



Customer Service Pledge

**It is our pledge to provide exceptional service
to our customers by:**

- Understanding customers come first
- Delivering a smiling, helpful, positive, professional outlook and attitude
- Treating everyone with respect, fairness, dignity, and non-discrimination
- Listening to our customers with a caring demeanor
- Returning phone calls within one business day
- Providing knowledgeable answers, and resolving issues promptly and accurately – within 24 hours if possible
- Keeping customers informed about their concerns
- Thanking and acknowledging our customers
- Continually exceeding customer expectations
- Soliciting customer feedback to improve our services

**Customer satisfaction is a direct reflection of our
effectiveness as an organization.**