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Investors Bank Honors Mount Laurel Branch Employees
Mt. Laurel Branch Receives 2016 Circle of Excellence Award

SHORT HILLS, New Jersey – Each year, Investors Bank honors employees for being the “best of the best” with its Circle of Excellence Awards. One of this year’s recipients is the team at the bank’s Mt. Laurel Branch at 3100 Route 38.

“We are so honored,” said Assistant Vice President/Branch Manager Pedro Figueroa. “We are the only branch in southern New Jersey to receive the award this year.”

The Investors Bank Circle of Excellence Award recognizes top performers who have achieved the highest level of business goals, while creating an outstanding experience for customers. Figueroa said selection for the award is based on exceeding goals and setting an example for peers in generating business for the company.

“This award is special,” explained Figueroa, “because it means that not only has the branch exceeded its sales goals, but it also reflects our efforts in customer service. The award looks at customer reviews, mystery shops and other forms of customer feedback. That’s what really counts – that we have gone above and beyond in our customer service, as well as exceeding our sales goals.”

According to Figueroa, who lives in Westampton, NJ, the team set a goal to be the “best of the best” at the beginning of 2015. “We decided as a team that we were going to do this, and the entire team bought in to the idea. It was a dedicated and committed team that made this award possible,” said Figueroa.

Mount Laurel Assistant Branch Manager Ian Borgstrom agrees that teamwork was the key in receiving the award. “To me,” said Borgstrom, “the Circle of Excellence Award meant we are the ‘best of the best’ and that a whole year of hard work was worth it. It meant pride in teamwork, and provided recognition of our achievements.” Borgstrom has been with Investors for eight years, including the last two years at the Mount Laurel branch. He lives in Edgewater Park, NJ.

“Being ‘best of the best’ means working with a group of people who not only strive for greatness,” said Mario Sergi, Customer Service Associate Supervisor, “but follow through on this goal and achieve it.” Sergi, who lives in Washington Township, NJ, has been with Investors Bank for 12 years, including 10 at the Mount Laurel branch.

“It’s such an honor to work for Investors,” said Figueroa. “The bank gives you the opportunity – and the tools and assistance – to help you meet and even exceed your goals.” Figueroa has been with Investors Bank for nearly two years.

(More)

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Photo Caption: The Mount Laurel Branch (3100 Route 38, Mt. Laurel, NJ) of Investors Bank recently received the bank's Circle of Excellence Award. Members of the Mt. Laurel team include, front row, from left: Assistant Branch Manager Ian Borgstrom; Assistant Vice President/Branch Manager Pedro Figueroa; and, Personal Banker Christopher Hoffman. Back Row, from left: Customer Service Associate Angela Bozarth; Customer Service Associate Supervisor Mario Sergi; Assistant Customer Service Associate Supervisor Anna McPherson; Licensed Bank Employee/Customer Service Associate Tammy Cruse; Customer Service Associate Brett Fromhold; Customer Service Associate Haribala Shah; and, Licensed Bank Employee/Personal Banker Bilsana Kolenovic.

About Investors Bank

Investors Bank is a full-service community bank that has been serving customers since 1926. With more than \$20 billion in assets and over 135 retail branches in New Jersey, New York City and Long Island, Investors Bank delivers personalized services and products tailored to the needs of its customers. Investors' consumer banking services include complete deposit products, online banking, home equity loans and lines of credit and a full array of mortgage loans. Serving the business community, Investors provides deposit accounts, cash management services, business loans and lines of credit, and commercial real estate financing solutions to small and middle market companies, professional services firms, municipalities and other businesses. Investors Bank. Member FDIC and Equal Housing Lender.