

People Are Talking...

## BEST Awards

Be Excellent in Sales/Service Today

B.E.S.T. Awards are given to those employees and Retirement Planning Specialists who have done an outstanding job of serving a customer, and the customer has taken the time to write in about their good experience. Those receiving awards receive a commemorative certificate and a special gift.

Here's our current B.E.S.T.

"Irene Lover (New England) has always **responded to my needs** for information and attention quickly with **knowledge and kindness.**"

"I want to commend Jo Lavey (Oregon), who has repeatedly **done her best** to expedite my requests for a reimbursement check. I have received **excellent help and support** from her since my very first dealings with VALIC."

"Tom Webb's (S. California) concern and advice has been top-notch. He **fair and honest**, and I don't hesitate recommending him and VALIC to anyone wanting to make investments for the future."

"I recently had to withdraw funds from my VALIC retirement account and turned to Barbara Slobojan (Rocky Mountain) for help. She was **unfailingly professional** in every respect and, equally important, she was sympathetic to my concerns. Her calm, **caring manner** always instilled confidence in me."

"I recently had an inquiry from the IRS requesting a letter of clarification from VALIC. Katsie Fewox (Home Office) quickly grasped what needed to be done and accomplished it within the short IRS deadline. She was a **pleasure to work with** and especially with the short deadline."

"Though my accounts were quite small, Noel Pickett (S. Florida) **treated me as though I was investing millions.**"

"Patricia Mills (Georgia) recently helped me with a loan application. She was **very informative** in answering my questions and handled the situation with professionalism and care."

"I was facing some in consolidating my wife's accounts when Cathi Kohlepp (Rocky Mountain) did an job and forwarded me the proper forms. I admire her **dedication**, hard work and professional manner."

"Sheila Sevelin (S. Florida) made an extremely informative asset allocation presentation at our conference. She took a topic many of us know little about and in a poised, articulate manner provided us with the understanding necessary to make **informed and intelligent investment decisions.**"

"I have just transferred half of my TIAA-CREF holdings into a VALIC account because of the **performance** of the company and the **service** I have received from Bill Lamkin (Rocky Mountain)."

"I want to express my appreciation for Barry Menser, (S. California). His **attention to detail** and willingness to go the extra mile has definitely **helped employee relations.**"

"Walter McNeil (New England) has visited me several times and made **recommendations** about my VALIC accounts. He had answers at his fingertips and persuaded me to leave my accounts as they are, which in this time of transition, is most **reassuring.**"

"I want to thank Linda Hall-Kaspar (Minneapolis) for being so **thoughtful**, caring, and pleasant. She has made the retirement planning process relatively painless and **understandable.**"

"Ken Eaton (S. Florida) is so **accessible** and customer service oriented.

He advised me about a plan in which I could get a better return for my retirement needs."

"Jackie Anderson (Georgia) is **truly** a blessing in disguise. Her **dedication** towards my desire to get a home will never be forgotten. Jackie does a **wonderful job** in dealing with stressed-out people."

"Our company has been participating in a VALIC retirement plan under the **careful guidance** and diligent client services rendered by Fay Hovey (Hawaii). When we first decided to start a retirement plan, we looked at several companies and found her most **clear, informative**, and helpful in designing our plan."

"Darren Copeland (Minneapolis) spent more than an hour and a half advising and giving me **peace of mind** concerning my retirement plan."

"Jim Pate (Arkansas) has always given me great advice and **guidance**. My investment has a face, a **personal contact**. It is Jim and I totally **trust** him."

"Chris Bone and John Russell, from your Georgia Region, recently presented your "12 Tips for an Easy Retirement" to our university staff where it was very **well received**. A professor from the college of business who teaches investments commented **favorably** on the information, and I received many other comments on what a good seminar it was."

"Janet Gerke (S. Texas) keeps me informed about my accounts, helps me evaluate which plans are right for me and goes out of her way to be helpful. She also takes **personal interest** in her clients."

"Garry Eastwood (S. California) has been to my house three times since becoming my retirement planning specialist, and each time he has had to explain how to read my statements. He has never made me feel foolish, and has always been **patient and kind.**"

"Louise Murawski (Chicago) called me about a fund transfer I was about to make and informed me about a tax law and how it would affect my transfer. I withdrew my request and avoided substantial tax penalties. I consider Louise a **trusted friend** who provides **excellent service.**"

"I would like to commend Wendy Crowder (Georgia) for her help and consideration in addressing my needs. She processed my paperwork in an **expeditious manner.**"

"I have greatly benefited from the **friendly**, competent advice that I've received from Dave Whitlow (Oregon). I am so happy with VALIC's products, services and personal **assistance** that I've offered to do an e-mail commercial to some of my closest associates."

"Before a meeting with Mike Aamondt (Alaska), I had come across a Bible passage that reads: 'Dishonest money dwindles away, but he who gathers little by little makes it grow.' Mike is helping me gather 'little by little' to **make my money grow.**"

"Eric Anderson (New Jersey) did a **wonderful job** arranging to put my sick pay buyout into a VALIC account. I was told that this would not be possible, but Eric came through and contacted the IRS and the board of education on how this could be **accomplished**. He did an awful lot of work for me and was always a gentleman and **proactive advocate.**"

"I greatly appreciate Tammy Knight's (Georgia) **hard work and persistence**. If it wasn't for her kind patience and **knowledge**, we would have never closed on our home."