

Shirley Lowe, Vice President—Exchange Bank Leavenworth Branch

“Helping customers solve problems is among the most gratifying aspects of my role at Exchange Bank. Whether responding to inquiries face-to-face or over the phone, I know people are counting on me for answers. If additional assistance is required, I direct them to the appropriate department or colleague, ensuring their needs are fully satisfied. These are trying economic times for many people, so I make every effort to provide customers with a sense of comfort and ease by interacting with them in a friendly, cheerful manner. It’s a great feeling to know that I can personally help make a difference for those we serve.”

Shirley was appointed New Accounts Officer at Exchange National Bank’s Leavenworth branch in 1991 following 10 years of prior banking experience. Hers is one of the first smiling faces customers see when entering the Bank. The smile is genuine and indicative of her enjoyment in serving customers as the “go-to” person for opening a checking or savings account. She also applies her people-oriented qualities and professional experience toward assisting customers with Certificates of Deposits and IRAs. Shirley is an AVTS graduate and thrives on helping customers and engaging with others around her. Stop in and meet her and you’ll realize what we mean when we say “We’re always happy to serve you!”