

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

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

## March 2007

### Customer Service Compliments

2/26/2007 6:24 PM

Summary: Compliment for Kareem

Customer was very happy with the customer service Kareem gave her. He took care of her issue and helped her with a really important payment.

3/1/2007 11:13 AM

Summary: Compliment for Jamal

Customer wanted to thank Jamal for the service he provided. She said he made her online banking experience very comfortable and relaxed. She wanted to make sure that the management team knew what a great asset he is.

3/1/2007 3:59 PM

Summary: Compliment for Sherman

Customer wanted to let me know what a wonderful employee Sherman is. She had called in to get help with accessing her online account. Sherman walked her through logging in and then assisted her with setting up bill pay. She said he made her life easier.

3/1/2007 4:22 PM

Summary: Compliment for Farah

Customer wanted to give Farah a compliment. He said she made him feel at ease after getting his issues resolved. He also said he wished he could give her "5 gold stars" for her awesome customer service.

3/2/2007 2:43 AM

Summary: Compliment for Rockney

I received e-mails sent by my bank about not accessing my account. I called the 800 number for help. A man named Rockney answered and was very helpful in setting up my account. This will now prevent the overdrafts which have been happening. I had no way of accessing my account information and now I do. I would like send my thanks to all who helped.

Sincerely,  
Michael

3/2/2007 3:48:44 PM

Summary: Compliment for Sherman

Customer was very happy with Sherman's customer service and his exceptional abilities. Sherman turned her day into a positive one.

3/2/2007 8:16 PM

Summary: Compliment for Vernon

Thank you for your call back concerning the tax payment sent to The County Treasurer. I didn't know that the first payment that you sent had been accepted and has already been cashed. I contacted their office in Ohio and made arrangements for the 2nd payment which I sent to be

returned to me. I want to personally thank Vernon for all the help he provided. He was very professional.

3/6/2007 12:15 PM

Summary: Compliment for Richard

Customer wanted to compliment Richard on his outstanding service. Richard was very helpful and patient when he was walking the customer through setting up his online banking and bill pay. Customer was very pleased with the service.

3/7/2007 7:03 PM

Summary: Compliment for Lisa

Customer wanted to commend Lisa for being so helpful and patient with her. She said she had made some major mistakes and Lisa was so helpful getting it straightened out.

3/7/2007 7:06 PM

Summary: Compliment for Rockney

Rockney spent a lot time with me on the phone. Don't know what I would have done without him. He was very helpful. Please keep up the good work.

Ms. Starks

3/7/2007 7:12 PM

Summary: Compliment for Rockney

Customer wanted to compliment Rockney. When she called she was irate because she could not get into her account but he did such a wonderful job for her that she even forgot why she was angry in the first place.

3/7/2007 7:24 PM

Summary: Compliment for Ninette

Customer says she was happy with professionalism Ninette displayed on the call. She says that she has dealt with many customer service reps before and that Ninette is one of the best she has ever encountered. She also says if there were more agents like Ninette, there would be less angry customers.

3/8/2007 12:36 PM

Summary: Compliment for Jamaal

Customer wanted to let us know that Jamaal was very helpful.

3/8/2007 2:19 PM

Summary: Compliment for Farah

Customer wanted to compliment Farah for helping resolve an issue with his payees.

3/8/2007 2:26 PM

Summary: Compliment for Nelson

Customer said that Nelson was so patient with her and made her life so much easier by giving her all the information she needed and assisting her with her bill pay issues.

3/8/2007 2:43 PM

Summary: Compliment for Kareem

Customer called to compliment Kareem. She said she had been frustrated because she made a payment that was never received by the merchant. Kareem was able to calm her down with his calm demeanor and professionalism. She went on to say that his customer service skills were impeccable and did not go unnoticed. She said that he even had her registering for MHQ which she would not have even known existed if it were not for him.

3/8/2007 9:18 AM

Summary: Compliment for Ken

I also wanted to tell you that there is an ORCC employee that works in Tech support called Ken. He was extremely helpful today. He taught me a lot about the Quicken tie to ORCC for updates and bill payment. If you can tell his boss that I really appreciated the time and the expertise he provided today, I would be grateful! It is always nice to have someone that is willing to help and knows what they are talking about. Great tech support!!

3/8/2007 4:50 PM

Summary: Compliment for Chad

I just want someone to know that Chad is the epitome of CUSTOMER SERVICE. He is polite, helpful and goes the extra mile to help. I am a bank supervisor dealing with internal and external customers all day and I can't say enough about his skills.

Thank you

Judi

3/10/2007 11:23 AM

Summary: Compliment for Eric

Customer wanted to thank Eric for his patience and his assistance. Customer was very happy to be able to start getting access to bill pay.

3/10/2007 5:56 PM

Summary: Compliment for John

Customer wanted to tell the management team how happy she is with the service and how great John was today. She said John took a frustrating situation and turned it into a positive experience that reinforced her love of bill pay!

