

TDP Customer Service Gives Big!

When TDP Customer Service department's Activity Team heard that Walter Reed Army Medical Center in Washington, DC, was in need of items for their wounded warriors, they immediately took action with a "TDP Big Give" donation drive. To encourage participation and ensure donation drive success, an employee team competition was created. Items collected were given a certain number of points based on their monetary value. The team with the most points was deemed winner. At the end of the competition, it was supervisor Kathy Righter's team that earned the most points and the satisfaction of being the "TDP Big Give" champions.



United Concordia Customer Service staff pictured from left to right: Mike Steigleman, Erin Hassinger, Marta Ruhl, Lori Souders, Michele Armstrong, Karen Dill, Pat Letnaunchyn and Gretchen Alphonso.

The selection of the donation drive's name – "TDP Big Give" – was most appropriate, as over **\$7,500** worth of items were collected! Donations included CDs and CD players, DVDs, MP3 players, books/magazines, clothing, personal items, stamps, stationary, and gift cards.

Additionally, three United Concordia employees - Marta Ruhl, Michele Armstrong, and Angela Leshner - were given the opportunity to visit wounded service members and present the donated items to the Walter Reed Army Medical Center staff on May 1st.

Dr. Lawrence McKinley, United Concordia corporate vice president and TDP program manager, stated: "I am extremely proud of our TDP Customer Service staff. Not only do they provide phenomenal customer service day in and day out, but they also make the time to support those who have been injured in the service of their country."

For more information on the Walter Reed Army Medical Center, visit their Web site at <http://www.wramc.amedd.army.mil>.