

# Recognizing Exeter's Customer Service Superheroes

We're recognizing Exeter's customer service superheroes during national Customer Service Week, Oct. 7-11.

Our Customer Service department has four U.S. teams - two in Irving, Texas, and two in Clearfield, Utah. So far in 2019, our customer service representatives have handled 974,149 calls - and we still have three months left in the year!

The department's mission is to serve each and every customer to the best of its ability by resolving issues in one phone call. That's a tall order, but our teams excel at making that happen. Our reps handle everything from routine welcome calls that we make to our new customers to helping borrowers who need special help following a natural disaster.

Through it all, our representatives stay focused and make a real impact on customers' lives each day. Here's a sampling of some of the customer feedback we've received recently:

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*“I never ask to speak with a manager, but today I thought it was important for you to know that Mia is great! She answered all of my questions and took the time to make sure I understood everything about my loan. She is a great customer service representative and makes me happy to be an Exeter customer.”*



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*“The representative was patient, informative and made the process very simple. Even though she had to go through the process of getting multiple payment confirmations, she made the process cool.”*



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*“The customer service agent was truly professional, calm and really made the process simple and smooth. She is a wonderful asset to the company, and I respect how she serviced my call.”*



We'll tell you more about one of our Customer Service teams each day this week on Xnet. So, be sure to check every day to meet and learn more about Exeter's Customer Service superheroes.