

Jack – Video Transcript

My name is Jack Jones.

I came to Columbia, Missouri with my wife and daughter in 1975.

So, we've sampled our way around the various financial institutions.

We happened on to Commerce and it was just a perfect fit.

I could call up, I could get services. They know who I am.

I just liked the personal connection and the delivery of services and the concern.

We needed to buy a car quickly. It was two days after Christmas.

I got the operator at the bank, told her what I needed. Sue Gilpin came on the line. She's fantastic.

In five minutes, the transfer was made. The dealership had the down payment.

We wandered around the world. We, at times, needed support services from a distance.

I was stranded in Italy with a debit card that I had forgotten to activate.

The only place I could get connection was in the middle of the road

in Torino, Italy and literally there are Fiats going both directions.

I'm on the phone with Mendy. She activates the card.

I go to the next ATM machine and I've got money.

I tell everybody I know that Commerce is the best institution we've ever encountered.

Commerce is always there. Commerce is easily accessible.

Commerce knows who I am, they're going to respond to my needs and they're going to be friendly,

but they're going to do 10 out of 10 work at every occasion.

Commerce Trust Company, a different kind of trust.