



# Fixing the leak

Riback/Plumb Supply | Columbia, Missouri

- Focused on making each customer successful
- Committed to supporting the local community
- Acknowledged as one of the Midwest's most respected companies

These are just a few of the parallels that can be drawn between Commerce Bank and Riback/Plumb Supply, one of the leading wholesale distributors for residential and commercial plumbing and HVAC supplies in the country. However, the most important link between the two companies is the emphasis that they place on their customers.

"Attention to customer service is a huge part of our business and is something we look for in our business partners. Commerce has always handled our questions immediately to keep us up and running," said Cherie Coleman, Controller of Riback/Plumb Supply. "One reason we chose Commerce to be our merchant processor was due to their local presence. We have a number of folks that are always available

to help us with anything we need. And with data security being of the utmost importance to us, it's nice to have a local person we can call or drop-in on to address any concerns, such as PCI compliance and the safety of our cardholders' data."

"We appreciate that they aren't just reactive. Our account manager analyzes our business every year to see what improvements we can make and

where we can save money. We are able to incorporate the cost savings into our customer pricing," Cherie noted.

"I would highly recommend Commerce Bank. While their rates are competitive, we marvel at their support. It really is the deciding factor for us continuing, and hopefully, expanding

our relationship with them in the future."

Take the plunge and let Commerce Bank help seal up your merchant processing.

“We have always had outstanding experience with all departments of Commerce Bank.”