

# The Latest and Greatest in Communication and Design (C&D)

## A Message from Your Friendly Neighborhood C&D Team

In this newsletter, we'll review the highlights and FAQs from our C&D Pulse survey, plus offer tips on caring for your mental health through Q4. As always, please reach out with any questions to [communications@hubinternational.com](mailto:communications@hubinternational.com).

## Q4: We're All In This Together

This time of year can be hectic, but it's still important to prioritize your mental wellbeing. We've got a few helpful tips on stress management here:

[+ READ MORE](#)

## C&D Pulse Survey Results

The C&D Pulse survey was your chance to tell us directly what you want to see from our team. We've gathered your suggestions, and here are the highlights!

***"I would like to see more DIY template options"***

» We're pleased to announce we'll be creating more of these templates, coming in 2024!

***"I just learned that I can enhance a Core guide with some Custom options... wasn't aware of that!"***

» Yes! To learn more about Custom options for Core deliverables, read on for our C&D Survey FAQs.

***"I wish it was a little easier to find things."***

» We heard you—check out the C&D Survey FAQs below for Custom and Core page search tips.

***"Easy process with great teams to work with!"***

***"I really like the Core Image Library. This will be very useful this year."***

***"Resource Site Ease of Use: 4.5 out of 5!"***

We're glad to hear it! With your feedback and suggestions, we can continue to make sure we're offering the best materials, a resource site you can easily navigate and the support you need to ensure your clients' success.

Click [here](#) to read some more frequently asked questions we received from the survey. Thank you again for taking part in our survey!

## As a reminder...



- We work directly with you
- Materials are template-based, but are personalized with client logos and plan information
- Quick turnaround (7-15 business days)
- Typically, no fees apply



- We work with you and your client
- Materials are customized by our graphic designers and editors for your client's brand
- Timing varies by project
- Fees apply

Remember, we're here to support you! If you have any questions or concerns, please reach out to your friendly neighborhood C&D team at [communications@hubinternational.com](mailto:communications@hubinternational.com).

## Q4: We're In This Together

We get it—Q4 can be an overwhelming time. It's important to remember to take care of yourself so you don't burn out.

Here are a few suggestions of how you can actively incorporate mental and physical well-being into your daily routine during Q4 (and beyond):

- Build 10 minutes of meditation time into your calendar a few times a week
- Take an early-morning yoga class or go for a walk before you start your day
- Step away from your desk to take a lunch break—bonus points for spending a few minutes outdoors in the fresh air
- Cook or order dinner and enjoy time with your family at the end of the day

### AND DON'T FORGET...

- Our **Custom blackout period** is in effect and runs until November 17, so we can focus on creating OE deliverables.
- **Core timelines** for new orders, re-orders, first drafts and edits will be strictly enforced during Q4 as we work on Open Enrollment materials.
- Last minute, minor edit needed on a Core deliverable? Don't panic! You can turn to our **Core Rush Edit Request Process**.

### YOU'VE GOT SUPPORT

If there's anything we can do to help, please reach out!



**Meagan Tyson**

Director of Core C&D

[meagan.tyson@hubinternational.com](mailto:meagan.tyson@hubinternational.com)



