



# Credit Unions' Most Valuable Benefit: Best Upon Request



Best Upon Request (BEST) partners with organizations across the country to provide concierge services to employees, reducing their stress and giving them the freedom to focus on what matters most to them. BEST has an expertise in serving the financial sector, specifically credit unions. Our service is an innovative benefit for employees, one that improves engagement and culture by helping them feel valued. Below is a snapshot of how BEST made a measurable impact on the credit unions we served in the past year.

**67%** Customer Utilization Unique customers served by BEST.

**100%** Customer Satisfaction Customers satisfied with BEST.



“We can give our employees the gift of time by offering BEST’s concierge services. **It’s a tool to help them maintain a work/life balance**, thereby

giving them a chance to bring enthusiasm to work while life’s interruptions are in BEST’s hands.”

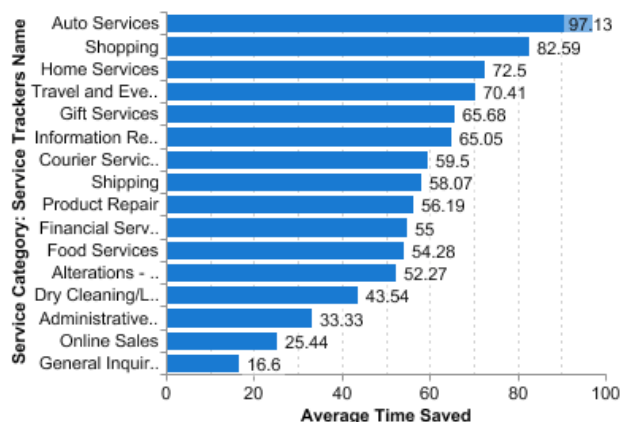
**Susan Stansberry**

President/CEO Tuscon Federal Credit Union

## Top 5 Service Categories



## Average Time Saved by Category (Minutes)



“My goal is to help our employees win at work and win at home with Best Upon Request’s concierge service. **BEST is a differentiator for attracting and retaining talent** and I have only heard great

compliments about their service! As Michigan First continues to grow, BEST is a partner that we want to grow with us. I give them my highest recommendation!”

**Michael Poulos**

President/CEO Michigan First Credit Union