



CONTACT:
Savannah Cruz
813.644.7443
pr@bkncreative.com

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GTE FINANCIAL WINS BRONZE STEVIE® AWARD AT 2024 STEVIE AWARDS FOR CUSTOMER SERVICE DEPARTMENT OF THE YEAR

TAMPA, FL, May 2024: GTE Financial is proud to announce its Member Care Team won a Bronze Stevie® Award for Customer Service Department of the Year at the 18th annual Stevie Awards for Sales and Customer Service.

GTE's customer service department, the Member Care Team, is an empowered group of employees actively engaged in their growth and development, department, organization, and community. The Member Care Team takes ownership and accountability for creating an environment that drives innovation to deliver a remarkable member experience. Each employee is an owner of this experience and is committed to the success of GTE members.

"We are honored to receive the Bronze Stevie® Award for Customer Service Department of the Year. Our Member Care team is dedicated to providing expert assistance, innovative solutions, and exceptional service to our members," comments Chad Burney, Executive Vice President and Chief Operating Officer at GTE Financial. "This recognition reinforces our commitment to our members and motivates us to continue delivering expert and knowledgeable support."

The Stevie Awards for Sales & Customer Service are one of the world's top honors for customer service, contact center, business development and sales professionals. The Stevie Awards organizes nine of the world's leading business awards programs, including the prestigious American Business Awards® and International Business Awards®. Winners were announced during a gala event attended by more than 400 professionals from around the world at the Bellagio in Las Vegas, Nevada on Friday, April 12.

The judges of GTE Financial's nomination made numerous comments highlighting the credit union's impressive accomplishments, which speak volumes about GTE's dedication to excellence. From achieving outstanding customer satisfaction scores to implementing innovative solutions, GTE consistently demonstrates a commitment to providing exceptional service to its members.

This year's competition considered more than 2,300 nominations from organizations of all sizes and in virtually every industry in 44 nations and territories. Winners were determined by the average scores of more than 200 professionals worldwide on seven specialized judging committees. To view a list of all the winners, please visit [StevieAwards.com/Sales](https://www.StevieAwards.com/Sales).

About the Stevie® Awards

Stevie Awards are conferred in nine programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Sales & Customer Service, the new Stevie Awards for Technology Excellence, and the Stevie Awards for Women in Business. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. More than 1,000 professionals around the world participate in the Stevie Awards judging process each year. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>. Sponsors of the 18th annual Stevie Awards for Sales & Customer Service include Sales Partnerships, Inc., Support Services Group, and ValueSelling Associates, Inc.

About GTE Financial

GTE Financial is a not-for-profit financial cooperative located throughout West Central Florida with \$2.9 billion in assets and 24 Community Financial Centers. Chartered in 1935, GTE Financial is the official credit union of the Tampa Bay Lightning and is locally owned and operated in the Tampa Bay area, serving more than 230,000 individuals and businesses. For more information on GTE Financial, visit [gtefinancial.org](https://www.gtefinancial.org).

For more information, interviews, or media requests, please call (813) 644-7443 or email Savannah Cruz at pr@bkncreative.com.

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