

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

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

**January 2007**

## Customer Service Compliments

1/6/2007 3:56 PM

Summary: Compliment for Sarah

Customer wanted to compliment Sarah on the great job she does. She has called in several times for assistance, and Sarah is always helpful and patient.

1/7/2007 10:52 AM

Summary: Compliment for Tira

I wasn't sure where to send this to but wanted to make sure one of your Payment Processing Center customer service reps received recognition for outstanding customer service.

I recently had the pleasure of working with Tira to help resolve a very frustrating bill payment issue with my mortgage company. All I can say is Tira was FABULOUS!! It took tireless effort to work through a very difficult payee who was not very cooperative, however, Tira was able to resolve the issue after 6 weeks of perseverance which entailed numerous follow up/status calls with me, dealing with the payee's customer call center, sending and resending payments --A LOT of work!!

Please thank her again and let her know all her efforts were greatly appreciated. Also, thanks to Courtney (her supervisor) who was very responsive as well.

Sincerely,

Carlyn

1/11/2007 5:05 PM

Summary: Compliment for Neenah

Tanya wanted to compliment Neenah. She said Neenah is a fabulous employee, who went above and beyond to assist her.

1/12/2007 11:33 AM

Summary: Compliment for Kareem

Customer wanted to compliment Kareem. She said he was friendly and helpful. He was also very patient with her.

1/12/2007 3:03 PM

Summary: Compliment for Ke'mora

Customer wanted to thank Ke'mora for her patience and wonderful attitude. Customer was very happy that Ke'mora could help him so quickly and resolve his issue on one call. Customer works as a call center manager and told us he wishes he had someone like Ke'mora.

1/19/2007 12:05 PM

Summary: Compliment for Rod

Carol wanted to compliment and thank Rod for his patience and excellent customer service skills. She said he was very helpful.

1/19/2007 7:24 PM

Summary: Compliment for Lorice, George and Drew

Margaret wanted to say thanks to George, Lorice, and Drew. She has received amazing service from them. She has also enjoyed her experience with online bill pay.

1/22/2007 1:35 PM

Summary: Compliment for Alfred

Customer wanted to compliment Alfred on his excellent customer service when he needed help registering for his online banking and bill pay service.

1/24/2007 4:01 PM

Summary: Compliment for Mandlyn

Another fan created!

This time I am joining Mandlyn's fan club.

Helpful, smart – nice!!!

Melissa

1/26/2007 11:42 AM

Summary: Compliment for Kenny

I wanted to sing some praises for Kenny. I spoke to Kenny because I needed to get a situation resolved today. He came through and resolved the issue for me, quickly. So I wanted to let you know he did a great job.

Thanks

Kate

1/31/2007 10:06 AM

Summary: Compliment for Lisa

Customer wanted to let us know that Lisa was very helpful when she was helping him with a problem. He wanted to make sure she was recognized for her good work.

1/31/2007 10:10 AM

Summary: Compliment for Lorice

Customer wanted to compliment Lorice on a wonderful job she did helping him set up his payees and explaining in detail the features of bill pay. He wished that every other place he called had a Lorice to assist him.

1/31/2007 10:23 AM

Summary: Compliment for Natasha

James wanted to compliment Natasha for a wonderful job assisting him. He 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.

## Bill Payment Compliments

12/15/2006 9:41 AM

Summary: Compliment for Bill Pay Service

Customer called about using the bill pay service. He said he was very impressed with it.

## Online Banking Compliments

1/24/2007 11:32 AM

Summary: Compliment on Online Banking Service

Customer wanted to compliment the online banking service. He said he had a wonderful experience overall.

1/24/2007 9:08 PM

Summary: Compliment for Online Banking Service

I love the new changes you have made to the online accounts viewing.  
Elizabeth

1/30/2007 1:23 PM

Summary: Compliment for Online Banking Service

Thank you for the new features. I am pleased to be a member of your credit union.

Sincerely

Natal