

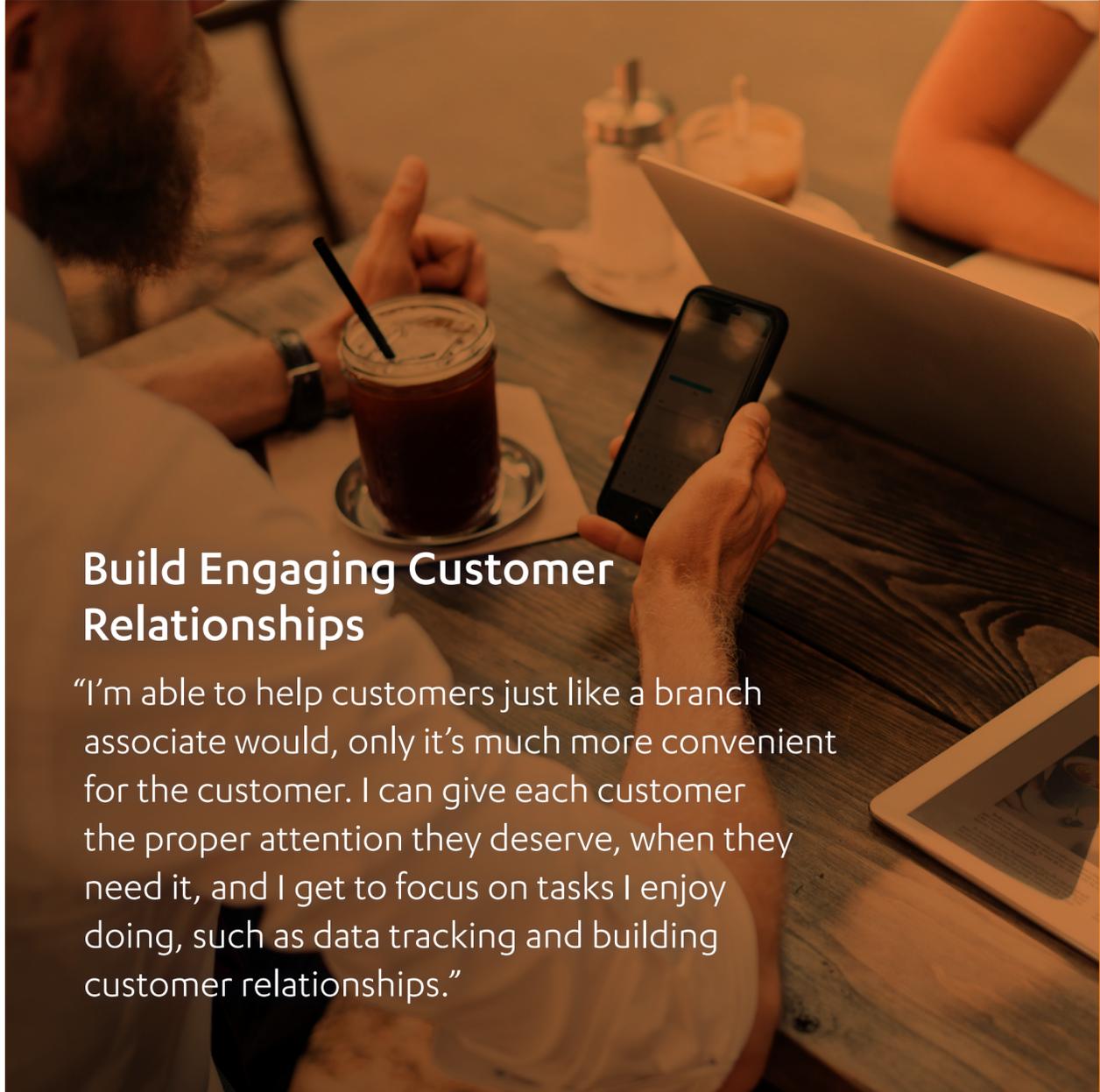


## ----- Increase ----- Employee Satisfaction

The benefits of Engage go beyond providing excellent customer service. Engage agents are more empowered, satisfied and upwardly mobile than before.



*A personal touch is not something you add—it's where you start*



### Build Engaging Customer Relationships

“I’m able to help customers just like a branch associate would, only it’s much more convenient for the customer. I can give each customer the proper attention they deserve, when they need it, and I get to focus on tasks I enjoy doing, such as data tracking and building customer relationships.”

### Provide Guidance

“I had reached out to a customer to see how he was doing, and the customer shared he was overwhelmed with his debt but was too busy to stop by the branch to talk about his options. I offered to review the debt consolidation strategy through Engage and suggested a consolidation loan to help with the debt.”

### Meaningful Advice

“I am much more effective servicing my customers. I have never liked having customers waiting in line. If I could have completed several transactions at once I would have, but that just isn’t possible in the branch. Through Engage, each customer can be serviced as if they are my only priority. The ‘line’ disappears, and they can really feel me working for them always.”

### Make a Difference Where it Matters

“A customer with throat cancer who can’t speak recently came to our branch. She has always had to write down her requests for the banker. When we told her about Engage, she started crying and was so happy.”

### Manage a “Book of Business”

“I’m able to focus more on individual customers. In the branch, I built customer relationships but didn’t have the time to focus on the full relationship to anticipate needs. With Engage, I can reference conversations as many times as I want to see if I missed something or remember what they said.”

### Be a Trusted Advisor

“I have the privilege of being a solution detective whether it’s finding the answer within the bank or finding the customer a solution outside the bank, as long as it is going to benefit the customer and do right by them. Being proactive with our solutions is so important in solidifying the trust that they have in us as their financial friends.”

### Flexible Work Environment

“As an Engage agent, I’m not required to hold regular banking hours which is great for our customers who may be thinking about their personal finances outside of those times. Also, working from home allows me to provide complete customer focus rather than trying to quickly move the line forward in the branch.”

### Open the Door to New Opportunities

“As a teller, I found I was spending most of my time at the counter and had very little time to practice my selling skills. Through Engage, I have been able to refresh my sales training knowledge and recently attended our home loan lending academy. I’ve written a few complex personal loans and am in the process of assisting a customer in purchasing their dream home! As a teller, I never would have advanced my skill set this quickly.”