25 branches, DolEx quickly expanded the service to a majority of their locations, with zero disruption to branch operations. With Ingo Check, DolEx now boasts a modern check cashing experience for customers that accepts checks of any type and size while expanding company revenue opportunities.

*“As we looked to expand DolEx Financial Service offerings, Ingo Check was a natural, complementary service addition that continues to help us grow revenue”*

Mario Trujillo, Chairman, President & CEO, DolEx Dollar Express, Inc.



## RESULTS BY THE NUMBERS

### FAST IMPLEMENTATION

300+ stores live in <90 days

### HIGH APPROVAL RATE

Average 95% approval

### CASH ALMOST ANY CHECK OR AMOUNT

Checks up to \$500,000 including payroll, government, personal/two party

### COMPETITIVE ADVANTAGE

Fast, guaranteed funds attracts new customers

## THE RESULTS

Ingo Money's advanced analytics combined with professional judgment delivers one of the highest approval rates in the industry. Ingo Money guarantees funds on all approved checks, giving DoEx peace of mind and their customers immediate access to safe-to-spend funds, which many use for money transfers to family members.

DoEx Sales Associates enjoy offering Ingo Check because it's easy to use, deepens customer engagement and satisfaction, and helps attract new customers. Customers no longer have to visit a competitor to cash checks or wait for checks to clear, and they have responded to this convenient experience with their loyalty - increasingly referring friends and neighbors to their local DoEx branch.

With Ingo Check, DoEx is growing revenues, putting cash to work, and offering a valuable service to their customers.

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### ABOUT INGO MONEY

Ingo Money is the instant money company. Founded in 2001 with a mission to digitize the paper check, our push payments technologies enable businesses, banks and government agencies to instantly disburse safe-to-spend funds to more than 4.5 billion consumer accounts.

 |  | [ingomoney.com](https://www.ingomoney.com)

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### ABOUT DOLEX DOLLAR EXPRESS, INC.

DoEx Dollar Express, Inc. is the US subsidiary of Money Transfer Acquisition, Inc., a Holding Company formed in 2010 by a management team led by seasoned entrepreneur, Mario Trujillo, in partnership with Private Equity firms, led by Palladium Equity Partners & Prudential Capital Group to acquire DoEx, Europhil and Remesas Quisqueyana (herein "DoEx"), with the intent to build another fast growing, successful financial services company in the US and Europe. DoEx has successfully operated over 20 years in the Family Remittance industry. As one of the leaders in international family remittances, DoEx has the largest company owned store network targeting the growing Hispanic market in the US and offers money transfers, responsible installment loans, check cashing and other financial & communication products and services across its network of approximately 500 proprietary retail stores and over 3,000 retail agent partners. For further information about the companies, please visit [www.dolex.com](https://www.dolex.com).

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*We launched in less than 90 days without disrupting branch operations, and then quickly expanded to over 300 locations. For us, success comes to people, and Ingo Money proved itself a solid partner. We appreciated their marketing and operations support throughout to ensure that we achieved our business goals.*

Mario Trujillo, Chairman,  
President & CEO,  
DoEx Dollar Express, Inc.