

KFC Customer Advisory Board



“Service: Our Last Name But Our First Priority”

It is no longer enough to meet customer expectations. We must continue to be a valuable resource for our customers. Effective customer service today must be equated with knowledge, information, and expertise. These prized values are inherent in KFC’s Customer Advisory Board.

Board Formation

- Established in November 1992
- Functions in advisory capacity to KFC and other members
- Semi-Annual Meetings – Fall/Kansas City – Spring/Member Hosted
- Members = Federal Agency for which KFC provides disbursing/collection services
- 40 member agencies
- CAB Member Directory

Board Function

- Provides ongoing customer feedback
- Provided improved communications
- Evaluates current products and services
- Identifies new and alternate services
- Serves as an interactive issues forum for client agencies
- Determines customer priorities and needs

Board Accomplishments

- Automated Notification of Change
- Eliminated manual signature cards
- Accelerated direct deposit salary payments
- Designed the PrimePay program
- Initiated the Foreign Payments Program
- Annual Vanguard Award
- SPS enhancements