



1/1/2018

Re: Employees Only Commitment to Excellence Pledge

Dear Valued Client,

Simply put, Employees Only needs to be dedicated to excellence in customer service with our clients!

We view each interaction with our clients as an opportunity to further strengthen our relationships, and gain knowledge about our clients in order to provide the type of service you expect.

Going forward, every Employees Only team member will be required to acknowledge our commitment to excellence in customer service. In addition, employees will be held accountable to providing excellent customer service by way of their monthly reviews, incentive plans and during coaching sessions with their team leader and peers.

Our team must take customer service seriously and we are willing to invest in that endeavor. That is why we are launching our Excellence in Client Satisfaction Award that will be given away to a Team Member or Relationship Manager who demonstrates excellence in customer service each month. As a bonus, the client who nominated the team member will also receive an award at yearend. More details about this program can be found on our EO-Info website portal page.

Lastly, I have posted to our EO-Info website portal page the opportunity for our clients to take a short survey about their level of satisfaction with Employees Only. The survey can be completed anonymously if needed and will be sent directly to me for follow-up. I encourage all of our clients to participate in the survey at least once over the next 12 months.

Our Entire Team looks forward to servicing you.

Sincerely,

*Mario Apruzzese*

Mario Apruzzese