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## **Texas Security Bank Wins 2021 Silver Stevie® Award For Sales & Customer Service**

**(DALLAS) March 4, 2021** – Texas Security Bank proudly announces earning a [Silver Stevie® Award in the Sales & Customer Service](#) category in the 15th annual Stevie Awards. The bank is recognized as one of the top front-line customer service teams of the year.

The Stevie Awards for Sales & Customer Service are the world’s top honors for customer service, contact center, business development and sales professionals. The Stevie Awards organizes eight of the world’s leading business awards programs, also including the prestigious American Business Awards® and International Business Awards®. Winners will be recognized during a virtual awards ceremony on April 14.

Many banks talk about their superior customer service, but at Texas Security Bank it is a leading business differentiator. Regardless of company size or revenue, Texas Security Bank clients receive personalized, attentive care from their bankers; as seen through the bank’s 83.5 Net Promoter Score (NPS). To put this in perspective, similar-sized bank scores range between 20 and 30.

“Texas Security Bank has a client-first mentality, and we are proud to have served our existing and new clients in a time of need through the Paycheck Protection Program (PPP) loan application process,” said Texas Security Bank’s CEO, Craig Scheef. “At the start of the pandemic many small business owners were navigating complex or unknown conditions, so our bank wanted to ensure our PPP process was fast and easy. Our advanced digital platform, committed staff and industry knowledge helped us process nearly 1,000 PPP loans, totaling \$245 million, with just a staff of 70.”

Texas Security Bank utilized Artificial Intelligence (AI) bots to quickly identify errors and missing information during the PPP process. The team also leveraged Moody’s MARQ portal for high-efficiency small business lending.

More than 2,300 nominations from organizations of all sizes and in virtually every industry, in 51 nations, were considered in this year’s competition. Winners were determined by the average scores of more than 160 professionals worldwide on nine specialized judging committees. Entries were considered in more than 90 categories for customer service and contact center achievements, including Contact Center of the Year,

Award for Innovation in Customer Service, and Customer Service Department of the Year; more than 60 categories for sales and business development achievements, ranging from Senior Sales Executive of the Year to Sales Training or Business Development Executive of the Year to Sales Department of the Year; and categories to recognize new products and services, solution providers, and organizations' and individuals' response to the COVID-19 pandemic.

“In the toughest working environment in memory for most organizations, 2021 Stevie Award winners still found ways to innovate, grow sales, please their customers, and secure new business,” said Stevie Awards president Maggie Gallagher. “The judges have recognized and rewarded this, and we join them in applauding this year's winners for their continued success. We look forward to recognizing them on April 14.”

More information about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at [www.StevieAwards.com/Sales](http://www.StevieAwards.com/Sales).

### **About Texas Security Bank**

Founded in 2008, Texas Security Bank is a locally owned and operated community bank that focuses on serving owner-managed businesses. With offices in Garland, Dallas and Farmers Branch, Texas Security Bank proudly serves “Champions of Free Enterprise” all across DFW.

Learn more about Texas Security Bank by visiting [www.TexasSecurityBank.com](http://www.TexasSecurityBank.com) or calling 469-398-4805.

### **About The Stevie Awards**

Stevie Awards are conferred in eight 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 Women in Business, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. 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 [StevieAwards.com](http://StevieAwards.com).

Sponsors of the 15th annual Stevie Awards for Sales & Customer Service include Sales Partnerships, Inc., and ValueSelling Associates, Inc.

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