

Marlene Morris works in loan servicing and has been with the bank for more than 28 years. She provides the initial loan set up for all commercial, residential and consumer loans and ensures that all the information provided is accurate. She deals with customer correspondence, especially regarding mortgages and questions about loans.

“A lot of my day-to-day work is to ensure accuracy,” she said. “We have to make sure we adhere to compliance requirements, like flood insurance. The things that have changed the most over the years are the regulations.”

“When you call Lee Bank you get a live person in a local office instead of an 800 number. And our customers can stop in any of our branches and talk to a real person. We put the customer first and most of our customers prefer the personal touch.”

“I’m from Lee and have been here all my life. I came to Lee Bank in 1989 as a teller, then worked in mortgage lending for eight years, and since then have been in loan servicing. I’ve found that second homeowners especially like the fact that they can speak with us and meet us in person, and they particularly like that we can help them navigate all the details of being a homeowner in the Berkshires.”

“There’s a really great camaraderie at the bank, when we’re in the break room—the president and senior management do not isolate themselves. It’s not a hierarchy.”

