

Do You Get Compliments Like This From Your Members or Customers??

You Can—With Our Internet Banking, Bill Payment, and Customer Service!

April 2007

Customer Service Compliments

4/3/2007 11:30 AM

Summary: Compliment for Chanae

Customer stated that she had spoken with a number of different people and had become very upset, but Chanae was able to get her issue resolved with such grace and good customer service skills. Chanae showed lots of respect and patience. Chanae really made her feel better and she appreciated working with her today.

4/4/2007 2:21 PM

Summary: Compliment for Sherman

Customer said Sherman was fantastic, very professional and courteous.

4/9/2007 12:35 PM

Summary: Compliment for Jamaal

Customer wanted to compliment Jamaal for his assistance with a payment transfer. He said Jamaal was very helpful in getting his information cleared in the system so he could perform the transfer.

4/10/2007 3:23 PM

Summary: Compliment for Kamran

Customer wanted to give thanks to Kamran for his awesome customer service and for helping her with a Quicken issue. She said Kamran has been the most helpful person she's ever spoken to for customer service.

4/12/2007 9:08 AM

Summary: Compliment for Sherman

Customer called because she was very frustrated and upset. Sherman kept his poise, remained calm, and walked her through each log in set. He also took the time to walk her through the service and answer questions she had about online banking. She was very happy with his knowledge and the time he gave her.

4/13/2007 8:34 PM

Summary: Customer Service Compliment

Customer called to compliment us for the good job we did for him.

4/13/2007 12:16 PM

Summary: Compliment for Aaron

Customer wanted to thank Aaron for his dedication and his great technical skills. She isn't computer savvy, but Aaron took the time to walk her through accessing her account and really made it a fun and easy process for her.

4/13/2007 2:37 PM

Summary: Compliment for Jessica and Richard

Customer wanted to give a compliment to Jessica and Richard for the excellent service they provided her. She was frustrated with a payment issue and then an access issue, but she was

able to get everything cleared up today. She now has renewed faith in online bill pay and customer service.

4/16/2007 10:34 AM

Summary: Compliment for Ruddy

Customer wanted to let us know how lucky we are to have Ruddy working with us. He said Ruddy took the time to help him with his access issues and answer all questions he had about the service. He thought Ruddy was very professional and gave great quality service.

4/18/2007 12:36:16 PM

Summary: Compliment for Remy

Customer said Remy gave her great service. She said she did not feel rushed. There were times during the call she was going to hang up and Remy advised her to stay on the phone to make sure she could access. She said he did a wonderful job.

4/21/2007 4:47 PM

Summary: Compliment for Eric

I was very happy with the service. I think your account rep's name was Eric. He was wonderful. If he wasn't sure about the question I asked him concerning my account, he didn't hesitate to seek someone else instead of giving me a stupid answer.

Thanks again,
Eric

4/22/2007 11:15 AM

Summary: Compliment for Jennifer

Customer left me a voicemail letting me know what wonderful service she received from Jennifer. She said that Jennifer was very helpful and was able to help her set up her Quicken.

4/24/2007 10:50 AM

Summary: Compliment for Francis

Customer wanted to compliment Francis for the wonderful service he provided her. She said he was very patient and polite which doesn't happen very often to her.

4/25/2007 8:05 AM

Summary: Compliment for Shannon

This evening I tried five separate times to log on to the bill payer. I finally called the 800 number and then got disconnected. I called back again and got Shannon who is in Virginia. She was the most helpful and pleasant woman anyone could ever talk to. She patiently helped me delete all those horrible temporary files, and then my computer got hung up in God only knows where "computer land". She waited until I could finally log on and pay my bills. This process took over an hour. Shannon should be declared the most wonderful employee ever. I asked several times if she should just let me go and figure it out by myself as I thought I was wasting her time. Several times she assured me this was her job. She stayed right with me the whole time. I think I told her my entire life story while we waited for my computer to "do its thing". Thank you for such a wonderful patient human being. Her help is much appreciated.

I do not know who this email needs to go to, but please if you can, make sure this goes to her supervisor. Thank you Shannon, you deserve a raise.

Sincerely,

Mary

PS By the way, once I got to the new bill payer system, I loved it.

4/27/2007 12:25 PM

Summary: Compliment for Rachel

Customer was calling in to give Rachel a compliment for helping him with his Money HQ issue. He said that he is "usually" the guy that asks for a supervisor to complain about service, but this

time he was so thrilled he just had to rave about the customer service representative who assisted him.

4/28/2007 11:07 AM

Summary: Compliment for LaNieta

Customer called in because he was having problems logging on to his online banking. He spoke to LaNieta and she was very helpful. She asked all the right questions. He said that he does not normally get this level of service from other 800 numbers and was very pleased with the service he received.

Online Banking Compliments

4/6/2007 9:12 AM

Summary: Online Banking Compliment

I am a new member and have been VERY impressed with your services. I believe it starts with the people you have at my local branch and continues throughout your organization. I have received service that has been beyond anything I have seen elsewhere. Thank you for such a great job.

Andre'

4/10/2007 6:44 AM

Summary: Online Banking Compliment

I've been a member for many years and I have to tell you that the advantages you offer and the level of service you provide are both STELLAR!

Thank you very much,

Phil

4/26/2007 10:46 AM

Summary: Online Banking Compliment

I think this is wonderful. Keep up the good work. We love this bank!