

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

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

February 2007

Customer Service Compliments

2/1/2007 10:14 AM

Summary: Compliment for Sherman

Customer called in and said she is not very knowledgeable about computers, but Sherman showed incredible patience with her. She wanted to make sure we know what a great customer service rep he is.

2/1/2007 7:50 PM

Summary: Compliment for Jerome

Pattie from the financial institution received a compliment for Jerome from one of her customers. The customer said Jerome was very patient and understanding and she feels that he is an example of good customer service.

2/2/2007 10:12 AM

Summary: Compliment for Neenah

Customer called to say Neenah was very helpful. He had been working on an issue for sometime, but Neenah stayed with him until the issue was resolved. He nominates her for “employee of the week”.

2/5/2007 2:29 PM

Summary: Compliment for Sam

Customer said Sam was so polite and helpful. He wanted to let us know what a good representative we have and he says he is very impressed with all our call center representatives.

2/7/2007 12:45 PM

Summary: Compliment for Waldinda

Customer was having systems issues and had Waldinda help her out. Waldinda was very patient and polite with her.

2/8/2007 6:05 AM

Summary: Compliment for John

I had a problem with a lost payment by a company I paid. I had been trying to get it straightened out with them for 2 weeks. I finally called Bill Pay for help and John was excellent in straightening out this problem quickly for me. Thanks John, pleasure doing business with you.

2/8/2007 3:46 PM

Summary: Compliment for Jamaal

Rebecca wanted to compliment Jamaal. He helped her resolve her online banking issue.

2/9/2007 11:07 AM

Summary: Compliment for Chanae

Joy wanted to let us know what a great job Chanae did helping her today. Chanae walked her through some issues she was having with bill pay.

2/9/2007 12:57 PM

Summary: Compliment for Nicole

Juanita called in to compliment Nicole for excellent customer service.

2/15/2007 4:41 PM

Summary: Compliment for Regina

I received a call from Jackson. He said one of their member's drove to the credit union to tell Regina in person what an amazing job she did on his inquiry. The member thought she worked at the branch. Jackson said that in the 6 years he has worked for the credit union, no one has ever come in to compliment a representative. He appreciated it.

Courtney

2/16/2007 3:25 PM

Summary: Compliment for Ken

Customer wanted to compliment Ken for being extremely helpful. She has never had such great service.

2/23/2007 12:29 PM

Summary: Compliment for Tayana

Customer called to say Tayana was very nice and patient with her.