



San Francisco Financial Center Customer Advisory Board Meeting

August 28, 2008 – The Allerton Hotel – Chicago, Illinois

AGENDA Thursday, August 28, 2008



7:30 – 8:00 Registration / Networking

8:00 – 8:30 Welcome and Introductions

Philip Belisle, Regional Director, San Francisco Financial Center,
Financial Management Service

Randall Christopherson, Director, Small Business Administration
Chairperson, San Francisco Financial Center Customer Advisory Board



8:30 – 9:15 Payment Management Update

Wanda Rogers, Assistant Commissioner, Payment Management,
Financial Management Service



9:15 – 10:00 The Federal Reserve Bank – “Service with a S.M.I.L.E.”

Karen Pennell, Vice President, Customer Relations and Support Office,
Federal Reserve Bank of Kansas City



10:00 – 10:20 *Group Photo & Morning Break*

10:20 – 11:30 Agency Updates

11:30 – 12:00 Lunch Update - walk to the John Hancock building

12:00 – 1:00 *Lunch – The Signature Room – John Hancock building*



1:15 – 2:00 Helping the Customer Know What They Want....

Jim Bates, Melissa Atwood, and Randall Christopherson,
SBA Denver Finance Center, Small Business Administration

2:00 – 2:45 Social Security Administration Video – “The Andrea Arrington Show”

Kathi Moore, Director, Division of Benefit Certification and Accounting,
Social Security Administration



2:45 – 3:00 *Afternoon Break*

3:00 – 4:00 New Workgroup Project

4:00 – 4:15 Open Forum - Closing Remarks



See you in Monterey, California