



CERTIFICATE OF COMPLETION

Has successfully completed NextGen "U" Module 14

"Customer Service: A Culture of Service Excellence"

This online educational course provides one (1) hour of continuing education to the student named above. This course also qualifies for one (1) hour of CPE as PACB is approved by the State Board of Accountancy to offer continuing education credits for this program

A handwritten signature in black ink, appearing to read "Barbara W. Holbert".

Barbara W. Holbert, SVP

Sponsor PX000780L

