

Service Excellence

February, 2017

Jamie and Sara ...

Congratulations in achieving the distinguished *Service Excellence* designation!

With sincere appreciation for your commitment to providing *unsurpassed customer service*!



Service Excellence

Mission Statement

The guiding mission of PennCrest BANK is to fulfill the banking needs of the communities it serves by providing valued products and *unsurpassed service*. We are committed to constantly strive to improve upon these products and services in order to *exceed* our customers' expectations.

Introducing . . .

Service Excellence

. . . our gold star and gold standard program
created in recognition of our team members who consistently demonstrate *unsurpassed customer service*!

PennCrest BANK's *Service Excellence*

Est. October 1, 2014