

### **Excellence in Member Service Award**

Have you experienced exceptional service from one of the credit union's staff members and would like the opportunity to recognize this staff member for exceptional service? To demonstrate and promote to the employees of the credit union the importance of continually providing excellent, exceptional service to you, the "Excellence in Member Service Award" has been established. This award will be given to an employee who, during the past calendar year, best exemplifies the credit union's slogan "We Excel in Service." Employees who have and continually demonstrate this slogan in serving our membership base will be considered for this award.

In order to be considered for this award, employees must be nominated by a member of the credit union or management must have received a letter from a member which demonstrates the employee has provided exceptional service. Employees may not be nominated by their own family members, relatives, friends or board members.

Submissions for exceptional member service performed during 2017 must be received by February 16, 2018. Each submission will be given to senior management and the Personnel Committee which will review each submission and rank each as to its merit.

This award is based upon the merits of the reasons why the employee was nominated and must demonstrate excellence in service beyond that which is required to be performed by the employee as part of their normal job responsibilities. If the Committee determines that nominations do not meet this level of service, awards for a particular year may not be awarded.

The "Excellence in Member Service Award" will be presented later this year. If you have experienced exceptional service from one of the credit union's employees and would like to nominate that person for this award write a detailed letter addressed to Jo-Ann Rose, VP of Human Resources, 123 Alden Road, Fairhaven, MA 02719. List the employee and explain the exceptional service you experienced.