



BB&T

BB&T MyLink Payroll Card - Client Testimonial

W.A.KENDALL & CO., INC.

Fast reaction time is a way of life for the 800 employees of W.A. Kendall & Co., Inc. of Lawrenceville, Ga. While much of the year is devoted to routine right-of-way maintenance for leading utility companies in seven Southern states, one phone call can mean a drastic change in schedules and placement of teams.

"In the event of a major ice storm or damaging tornado, for example, we are able to shift equipment and manpower to the areas of immediate need," says Becky Kendall, secretary/treasurer of the third-generation family-owned company. "We're known for exceptional responsiveness, and it means a lot to our clients."

It also means that employees could well be out of town when their weekly paycheck arrives. "We were mailing to 150 locations and were dealing with a large number of paychecks lost in the mail," says Mrs. Kendall. "Issuing stop payments is time-consuming and expensive and, in this state, a stop payment doesn't necessarily provide protection if the paycheck is found and cashed."

Office manager Vicki Stephens encouraged Mrs. Kendall to explore payroll cards as an option. The company requested proposals from two experienced providers and, in the fall of 2011, selected BB&T's MyLink Payroll Card. "I'll be honest, I was skeptical about its chance of success," admits Mrs. Kendall. "But I've been pleasantly surprised – amazed, actually. Almost half of our 800 employees now use the card – even those with bank accounts. They love the convenience. No matter where they may be working on payday, that money is automatically uploaded to their card. It couldn't be more convenient."

Ease of Implementation

Mrs. Kendall says she was equally surprised – and impressed – with the ease of implementation. "The team of BB&T specialists who worked with us onsite were very professional and very friendly. They handled much of the spreadsheet input themselves and made sure we were ready to go."

"I appreciate the level of ongoing service we receive," says Ms. Stephens. "I never have to order supplies – they monitor the quantities and make sure we are restocked in advance. If our HR people have a question, we have a direct line to a dedicated support team."

"Bottom line is, we love it and our employees love it," says Mrs. Kendall. "We absolutely would recommend the BB&T MyLink Payroll Card to any company looking for increased efficiency and employee satisfaction."