



## OUR TEAM VALUES & STANDARDS:

1. **Follow Up** - We are committed to providing the absolute best follow-up possible. We focus on speed and consistency over time.
2. **Punctuality** - We demonstrate our commitment, care, and professionalism to customers, clients, colleagues, and one another by showing up early every time.
3. **Integrity** - We do what we say we're going to do when we said we were going to do it. We are genuine and sincere. We always tell the truth. We earn the trust of our clients and our teammates through our words and actions.
4. **Customer Experience** - Our clients feel cared for, heard, supported, and served. We exceed expectations by anticipating needs and answering before asked. We deliver solutions before the promised time. Our systems ensure the same great experience for each client every time. Our words always convey kindness, respect, and professionalism.
5. **Communication** - We never hang up the phone without letting the client know what is happening next. We call to check in even when there's nothing to say. We deliver bad news immediately. We ask questions before making assumptions. We believe that listening to understand is the key to effective communication.
6. **Learning Based** - We focus on improving our knowledge and skills as individuals and as team members. We are committed to accuracy, efficiency, and mastery. We take initiative to learn in order to contribute more.
7. **Attitude** - We believe the best about ourselves and one another. We encourage and affirm one another daily. We focus on possibilities rather than limiting beliefs.
8. **Accountability** - We recognize the importance of our roles as team members. We choose to take ownership of our team and our individual roles on it. We choose to take responsibility for our mistakes. We are committed to building the habit of accountability for achievement.
9. **Excellence** - We are determined to accomplish goals: for our clients, our team, and ourselves. We demonstrate tenacity and determination in all things. We choose habits, actions, and conversations that lead to success for ourselves and those around us.
10. **Relationships** - We seek to form life-long partnerships with the people we serve. We focus on adding value, giving back, and staying connected with the people in our community.