



Breath of Fresh Air (07/09)

Hi Donelle, My wife and I have been banking with Ascentra/Alcoa for many years. In all those years we have had nothing but great service. Everyone we have dealt with has been very professional and courteous. I would like to however single out one person, Liz George. We recently got a car loan with Ascentra and she was the loan officer we worked with during the entire process. I can't tell you enough on what a wonderful job she did. She made it feel like we were the only people that mattered. So today I send her an email asking a question, keep in mind we haven't spoke for awhile, and she responds almost immediately. This kind of dedicated service that Ascentra provides is a breath of fresh air. Customer service isn't what it used to be but you guys prove it's still out there and that's why we have been customers for so long. Thanks again to your great staff.