



Wainwright Credit Union Ltd.

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To: Roy Prevost
From: Ken Morris
President & Chief Executive Officer
Date: February 1, 2006
Subject: Customer Service Presentation

Roy, I am sending you this quick memo to thank you for taking time out of your busy schedule to address our staff meeting last Wednesday morning on the importance of customer service. As you know several of our senior management took in your community presentation the night before and were very pleased that we could convince you to attend our internal branch staff meeting the next morning.

Numerous staff members have come forward and thanked us for bringing you in to our morning staff meeting to share your knowledge and expertise in the area of "Customer Service Excellence".

We look forward to speaking with you in the near future about putting on an evening session for all our branch employees around this very important topic. Not only did you provide our group with knowledgeable and relevant information, your humorous stories outlining your own personal experiences added realism to support your information.

I certainly would recommend you to other Credit Union's and look forward to bringing you back to Wainwright.

Everything we do,
we do for YOU™

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