



Rotary Club of Kalamazoo

June 7, 2021

Editarian: Amy Remmert

Today's meeting was called to order by President Seth Weeldreyer at 12:15 p.m.

National Anthem: John Dillworth played the National Anthem.

Invocation: Seth Weeldreyer gave the invocation giving thanks for all the wonders of spring.

Arts News: Jeff Ross presented the Arts News. Visit the Arts Council website to get more information at www.Kalamazooarts.com

Announcements: The Changing of the Guard will take place on June 28th at the Douglass Community Association and will be an outdoor event in the evening at a cost of \$22 per person. Sid Ellis will be installed as the incoming president.

Happy Bucks: Deb Harris gave happy bucks for the eight interact grads this year and it was an amazing event. Rob Peterson gave a happy buck for the 15 Rotarians who helped set up at Art on the Park.

The Program: Bob Miller introduced Nidhi Sarda from PNC Bank. She started in the customer care center in Oshtemo. She has had 19 years in banking. She got her Bachelor's in India.

PNC is the 5th largest bank in the USA. PNC is in 29 of the 30 largest markets. Overall consumers spend 17 billion dollars in overdraft fees. PNC provides them options to avoid overdraft fees by alerting them of upcoming payments scheduled and giving them options. There are many benefits working with a large bank which include the scope of products and services they provide.

The service center in Oshtemo is one of the largest and is a state of the art center. During the pandemic, Kalamazoo, being the largest brick and mortar site, had 1,100 people working from home. They provided some of the most timely and positive service due to good response time to customers. They fielded 88 million calls last year.