



Ballston Spa National Bank

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## NEWS RELEASE

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### For Immediate Release

### BSNB Announces SUMMIT Employee of the Year

BALLSTON SPA, N.Y. – May 25, 2018 — [Ballston Spa National Bank](http://www.bsnb.com) (BSNB) announced that Jaime Griffen, Training Coordinator, has received the 2018 SUMMIT Employee of the Year award. BSNB President and CEO Christopher R. Dowd recognized Griffen for her exceptional dedication to educating new employees on BSNB’s customer service culture and working with current employees to help improve their customer service skills.

“As the company training coordinator, Jaime is in a unique position to impact a central tenet of BSNB’s mission – providing excellent customer service to our customers”, said Dowd. “Jaime’s ability to further develop these critical skills in our most valuable resource, our people, has a profound impact on customer loyalty and the bank’s success.”

Griffen joined BSNB in 2015 as a relationship manager for the Malta Office. A short time later, she moved to the Latham Office. Griffen was then promoted to the human resources department as the company’s training coordinator.

The following monthly Summit Award winners were also recognized for their contributions and commitment to the bank’s customer service objectives: Laura Stewart, Nancy Koval, Tanya Baker, Jill Robbins, Nicole Frank, John Chandler, Ashlynn Dunham, Larry Hansen, Jack Mewhorter, Heather O’Shea, and June Lane.

### ABOUT BALLSTON SPA NATIONAL BANK

Established in 1838, BSNB is celebrating 180 years of community banking. With just the right combination of personal service and high tech convenience, BSNB offers a wide range of products and services to individuals, families, municipalities, nonprofits and businesses. Offices are located in Ballston Spa, Burnt Hills, Clifton Park, Galway, Greenfield Center, Guilderland, Latham, Malta, Milton, Stillwater, Voorheesville and Wilton. BSNB’s website can be found at <http://www.bsnb.com>. To become part of BSNB’s online community, please visit us at [www.facebook.com/YourBSNB](https://www.facebook.com/YourBSNB) or [www.twitter.com/BSNB](https://www.twitter.com/BSNB)



CAPTION: Ballston Spa National Bank recently awarded Jaime Griffen, right, the SUMMIT Employee of the Year award. Griffen, training coordinator, stands with BSNB President and CEO Chris Dowd after receiving the award at a recent employee meeting.

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