

For Immediate Release **12/6/04**
Contact Info: Janet M. Conti 502-777-7574
Tommy Nolan - Community Bank 812-981-7355

Community Bank Enhances Dedication to Customer Service

Community Bank, established in 1934, with 16 branches covering Clark & Floyd Counties in Indiana, and Jefferson and Nelson Counties in Kentucky have chosen gourmet coffees from John Conti Coffee Co. to improve customer satisfaction.

“We chose John Conti because of their reputation for excellent fresh roasted coffees. They are a local company like us, and we think it is a perfect fit.” Says J. Robert McIlvoy, Senior Vice President for Community Bank Shares of Indiana. “Community Bank’s goal is to create an ‘experience’ for our customers when they come in to do their banking. With this in mind, we are creating a feeling of comfort and familiarity in our branches. Currently we are serving freshly ground gourmet coffee free to our customers when they come into the bank, and we will be expanding to Flavor of the Month specials and Specialty iced ‘contea’ for the summer months.” In December the Flavor of the Month is Cinnamon Hazelnut.

Upon entering Community Bank, you quickly realize this is not your typical bank. A concierge is waiting at the door to offer a beverage or a newspaper. On a rainy day, chances are you will be met outside with an umbrella and escorted inside. As you leave the teller window, you’ll notice your receipt on a tray topped with an Andes mint chocolate. Even as Community Bank turned 70 this year, their dedication to customer service and building relationships remain unchanged.

“We know that to be competitive in today’s marketplace, we must go above and beyond the customer’s expectations. We are proud to partner with John Conti Coffee Co. in giving our customers Great Service, Great Banking, and “The Best Coffee In Town®”.

Larry Hollingsworth, CEO of John Conti Coffee Co. went on to say; “ Mr. McIlvoy’s vision represents a solid correlation with our client service mission because we always look for opportunities to take a *stake* in our client’s business by adding a tangible perception of value when doing business with us. The relationship between our two local companies ultimately reflects a solid match in both company’s value systems in a competitive marketplace. We are proud to be partnered with Community Bank.