

Our Purpose is to deliver exceptional customer service while improving our community and customers' lives.

EMPLOYEE WELL-BEING: We foster stability and opportunity for all employees committed to Mascoma Savings Bank's Purpose and Values. Our potential has no limit and is driven by the quality of our employees.

MUTUAL RESPECT AND TRUST:

I work with my customers (internal and external) openly, honestly, sincerely and ethically. I follow through on my commitments and assume and expect the same from others.

COMMITMENT TO EXCELLENCE: I pledge to continually strive to exceed my personal best and to exceed my customers' expectations (internal and external).

Values Image Award

Date: 10.28.09

Presented To:

Amanda Tallman

Presented By:

Kris Bousquet

Value Displayed:

Employee Well-Being

What did the employee do?

In August I unexpectedly had to have my appendix out. Gayle and Becky were on vacation and Amanda had only been in our department for about a month and was still learning how to do things. I have a hard time being away from work when I think it will be hard on others. I came to work in the morning, left for an appointment and checked in before my next appointment. Amanda quickly began taking phone calls so Alan wouldn't have them all. I called into the Bank Friday morning after my surgery to let them know I wouldn't be in and to see how things were going. I was told all was quiet and they were doing fine. Amanda's willingness to jump into the unknown and help where needed and calm manner made it easier for me to be out of the bank. Thank you Amanda

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Values Image Award

Date: 10.20.10

Presented To:

Kris Bousquet & Amanda Tallman

Presented By:

Katie Prinz

Value Displayed:

Commitment to
Excellence

What did the employee do?

Lately, especially the week of October 12 – 15, it has been extremely busy in the fraud world. I had at least 4 different compromised card lists that I was working on. All of these cards needed to be hot-carded, re-ordered, and the customers called. Because this was taking up all of my time, I was behind in getting the Reg E's done (had about 10 of them), and I wasn't finding the time to catch up. I was definitely ready to pull my hair out, but Kris and Amanda came to the rescue! Kris and Amanda, took time out of their busy days, to help me hot card, re-order, and send all of the new cards (I believe there were around 30). We had quite the assembly line going: Me, calling customers, hot carding and re-ordering cards (which Amanda also helped do), Kris calling customers and preparing the compromised card letters to be sent, and finally Amanda entering all of the data into Synapsys and making all of the cards. At the end of all of this, both Kris and Amanda, stayed past 5 o'clock with me, to make sure the cards got done and sent out. I feel that this shows Kris and Amanda's Commitment to Excellence, because to me, they went above and beyond, to help me out and take away some of my stress. It was a very crazy week and I really appreciate all of the help I received from these two! Thanks Kris and Amanda!

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Values Image Award

Date: April 8, 2011

Presented To:

Amanda Tallman

Presented By:

Dianne Pellegrini

Value Displayed:

Employee Well-Being

What did the employee do?

Late one Friday afternoon, our department was wrapping up details for our Job Shadow Day event that was to take place on Monday. At the last moment, we realized we were short a panelist for the discussion with local eighth graders. In trying to come up with someone who would work well with the students and could handle being asked at the last moment, I contacted Amanda. Not only did she graciously accept the challenge -- thanks to her supervisors, Alan Grover and Gayle McFarland—she took time out of learning about her own new job responsibilities to spend time with the students and talk about her role at MSB.

Needless to say, by rising above and beyond the "call of duty" on such short notice, Amanda definitely impacted the employee well-being of our entire department!

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Values Image Award

Date 2/10/2011

Presented To:

Amanda Tallman

Presented By:

Sandy Tower

Value Displayed:

Employee Well-Being

What did the employee do?

Everytime I have a problem or question I usually will call Amanda and she is very willing to help and answer my questions. She always has a pleasant attitude and very helpful. Thank you Amanda for all you do and for your patience.