

By: Martinez Fischer

H.R. No. 1614

R E S O L U T I O N

1 WHEREAS, USAA earned a prestigious honor with its selection  
2 as the best company for customer service by *Business Week* magazine;  
3 and

4 WHEREAS, Based on survey results from J.D. Power and *Business*  
5 *Week*, this special recognition highlights the financial services  
6 company's longtime commitment to meeting the needs of its members,  
7 which today number 5.9 million; and

8 WHEREAS, Some 60 percent of the company's workforce is made  
9 up of member-service representatives, and each of those employees  
10 undergoes a rigorous application and training process before being  
11 tasked with the challenge of assisting members; and

12 WHEREAS, Established in San Antonio in 1922 by 25 Army  
13 officers, the company today serves members ranging from active-duty  
14 military personnel to service retirees to dependants, and USAA's  
15 array of services has continued to expand as members' expectations  
16 and needs have changed through the years; and

17 WHEREAS, Thanks to the tireless dedication of its  
18 member-service representatives, USAA has proudly claimed the title  
19 of "Customer Service Champ," and the commitment to excellence  
20 demonstrated by the company's employees indeed merits special  
21 commendation; now, therefore, be it

22 RESOLVED, That the House of Representatives of the 80th Texas  
23 Legislature hereby recognize USAA on its selection as the nation's  
24 best company for customer service by *Business Week* and congratulate

1 the many individuals who helped the company earn this important  
2 honor; and, be it further

3           RESOLVED, That an official copy of this resolution be  
4 prepared for USAA as an expression of high regard by the Texas House  
5 of Representatives.