Thank you, Banner Bank.

People still get you through.

★ ★ ★ ★ ★ RETURN ON INVESTMENT REVIEW

For the Banner Bank and Bank of the Pacific teams, Vancouver + Seaside

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This one's a thank-you first, to the whole team. In Vancouver and Seaside, from the tellers who greet me by name to the bankers and back-office folks I never see, they've stayed in my corner through a whole bank merger, kids in tow. Front of house and back of house, it takes every position. That's what brand respect looks like from the customer's side of the counter.

When Bank of the Pacific became Banner Bank, my online login didn't make the move, and the phone menu kept looping me back to the start. So I did what Cascadia does: I showed up. The branch team got Banner support on the line, and that got me to Kyle on the client engagement team. He heard every step that hadn't worked, laughed in the right places and fixed it: voice verified, ID updated, new login. Zero judgment.

Logins and virtual agents wear on everybody, at any age or capacity. But the new tools earn their keep: voice verification is safer, and it saves time on every call from here on. Growing pains, not dead ends.

> *Systems get complicated.*
> *People get you through them.*

That's the whole thesis of Cascadia Cruise Co.: we do it for families navigating care. This time, Banner did it for us. Proud to bank here, and to grow here.

Lauren Forsythe · Banner Bank member
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