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|--------------------------------------------|-----------------------------------|---------------------------|-----------------------------------------------------|----------------------------------------------------------|
| <b>B</b>                                   | <b>I</b>                          | <b>N</b>                  | <b>G</b>                                            | <b>O</b>                                                 |
| Update an existing account                 | Answer the Phone                  | Compliment your co-worker | Process a transaction with three (3) or more checks | Make deposit to a savings account                        |
| Ask if member is signed up for eStatements | Transfer money for a member       | Process a Cash Withdrawal | Ask a member if they use eTeller                    | Process a transaction with a minimum of three (3) checks |
| Smile                                      | Wait on member with a Green Shirt | <b>FREE</b>               | Ask a member if they use mobile banking             | Deposit at least one check into an account               |
| Give a VISA balance                        | Sell a Money Order                | Have a Fun Day at Work    | Deposit Cash into an account                        | Process a Cash Deposit                                   |
| Conduct a Drive Thru transaction           | Ask for a Past Due Payment        | Process a Cashier Check   | Wait on member with a Red Shirt                     | Collect a Past Due Payment                               |

|                                   |                                         |                                                     |                                            |                                                          |
|-----------------------------------|-----------------------------------------|-----------------------------------------------------|--------------------------------------------|----------------------------------------------------------|
| <b>B</b>                          | <b>I</b>                                | <b>N</b>                                            | <b>G</b>                                   | <b>O</b>                                                 |
| Wait on member with a Green Shirt | Ask a member if they use eTeller        | Process a transaction with three (3) or more checks | Ask if member is signed up for eStatements | Process a Cash Withdrawal                                |
| Compliment your co-worker         | Wait on member with a Red Shirt         | Make deposit to a savings account                   | Ask for a Past Due Payment                 | Process a transaction with a minimum of three (3) checks |
| Give a VISA balance               | Ask a member if they use mobile banking | <b>FREE</b>                                         | Deposit at least one check into an account | Answer the Phone                                         |
| Deposit Cash into an account      | Process a Cashier Check                 | Update an existing account                          | Collect a Past Due Payment                 | Sell a Money Order                                       |
| Have a Fun Day at Work            | Process a Cash Deposit                  | Smile                                               | Transfer money for a member                | Conduct a Drive Thru transaction                         |

|                                            |                                                          |                                                     |                                            |                                         |
|--------------------------------------------|----------------------------------------------------------|-----------------------------------------------------|--------------------------------------------|-----------------------------------------|
| <b>B</b>                                   | <b>I</b>                                                 | <b>N</b>                                            | <b>G</b>                                   | <b>O</b>                                |
| Ask for a Past Due Payment                 | Process a Cashier Check                                  | Ask a member if they use eTeller                    | Process a Cash Deposit                     | Ask a member if they use mobile banking |
| Update an existing account                 | Give a VISA balance                                      | Have a Fun Day at Work                              | Transfer money for a member                | Make deposit to a savings account       |
| Smile                                      | Collect a Past Due Payment                               | <b>FREE</b>                                         | Sell a Money Order                         | Deposit Cash into an account            |
| Wait on member with a Green Shirt          | Process a transaction with a minimum of three (3) checks | Process a transaction with three (3) or more checks | Wait on member with a Red Shirt            | Compliment your co-worker               |
| Deposit at least one check into an account | Answer the Phone                                         | Process a Cash Withdrawal                           | Ask if member is signed up for eStatements | Conduct a Drive Thru transaction        |