



## CUSTOMER COMPLIMENTS

### Shoutout from Jennifer to the Gage branch team!

I started banking here because I wanted the small town feel of the workers knowing me. Silver Lake Bank has given me exactly that. Bert, Shannon, Joel, DeAnn, and now Sara are all gems! Keep up the great work and I will continue to send people your way!

### Marshal appreciates Amy at Topeka's Jayhawk branch!

I walked in to open a checking account for a debit card, and I walked out with two hats, two tickets to the zoo, and the card on its way. One week later I already have the card in my hand. Amy was extremely helpful, kind, and professional. She referred to me by name and went above and beyond. I highly recommend working with Silver Lake Bank.

### Customer appreciates lunch-to-go!

Thank you very much for lunch today; it was delicious! Our family appreciates this small-town branch! You're always so nice and helpful. Your staff, especially Kay Yette, said she is proud to work with the Silver Lake team!

### Compliment for Kylee in Lawrence from Lilia:

I received help from Kylee, and she was amazing!!! She helped me figure out everything I needed and even reached out to other parties on my behalf. She was so sweet and was quick to give me a call back!! She does an amazing job, and she truly does care for her job! ★★★★★ for Kylee! I'd give 6 stars if I could!!!

### Kudos for Sharon at Topeka's Main Bank/Jayhawk!

Thank you, Sharon, to you and the SLB team for the amazing, prompt, and ongoing service to our company.

### Thanks for the Lawrence team from Tristan!

We've had a business account at Silver Lake for years. They always process transactions expediently. We've rarely had any issues, and the staff bend over backwards to help us fix anything wrong. The people really make the difference, and Silver Lake's got the best!