

## **Video transcript for Our Personal Bankers**

When I think I like most about personal banking, is seeing people and talking to them every day.

What I like most about my job, is to be able to help customers of all kinds of different sorts.

You get customers that, you know, maybe are very financially well-off. And they've got great stories to tell.

But you also have customers who may be struggling

I just like dealing with people and seeing my, my regular customers. They come in to see me.

We are trying to help customers, not just try to push things on them because I got to build a rapport with my customers. And I can always find a way to help them.

And it just makes the day better

As a personal banker I'm a relationship builder. It's all about building that rapport.

Building relationships with clients is actually really important because they want to know that we actually are invested, and we care about their lives to be a best fit as a personal banker in commerce. You gotta have the personality to want to help people.

The most important thing, probably being a team player.

It takes a person that's innovative. You got to think outside the box.

There are a lot of stereotypes that come with umm, being a Banker and working at a bank.

It's-it's not what what they were, how they would perceive it.

What am I think is that you need to have a financial background or a degree in the field. And it's not true.

Just so many opportunities within commerce to grow in different ways.

Just depends on if you have the right mindset and are you're open to learn new things.

It's never a dull moment working here.