



## **PRESS RELEASE for immediate release**

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### **Goodness is Customer Contact Center Manager**

Prevail Bank is pleased to announce that Mandi Goodness is its new Customer Contact Center Manager. With 25 years' experience in the finance industry, Goodness will lead a strong customer service, solutions-oriented team of professionals. Communications, organization, and time management skills are her strengths. Prevail Bank – Wisconsin Rapids will be her homebase.

“We are excited to have Mandi join our team,” said David Johns, Prevail Bank’s Chief Retail Officer. “Mandi is a motivated and committed professional. She’s an experienced manager who understands the questions and quandaries of banking customers. She’s proven herself as an individual who is dedicated to the customer, provides quick service and viable solutions. She will be a great addition to Prevail Bank’s customer service team.”

In her spare time, Goodness enjoys boating, four wheeling, shopping, listening to bands, and spending time with family and friends.

**Pictured:  
Mandi Goodness, Contact Center Manager  
Prevail Bank – Wisconsin Rapids**



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Prevail Bank is a federally chartered savings bank founded in 1934 with locations in Baraboo, Eau Claire, Marshfield, Medford, Owen, Phillips, Stevens Point, Wausau, and Wisconsin Rapids.