



Participant comments from Jeff Mowatt's presentation held September 9th, 2008

"Jeff provided concise, clear points on how to provide quality and service 'value' where typically it is difficult to promote."

Annette Garofalo, Assistant Manager, Wilmington Postal Federal Credit Union

"Jeff's session was a great reminder and he's given us new ideas to implement."

Cindy Hodson, CEO, Rarin Federal Credit Union

"This was a well coordinated seminar."

Dale Hansard, CEO, Caprock Federal Credit Union,

"This will improve the way we introduce products to members."

Daryl Brubaker, Park View Federal Credit Union

"Jeff's session was very good. I will use this information to help train our staff."

Diane Youniacult, Branch Manager, Delta Country Federal Credit Union

"I will convey Jeff's message to all of our employees."

Cindy Owens, President, Piedmont Hospital Federal Credit Union

"This helps us focus more on taking care of the members."

Tanya Nissley, Supervisor, Park View Federal Credit Union

"This served as a good reminder of the importance of valuing people and being empathetic to their needs and situations."

Rebecca Eizman, Loan Advisor, Pahrangat Valley Federal Credit Union

"This will help our employees focus on the details of member service."

Pam Martin, Operations Manager, Park View Federal Credit Union

"This will enhance our training on ways to acknowledge members."

Rahima Eaton, General Manager, Snowflake Mills Federal Credit Union