

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

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

December 2006

Customer Service Compliments

12/1/2006 10:53 AM

Summary: Compliment for Neenah

Financial institution representative called to compliment Neenah on doing such a wonderful job working with a frustrated end user. The problem ended up being a system issue but Neenah was fabulous in trying to assist the customer gain access.

12/6/2006 7:53 PM

Summary: Compliment for Eric

Customer wanted to let management staff know how professional Eric was and how happy she was with his customer service.

12/16/2006 9:39 PM

Summary: Compliment for Brian

Customer called in to compliment Brian on a great job.

12/18/2006 5:51 PM

Summary: Compliment for Rony

A financial institution had this to say about Rony:

- Rony's tone is always nice and perfect on all the calls he has answered.
- Always resolves the problem promptly.
- Continues to give great service with each and every call.

Keep up the exceptional work Rony!

Kenny

12/19/2006 3:56 AM

Summary: Customer Service Compliment

I have been contacted by your representative and I find his explanation satisfactory. He was very kind and understanding and I wish to thank him for his efforts. I found the experience refreshing and he has renewed my faith in my banking choice. Please let him know this. He is an asset to your firm. Consider this matter resolved.

Laurence

12/19/2006 2:52 PM

Summary: Compliment for Rob

Customer wanted to let us know what a wonderful job Rob did for her. She said Rob was very responsive and did a great job getting the issue resolved and relayed to her. She said he deserves a pat on the back for the follow up and a job well done.

12/20/2006 10:27 AM

Summary: Compliment for Natasha

Mr. Williams wanted to compliment Natasha on the wonderful job she did assisting him. Mr. Williams said Natasha was very knowledgeable, kind and helpful. He has been with the bank for 30yrs and Natasha provided the best service he has ever had.

12/29/2006 10:24 AM

Summary: Compliment for James

Customer wanted to let us know what wonderful customer service she received from James. She was happy to speak with someone so helpful and friendly. She had just talked with the customer service department for one of her payees and notes what a huge difference the experience was. She wanted to make sure to tell us that James did a fantastic job.

Online Banking Compliments

12/1/2006 7:09 PM

Summary: Compliment for Online Banking

I appreciate the steps that you are taking to ensure the security of my accounts.

Thank you!

Adele

Bill Payment Compliments

12/2/2006 7:49 AM

Summary: Compliment on Bill Pay

I have enjoyed the easy process of paying my bills on line. The system/program is great.

Garcia

12/13/2006 5:36 PM

Summary: Compliment for Janaka and Bill Pay

Customer wanted to let us know how impressed she was with the bill pay system. She is impressed with how we reach out to merchants for the customer when there is a problem. She was also happy with the overall experience that Janaka provided her with. She said that he put her at ease.