



For Immediate Release

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Greater Austin Chamber recognizes TG for outstanding customer service

AUSTIN, TEXAS – The Greater Austin Chamber of Commerce has named TG the best non-profit company in the customer service category for the 2005 Annual Business Awards program. According to the Chamber, nominations for this year’s awards program represented a record high, with 146 companies competing for recognition in four categories.

As a nominee in the customer service category, TG outlined its customer service policies and standards, described employee training programs, and included testimonial letters highlighting exceptional customer service. TG also noted several measures, including the following scores, from customer satisfaction surveys that demonstrate the company’s success in exceeding expectations (scores reflect an average of the past four years, based on a five-point scale):

Satisfaction with TG’s primary call center:	4.75
Satisfaction with business integration team:	4.81
Satisfaction of delinquent borrowers with TG’s repayment counselors:	4.66
Satisfaction with TG training events:	4.75

“It’s widely acknowledged that customer service is a key differentiator for guarantors in the student financial aid community, and TG’s philosophy and culture have always reflected the importance of responding to customers quickly and providing reliable services,” said Sue McMillin, TG president and CEO. “Because we care about our business partners and the families and students we serve, we measure our efforts and hold ourselves to high standards, and it’s gratifying that the Greater Austin Chamber has recognized our efforts and affirmed our commitment to providing exceptional service.”