

## Agility Is Important In Times Like These

In an environment where regulators continue to define and refine the rules, you can expect agility from MST. In addition to timely software updates and releases, the MST technical support team receives high marks for rapid response to our customer needs.

According to a recent customer satisfaction survey, MST is very proficient when responding to the variety of banks served across the country. When a client needs changes in loan pooling, reporting, internal or external factors that affect the ALLL, or one of the dozens of other customizable aspects of our system, the MST support team works with great efficiency to answer a call for service.

But don't just take our word for it. The following is a sampling of responses we received from that survey.

"Customer service has been very helpful, either by phone or e-mails," said a Loan Administrator with one of MST's Georgia banks. "Response has been quick and accurate in either fixing problem areas, adding special features that we require, or just giving guidance.

"MST is responsive to their customers' needs every time you call on them," said the Special Assets Manager of a North Carolina bank served by MST.

"I appreciate the immediate response from your support team. Rarely have we had a problem since the software has been installed, but have I had a need to call, I have always received an immediate response," said the Internal Programmer of a Missouri based bank. "Overall, I do appreciate the product as well as the great customer service."

"I would like to say that the staff is wonderful and the technical assistance is superb!" said the Information & Security Specialist of an MST bank in Maryland.

MST maintains a client retention of over 96% among banks we serve. Such success would not be possible without superior software solutions and support.

For more information on any of our solutions, or if you have an interest in becoming an MST client please contact Kelly Solesbee toll free at 877.910.9789 or by email at [Kelly.Solesbee@mainstreet-tech.com](mailto:Kelly.Solesbee@mainstreet-tech.com).