

FOR IMMEDIATE RELEASE

Oconee State Bank

info@oconeestatebank.com

706-769-6611



Oconee State Bank Launches Voice of the Customer Program to Enhance Client Experience

WATKINSVILLE, GA — Oconee State Bank is proud to introduce its new Voice of the Customer (VOC) program, a meaningful step forward in strengthening how the bank listens, learns, and responds to the needs of its customers.

As part of this initiative, customers may begin receiving brief email surveys following interactions within Oconee State Bank’s financial centers. These surveys will be sent by Customer Service Profiles (CSP), a trusted partner of the bank, and are designed to gather honest feedback about each customer’s experience.

At Oconee State Bank, relationships are at the heart of everything we do. The Voice of the Customer program creates an intentional and consistent way to hear directly from those we serve—helping ensure that every interaction reflects the level of care, responsiveness, and excellence our customers expect.

Customer participation is completely voluntary, and all feedback is reviewed thoughtfully to identify opportunities for improvement, celebrate what’s working well, and continue building remarkable experiences across every touchpoint.

Oconee State Bank encourages customers to take a few moments to share their feedback if they receive a survey. Every response plays an important role in shaping the future of the customer experience.

For more information about Oconee State Bank and its commitment to service, please visit www.oconeestatebank.com.

About Oconee State Bank

Oconee State Bank, established in 1960 and headquartered in Watkinsville, Georgia, operates six full-service financial centers across Oconee, Athens-Clarke, Gwinnett, Macon-Bibb, and Elbert counties. The bank also maintains a Loan and Deposit Production Office in

Johnson City, Tennessee, under its Trio South Bank division. The bank is the only locally owned and operated community bank headquartered in Oconee County. Oconee State Bank proudly serves its communities, providing unparalleled commitment to personalized service, innovative products, and solutions, and bringing exceptional value to all stakeholders through local ownership, involvement, and decision-making. The bank strives to be essential to those it serves by creating remarkable experiences that significantly mark the lives of others. Oconee Financial Corporation was established in January 1999 to serve as the holding company of Oconee State Bank.