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I went to make a purchase on my debit card and happened to check my account balance and realized that it was off by 10% or so. I reviewed purchases I made on the account and realized that someone had been making purchases with my debit card in small amounts over the past few months. I called Sam at the Wakefield Co-op Lynnfield Branch and explained the situation and she told me to come right over. I arrived a few minutes later and Sam already had all the paperwork printed off and ready for me to sign. She also had the stolen money replaced in my account and all of this only took a few moments out of my day.

I am forever thankful for her hard work and personal attention. You simply do not have this kind of customer service at bigger banks. Thank you Sam!

- Kathryn K.