

CUSTOMER Profile: Lynette Grunenberg, Director of Finance, Blanchard Management Corporation

Pay Your Bills Online Free! (cont.)

PAY BILLS FROM MULTIPLE DEPOSIT ACCOUNTS. Experience the flexibility of paying your bills from multiple accounts within your institution, all on the same screen.

SCHEDULE, CHANGE, OR STOP SINGLE AND RECURRING PAYMENTS. We make it convenient to schedule, change, or stop single and recurring payments.

UNLIMITED PAYEES. You can add unlimited payees to your bill pay account, including payees who do not accept electronic payments. All payees are verified before the first payment is made.

SECURITY SETTINGS. You have the control to make the rules for your bill pay account. Establish maximum amounts to be paid to any payee, or create a forced change PIN schedule. You can also create a security question that will be required to perform functions such as changing email addresses, adding a new payee, changing account numbers for payees and changing security settings.

PAYMENT CALENDAR. The payment calendar provides a month-at-a-glance of past or pending payments. Pending payments appear on the date they are scheduled to process. You can stop or change a payment directly from the calendar.

For more information on Partners Bank of California's free Online Bill Payment Service, contact a Partners Bank representative at 949.732.4000.

Lynette Grunenberg, the Director of Finance for Blanchard Management Corporation, knows the meaning and importance of customer service. She works for Blanchard Management Corporation where her boss, Ken Blanchard, along with Sheldon Bowles, penned the current #1 best-selling business book in the customer service category on Amazon.com entitled *Raving Fans: A Revolutionary Approach to Customer Service*.



Though she has banked with Partners since December 2007, Lynette, who lives and works in North San Diego County, has yet to visit the Bank's branch in Mission Viejo. "You don't have to be in Mission Viejo to bank with Partners. Opening accounts, getting signature cards, everyone at Partners makes it as easy as possible. There is no one better than Joy." Joy is Joy Kelly, Senior Vice President and Corporate Banking Officer, a veteran Orange County business banker who has been with Partners since its opening in November 2007. Along with

the exceptional service provided by Joy, Lynette enjoys the convenience of Remote Deposit and Online Banking to handle all of her banking needs.

"I know what good customer service is. Everyone at Partners Bank does what they say they are going to do. In fact, when news of the big bank failures first began dominating the headlines, I got a personal call from the President, Bruce Mills, assuring me of the safety and soundness of the Bank. It doesn't get any better than this," Lynette concluded.

After experiencing business banking in her Director of Finance role managing the finances of 11 Blanchard companies, she decided to become a personal client of the Bank as well. Joy Kelly summed it up, "At Partners, we realize our most important asset is customer loyalty and I am lucky to have clients like Lynette." To get the kind of service the Blanchards expressed in their thank you note below, contact Joy Kelly at (949)732-4034.



Joy M. Kelly
Senior Vice President

Dear Joy,

We just wanted to thank you again, for all that you do to make our banking experience with Partner's such a positive one. Your attention to detail and willingness to be there – no matter what – means more than you know. Your help with this last large wire transfer made a very hectic week much more manageable. We think you are the ultimate in "Raving Fan" service!

*Lynette Grunesberg on
behalf of the Blanchards*