

The True Value Of Relationship Banking

“I understand the value of relationship banking – where you’re appreciated as a customer and the employees are willing to go the ‘extra mile’ to help you” — Dawn C. Carmichael, Owner, Consulting Agency

Background

I’ve been banking at PlainsCapital Bank for over 15 years. PlainsCapital Bank has taught me over the years what a neighborhood or community bank (that’s not a big box bank) feels like – along with the extra value they bring to their customers.



Sometimes, I go into the bank to make deposits and the tellers all know my name, and they bring my accounts up quickly – I’m done in less than 5 minutes. There are never long lines or customers waiting for more than a minute or two. The PlainsCapital website makes [online banking](#) easy with mobile deposits, transfers, reviewing statements, and bill paying.

Problem

Recently, my business computer was hacked and PlainsCapital Bank came to the rescue! I’ve been fortunate to know Blake Settle at the bank for many years – and I believe he’s one of the finest bankers in Dallas. Blake is extremely responsive and always finds a way to say ‘yes’.

Solution

After my computer was hacked, Blake and his team had all my accounts closed quickly – even removing my online banking profile to make sure my accounts and funds were safe. It was incredible that I didn’t lose a penny. Blake and the PlainsCapital banking team set up all new

accounts, credit/debit cards, ordered new checks, and gave me temporary ones. The crisis was an inconvenience but not a catastrophe – thanks to the Bank’s assistance.

Outcome

What could have been a personal financial crisis for me was avoided by their quick actions along with the highest-level of customer service. In a matter of a day or two, I was back up and operational again. It’s evident to me that Blake and the PlainsCapital Bank employees genuinely care about their customers. I’d highly recommend [PlainsCapital Bank](#). Now, I understand the value of relationship banking – where you’re appreciated as a customer and the employees are willing to go the “extra mile” to help you.