

## **Video transcript for Nick Manan**

My name is Nick Manan and I'm a personal banker

I started off in the food industry in high school, working part time..

Then I moved into retail.

I chose Commerce as an employer because umm, I sort of wanted to do something a little more professional...

And sort of expand my career options, uh so I decided banking would be a good thing and more of a, it's a grown up job is kind of why I chose that.

I'd say what I like most about my job is being able to help customers of all kinds of different sorts.

You get customers that uhh, you know may be very financially well off and they've got great stories to tell but you also have customers who may be struggling.

Umm, some people unfortunately have not had the financial knowledge to be able to handle their finances properly...

So there's times where you can actually help them, sort of guide them in the right direction and allow them to save money...

And that's fulfilling to me to be able to help out a different range of customers.

To be a best fit as a personal banker at Commerce, you gotta have the personality to want to help people.

Working in the retail industry before this, umm, I sort of gained that customer service personality and I feel like that's translated into the banking world, and I see that amongst my coworkers as well.

There's just so many opportunities within Commerce, to grow in different ways.

It's never a dull moment working here.