



Dear Valued Customers:

We recently conducted a Customer Survey and received over 1,100 responses. Thank you to those who participated – we appreciate your time and thoughtful comments.

We were gratified to learn that our customers are very satisfied with Savers Bank and would like to share some highlights of the survey results with you:

- **Overall satisfaction with Savers Bank customer service:**
*9.32 rating
- **Likelihood of continuing to bank with Savers Bank**
93.4%
- **Would recommend Savers Bank to a friend:**
*9.17 rating
- **Those who consider Savers Bank their primary bank:**
86.3%

**On a scale of 1 – 10, with 10 the highest*

Thank you again for your positive and constructive feedback. We continually strive to give our customers the personal attention they deserve and the products and services demanded in today's competitive financial marketplace. We take your comments seriously and are already at work to review, upgrade and improve the services you find most important. Your efforts will certainly help us better serve your banking needs in the future.

Savers Bank values your business and appreciates every customer relationship. Thank you for your support and continued loyalty.

Sincerely,
Paul Jalbert
President & CEO