



NOMINATION FORM

FIRST CITIZENS BANK CUSTOMER SERVICE AWARD

As an industry leader for more than a century, First Citizens Bank is committed to one valuable principle: Our customers always come first. That's why we have established the First Citizens Bank Customer Service Award. We want to recognize those businesses that share our belief that delivering great customer service is paramount to a company's success.

CRITERIA

- Companies with gross annual revenues not exceeding \$10 million.
- Privately or publicly held corporation, proprietorship or partnership (not a subsidiary or division).
- Headquartered in New Hanover County.
- Member of the Greater Wilmington Chamber of Commerce.
- At least three full years of operation.
- Owner actively participates in the daily operations of the company.
- Financial services institutions, brokerage firms and insurance agencies are not eligible.

JUDGING

The Greater Wilmington Chamber of Commerce will select a panel of community and business leaders who will determine the award winner. The award will be presented at the Chamber's Business Appreciation Awards breakfast to be held on December 11 at the McKeithan Center on Cape Fear Community College's North Campus.

SUBMITTING YOUR NOMINATION

- Nomination forms are available at the Greater Wilmington Chamber's Web site, wilmingtonchamber.org.
- Nomination forms should be mailed, e-mailed, faxed or hand-delivered to the Greater Wilmington Chamber no later than 5 p.m. on Monday, November 9, 2009.

Chamber mailing and street address: First Citizens Bank Customer Service Award
 Greater Wilmington Chamber of Commerce
 One Estell Lee Place
 Wilmington, NC 28401

Fax number: (910) 762-9765

E-mail address: weiss@wilmingtonchamber.org

NOMINATION:

Your name: _____ Title/relationship to business: _____

Your address (street, city, state, zip): _____

Your phone: _____ Your e-mail: _____

Name of business being nominated: _____ Type of business: _____

Business owner/Manager: _____ Number of years in business: _____ Number of employees: _____ Annual revenues: _____

Business address (street, city, state, zip): _____

Business phone: _____ Business e-mail: _____

Submit answers for the following section on separate sheets of paper. Please attach supplemental pages to the nomination form.

- Discuss why the company should receive the First Citizens Bank Amazing Customer Service Award.
- State the company's customer service philosophy.
- Outline how the company trains and develops employees to offer the best customer service.
- Discuss how the company rewards quality customer service.
- Cite specific examples of amazing customer service. Feel free to attach customer letters or testimonials.