KFC Customer Advisory Board

It is no longer enough to meet customer expectations. We must continue to be a valuable resource for our customers. Effective customer service today must be equated with knowledge, information, and expertise. These prized values are inherent in KFC's Customer Advisory Board.

BOARD FORMATION

- Established in November 1992
- Functions in advisory capacity to KFC and other members
- Semi-Annual Meetings
- Members = Federal Agency for which KFC provides disbursing services
- 42 member agencies

BOARD FUNCTION

- Provides ongoing customer feedback
- Provides improved communications
- Evaluates current products and services
- Identifies new and alternate services
- Serves as an interactive issues forum for client agencies
- Determines customer priorities and needs

BOARD ACCOMPLISHMENTS

- Automated Notification of Change
- Eliminated manual signature cards
- Accelerated direct deposit salary payments
- Designed the PrimePay program
- Initiated the Foreign Payments Program
- Annual Vanguard Award
- SPS Enhancements

KFC Customer Advisory Board

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"Service: Our Last Name But Our First Priority"