



CREDIT UNION CENTRAL OF CANADA LENDING CONFERENCE

Participant comments from Jeff Mowatt's presentation held October 5th, 2004

"I found this to be the best session of the conference that I attended."

Margaret Bayr, Manager, Credit, Hamilton Municipal Employees Credit Union

"Jeff revealed the little things that make a big difference."

Don Wiltshire, Loan & Mortgage Manager, Atlas & Civic Credit Union

"This will impact us positively. I plan to review our processes to ensure we are influencing with ease."

Flo Hargraves, Manager, Member Relations, Woodslee Credit Union

"Great information and great ideas."

Patsy Snow, Senior Member Service Rep., CBC (Nfld) Credit Union

"Jeff provided strategies I can actually use."

Ray Styranka, VP Credit, Wainwright Credit Union

"This will lead to greater success in our outbound call center."

Kevin Paproski, VP, Operations, Prince Albert Credit Union

"Jeff provided tips that will help me train other staff."

Lois Tenney, Manager Retail Lending, Van Te/Safeway Credit Union

"Jeff provided a huge reminder of things I have taken for granted and have become a habit."

Myrna Hildebrand, Manager of Member Services, Heartland Credit Union

"I hope that delivering some of the tips received today, to my lenders will increase our memberships trust and close more sales."

Suzanne Coulombe, Manager, Consumer Lending, Steinbach Credit Union

"Jeff shared excellent ideas on how to deal with people. Useful in personal and professional life."

Debbie Mason, Manuals Production Coordinator, CUCBC

"We will now be striving to build better trust and assure our members that we got it."

Ted Pahl, Manager Mortgage Services, Valley First Credit Union