**Stacy Kuehler**

Director of Custom C&D

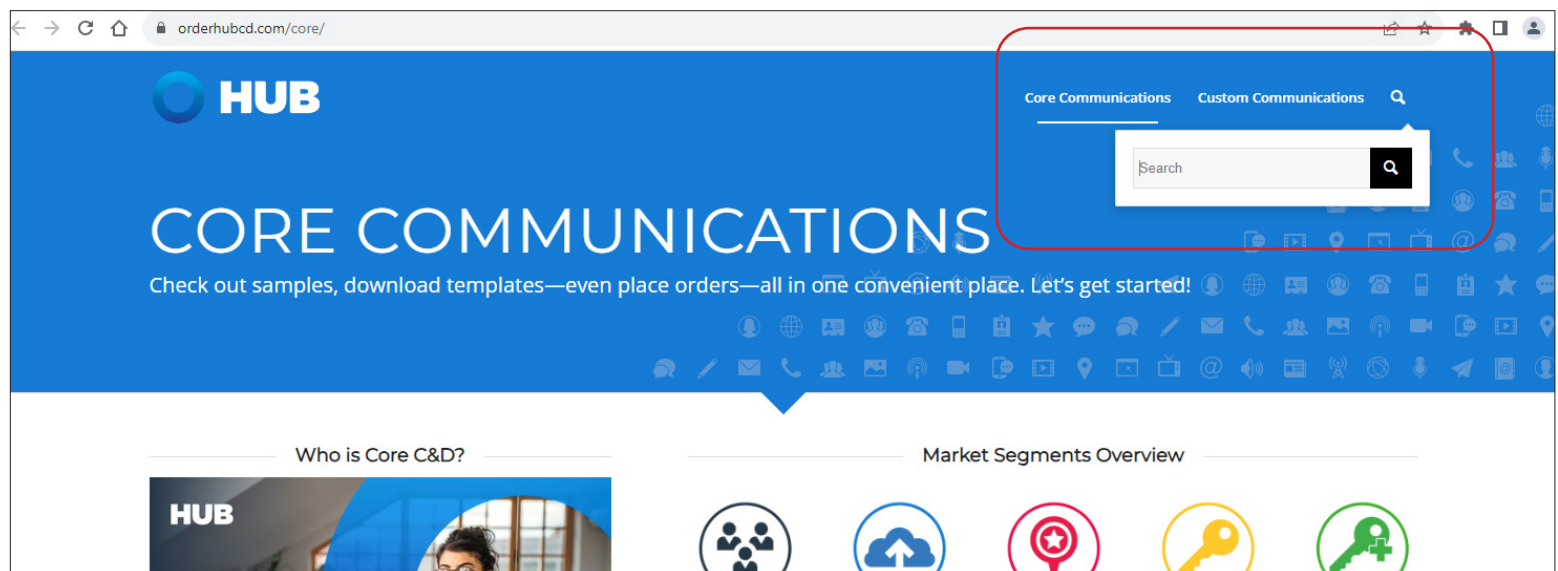
[stacy.kuehler@hubinternational.com](mailto:stacy.kuehler@hubinternational.com)

# C&D Pulse Survey Results: Your FAQs

Thank you again to everyone who took the time to participate in our survey! Here are some of your most frequently asked questions, along with our answers.

## Can I search the C&D Ordering site?

Yes! Whether you're in the Core or Custom section, simply click on the magnifying glass in the top right, type in your search term and hit enter! If you can't find what you need, try different terms or reach out to [communications@hubinternational.com](mailto:communications@hubinternational.com) and we'll point you in the right direction.



## Are there additional image options for Core Benefit Guides and deliverables?

Yes! Your clients can choose new options, at no charge, from our huge [image library](#). Just download the PDF and send it to them. When they've selected the images they'd like to use, you can let us know their numbers and preferred placement. We'll do the rest!

## Do you manually type in the Excel source doc data into the Core guides?

No! We have a file feed built to pull the data exactly as it's entered in the Excel source doc into our design software templates. Our designers ensure the proper plan types are captured and content and graphics are laid out correctly, but we do not manually input the Excel source doc data.

## For Core guides, do you have a "rush" edit process for Core deliverables?

Yes! If you need a small update to a Core Benefit Guide (typo, a plan update, phone number change etc.), simply submit the request using our rush edit request process below. We'll put the edit into our rush queue and get the updated document back to you ASAP. Please note, this is only to be used for true rush needs such as the start of OE, a print deadline, meetings, etc.

**Core Rush Edit Request Process:** Email the project manager you are working with using RUSH REQUEST in the first part of the subject line (i.e., RUSH REQUEST re: ABC Benefit Guide draft). In the email, you must:

1. Tell us why the rush is needed and when you need the updated guide back by (include the date and time if applicable)
2. Attach the PDF with edits
3. If the edit is to the data, you must provide an updated source doc

## Are there ways to customize the Core deliverables?

Yes! Here are three popular ways to upgrade Core deliverables:

- **Custom Colors:** Update colors in all Core materials to match client's provided color palette. Credits Required: 1 credit
- **Extra Pages:** Add up to four additional guide pages. Content must be provided by EB/client and cannot be used to re-order/re-work the template layout. Maximum of four additional pages—no exceptions! Credits Required: 1 credit per additional page
- **Rates in Guide:** Add rates table at the back of the Benefit Guide. Extra page needed. Credits Required: 1 credit

The survey is closed, but our inbox is always open! If you have any questions, [send us an email](#) and we'll get back to you as soon as we can.