

OUR PLEDGE TO YOU:

EVERY SILVER LAKE BANK EMPLOYEE PLEDGES TO:

- Earn your business each and every day.
- Make banking easy for you.
- Do the right thing, with integrity and professionalism.

HOW WE DELIVER ON OUR PLEDGE

- You are greeted and pleasantly received when entering our doors.
- Your incoming call is answered promptly.
- You talk to a LIVE person during banking hours.
- We return calls on the same day received.
- You get a personal phone call if we detect a problem.
- We provide secure online options for obtaining account information and communicating with our staff.
- We give you personal training for our online services, which includes bill pay.
- If we make a mistake, we make it right.

WE ARE COMMITTED TO YOU

You and your financial needs are unique. That's why we're committed to listening first and then offering solutions. Our staff is knowledgeable, reliable and eager to help you. Whether by phone, email or in-person, we go the extra mile to exceed expectations. In this way, we endeavor to be your financial partner.

Really Great Service simply comes down to: respect for you, our customer, and respect for one another at every level of our organization. This respect is manifested through personal relationships, exceptional service and products that help customers realize their dreams. This is the hallmark of Silver Lake Bank since 1909.

WE ARE SERIOUS ABOUT PROVIDING REALLY GREAT CUSTOMER SERVICE.



SilverLakeBank

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