

CEO Call-Colleague Voicemail Script – J.D. Power

Congratulations on a job well done!

Hello, this is NAME, and I'd like to express just how proud I am of the affirmation we're receiving across the industry this year as a result of your hard work.

Customers are consistently recognizing COMPANY as best in class among our peers nationwide. The high marks and awards we've received to date this year reflect your passion for looking out for customers and making a difference in their lives and across our communities.

Recent accolades include the Greenwich Awards of Excellence for outstanding service received by our Private Client Group and Business Banking colleagues, and the TNS Choice Award for Consumer Retail Banking in the 20-state U.S. Central Region.

And now, for the fourth straight year, customers have rated COMPANY highest in customer satisfaction both nationally among peer financial institutions and within the North Central Region according to the 20XX J.D. Power U.S. Retail Banking Satisfaction Study.

Whether you're serving on the frontlines in our branches, helping customers through the phone bank, or lending valuable support (as well all do) to our customer-facing colleagues enterprise-wide, recognition by J.D. Power reflects the extraordinary commitment to excellence we all share at COMPANY.

In our 150th year, receiving high praise for an unmatched focus on customer service is a fitting tribute to a hallmark that's been part of our story for generations.

Congratulations on a job that's *really* well done!

Now with a majority of the year still ahead of us, we have a lot more great work to do to achieve our 20XX corporate goals and prepare to welcome our new colleagues from COMPANY.

Thank you for living our brand each and every day and reaching out across the enterprise to deliver our full value with a sense of urgency, focus and execution. It makes all the difference.

I truly believe that, together, we are well positioned to become the best performing regional bank in the nation.