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We embrace our service vision

1. Noun _____

We embrace our service vision

Thanks to Paul Thomspon, Collections manager at Richland Bank, for today's 360.

I received a phone call from a _____Noun_____ questioning out handling of a payment she maile to us. She notices that we were holding her payment two weeks before posting to her loan. I explained payments are posted as soon as we receive them, but I was curious. I told her I would do some research on the matter and get back to her.

We received a payment by mail that day, so I went to the teller line to find hers. Her check was dated two weeks prior. We looked through the shred bin and found the envelope, also postmarked two weeks prior. Shaun Coffield in Consumer Loans noticed the customer was using out address label over another company's envelope, with their barcode. Becasue of this, out customer's payment was circulated out of state, until it eventually made it to us.

I called the customer back before the end of the day and she was very surprised by what we found. She assured us that, in the future, she woudld use new envelopes. I was very thankful that our efforts helped this customer, and prevented more problems in her future.

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