3/12/2007 12:31 PM

Summary: Compliment for Richard and Ping

Customer wanted to say thank you again for the service that Richard and Ping provided. He was thrilled they could help him with a billing error and he said they have turned him into a lifetime customer!

3/13/2007 5:16 AM

Summary: Compliment on Customer Service

Yesterday I called your online banking service because I was unable to log into my online banking with either Internet Explorer 7 (which I know you don't really support yet but I use a special utility to make it work), or Internet Explorer 6, because of an outdated security certificate. At first I got the standard response "it's working here", but instead of prior unsatisfactory responses the pleasant and polite person this time kept working with me and finally agreed to recognize and report a problem and get it resolved. And this morning I am here able to do my online banking with either browser and make a needed transfer from my business to personal checking account. Thank you for a much improved service!

Donna

3/13/2007 11:11 AM

Summary: Compliment for Jose

Customer wanted to compliment Jose. He says Jose was very helpful and did everything he could to assist him. He wanted us to know that we have a wonderful employee.

3/15/2007 9:26 AM

Summary: Compliment for Mandy and Akofa

I had a financial institution contact me yesterday regarding an issue they were experiencing with a foreign customer based in England. This end user was unable to access the online banking and bill payment system for about a month or so. We decided to have a conference call with the end user and the financial institution rep. Once on the call Mandy and Akofa ran the show. They both

were very through and concise. They were patient and answered the customer's questions - you could tell that the client and the customer were very comfortable with them. Akofa walked the customer through every phase of troubleshooting, she was just awesome. After walking the client and end user through the steps that needed to take place, the end user was able to log in successfully.

What teamwork this is! I was so proud of them and our company. They showed professionalism, efficiency and exceptional customer service. Kudos Ladies for a job well done!  
Kachia

3/15/2007 9:37 AM

Summary: Compliment for John

Customer called to compliment John. He says he's a klutz with the computer, but John is a good man who did an excellent job and was very patient with him. He took the time to help walk him through accessing his online banking account.

3/16/2007 8:45 PM

Summary: Compliment for Kamran

Customer wanted to give a compliment to Kamran. She was having access issues and Kamran was able to solve all her problems in one call! She was very pleased with his knowledge and service.

3/19/2007 12:38 PM

Summary: Compliment for Ken

We just finished the call and Ken was wonderful. He identified the user's problem and gave him directions on how to access Quicken. He also offered the customer to call him at his direct number if he had any questions.

GIVE THAT MAN A PAT ON THE BACK!

Kathy

3/20/2007 12:19 PM

Summary: Compliment for John

Customer wanted to say thanks to John for going above and beyond by providing exceptional customer service.

3/20/2007 3:37 PM

Summary: Compliment for Andrew

I took this escalated call from Andrew. After the issue was resolved, the customer told me Andrew was very good and made sure he was patient with her. She pointed out that she worked in customer service and understands that if you can't help or find the answer, make sure you help the customer by finding someone who can resolve the issue, and that is what Andrew did.

3/21/2007 1:53 PM

Summary: Compliment for Jamaal

Customer wanted to give a compliment to Jamaal. She said he was very polite, helped her with all her issues and took a lot of weight off her shoulders

3/22/2007 2:29 PM

Summary: Compliment for Jamaal

Mary Lou said Jamal was very helpful and the service he provided was excellent.

3/24/2007 10:53 AM

Summary: Compliment for Andrew

Our customer states Andrew is "perfect for his job" and wants to let his supervisor know. He says Andrew was very patient and objective during the call.

3/26/2007 5:22 PM

Summary: Compliment for Alfred

Customer wanted to thank Alfred for the great service he provided - says he was a great guy and gave him the best customer service he's ever received.

3/27/2007 5:34 PM

Summary: Compliment for Adolphus

Customer wanted to thank Adolphus for his great customer service. He is very happy with his online banking experience.

3/30/2007 9:23 AM

Summary: Compliment for Mandlyn

Customer called to let me know how pleased he was with the service Mandlyn provided! He said he has been talking with his bank for a week, getting the runaround. Once he spoke with Mandlyn, she was kind and polite, and she kept her word. She said she would call him back and she did the next day with a full explanation. He appreciates her efforts, says she is customer focused, kind and considerate

## Bill Payment Compliments

3/27/2007 5:11 AM

Summary: Bill Pay Compliment

Thank you for adding this feature which lets me know that you've made my last scheduled payment to one of my payees. This is an EXCELLENT addition to your on-line services and will, obviously, help me avoid inadvertently missing a payment!!

Thank you again.

Joan

## Online Banking Compliments

3/27/2007 8:46 AM

Summary: Online Banking Compliment

We bank online daily and are delighted with the improvements, especially the ability to see more information on transactions without having to click to another screen and back again. It has helped streamline the process of keeping track of our finances and balance the checkbook, etc. We know a lot of hard work goes in to these improvements and the enhanced security features, and we appreciate it. Chris & Naomi