

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

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

## November 2006

### Customer Service Compliments

11/1/2006 5:31 PM

Summary: Compliment for Rock

Customer called to let us know what a fantastic job Rock did assisting her with logging on to online banking for the first time. She said he was very patient with her.

11/7/2006 8:40 AM

Summary: Compliment for Chanae

Customer said on October 26 he called and spoke with Chanae. He says she was very helpful and did a good job helping him change a recurring payment.

11/10/2006 7:12 AM

Summary: Compliment for LaNieta

This morning when I made an attempt to log onto my account, I found that all the saved information on my computer had vanished. POOF! All gone!!! I placed a call to your Tech Support and was greeted by LaNieta. She was very pleasant, kind, understanding and above all, she knew what to do to help me right away. In no time this wonderful person saved the day. Kudos to her for really being on the ball. Thank you so very much for being there when I needed you the most.

Yours truly,  
John

11/10/2006 7:57 PM

Summary: Compliment for Eric

Customer called to let us know the fantastic job Eric did solving an issue.

11/10/2006 2:16 PM

Summary: Compliment for Joe

Just wanted to let you know what a great job Joe is doing. He has been my primary contact through the upgrade and is doing a super job:-). We usually only hear of the bad things not the good.

Have a GREAT Weekend!!  
Beverly

11/10/2006 2:22 PM

Summary: Compliment for Kamran and Bill Pay Service

Customer was calling in to express his love of the bill pay service and wanted to tell us know how great Kamran treated him when he called in with an issue. He said he is "sold on bill pay for life".

11/13/2006 12:06 PM

Summary: Compliment for Rob

Thank you for your prompt and considerate service. Please extend my thanks to both Angela and Tiana.

Sincerely,  
Bonnie

11/16/2006 5:43 PM

Summary: Compliment for Lisa

James wanted to let us know that Lisa was very gracious and knowledgeable when she was helping him with a problem. He went on to say how customers usually always complain but never give compliments so he wanted to make sure he did.

11/17/2006 3:36 PM

Summary: Compliment for Lee

Customer called to compliment Lee. He said that she should get a raise because she was able to help him with all his issues today. He now feels a lot better about switching to this bank thanks to Lee's help. He was very pleased that she knew what she was talking about and understood exactly what he was asking her.

11/27/2006 8:12 AM

Summary: Online Banking Compliment

I have had great success with Online Resources. Back in 1999 I was extremely skeptical, but your long time employees have consistently improved your service quality each and every year as you have built market share and serviced customers, one contact at a time. This is how great businesses are built. I am writing from Rota Spain right now, and am a big fan of your persistence.

Best Wishes,  
Matt

11/27/2006 7:45 PM

Summary: Compliment for Kenny

I have successfully set up my account for transferring funds. I really appreciate your interest in my problems trying to set up the account. Thank you very much for your help.

Ronald

11/28/2006 1:46 PM

Summary: Compliment for Akofa

I just finished talking to Valarie. She wanted us to know what a wonderful job Akofa did. She said Akofa was professional, compassionate, kind and has a wonderful manner. She went above and beyond the call of duty. Not only did Akofa call her once but called back a second time to try and help her with her access issue.

11/29/2006 11:18 AM

Summary: Compliment for Natasha and Ken

Financial Institution representative wanted to compliment Natasha and Ken for the wonderful job they did trying to get him access to his online banking account. He has been trying for a month to gain access and had been unsuccessful until today. He says both Natasha and Ken are very knowledgeable and he is happy to know that they are employees of the company.

11/30/2006 4:25 PM

Summary: Compliment for Natasha

Customer wanted to call in and let us know how well Natasha handled an issue for her. She said Natasha made her comfortable with online bill pay and banking.

## Online Banking Compliments

11/14/2006 3:04 PM

Summary: Compliment on new enhancements

I am so excited about the new security photo I.D. I'm so very happy for your business and great and wonderful service.

Thanks Haviv

11/17/2006 3:37 PM

Summary: Online Banking Compliment

Hey you folks are doing a wonderful job. Never can get enough security! I'm ready to set this up when you are.

Thanks

Walt

### **Bill Payment Compliments**

11/4/2006 11:52 AM

Summary: Compliment for Bill Pay

I appreciate the new protections you are implementing to online banking. I think they are fantastic, and I especially appreciate the fact that it won't be hard for us to implement.

### **Check Imaging Compliments**

11/3/2006 2:33 PM

Summary: Check Imaging Compliment

Just to let you know, I am impressed with the option of being able to view the checks. That is a big plus for your system.

Thank You,

Deanna

11/4/2006 11:51 AM

Summary: Check Imaging Compliment

The addition of viewing a cleared check as soon as it posts to the account history was such a great idea. I just had to compliment you on it.

Leo