



*Left to Right: Sheriff Rick Seniff, Stephanie Edmond, Eric Edmond, VP Information Systems, Don Kyle, EVP/COO.*

### **WE JUST WANT TO PROTECT OUR CHILDREN**

Over 500 gun locks were distributed at three of MFB's Banking Centers on Saturday, April 1st. The event, which was co-sponsored by the St. Joseph County Sheriff's Department and MFB, is an investment in the safety of our children. Representatives of MFB and the Sheriff's Department were on hand at each location. Public response was heart-warming and enthusiastic.



*Left to Right: Pat Bridges, Executive Director/LaSalle Council of Boy Scouts of America, Dave Sparks, Owner/Operator KADA Partnership/McDonald's, Chuck Viater, President/CEO and Alan Conrad, Distributor/World's Finest Chocolate*

### **CUSTOMER SERVICE BLITZ**

On Feb. 25th, our banking centers conducted a customer service blitz. Of the 935 comment cards returned, over 23% contained a personal, positive comment about our customer service. Many helpful suggestions were also offered by our customers. Our hats off to staff and customers alike!

### **FROM OUR MAILBAG**

A customer recently mailed the following letter to MFB. "I have had the privilege to work with two of your employees recently, Jan Pluta and Judy Reimbold. I found both women to be extremely courteous, professional and most important, knowledgeable...I thought it might be refreshing to hear how competent your staff is and how pleased I was with my customer service."

### **SCOUT-O-RAMA**

MFB applauds the generosity of the KADA Partnership/McDonald's (Dave and Kathleen Sparks) and the World's Finest Chocolate company as they lend their support to the community in a joint endeavor on behalf of Scout-O-Rama 2000. We have a future filled with hope and promise when we support young people involved in such a worthwhile activity as Boy Scouts. Local boy scouts are selling tickets for the annual Scout-O-Rama to be held May 4th. Each purchase provides admission to the event, a coupon from McDonald's and box of chocolates. MFB is proud to have sponsored the printing of 80,000 tickets for this cause.

