

Client Experience Department**1-800-223-9146**

The Client Experience team is dedicated to the onboarding and training of new, as well as existing, clients. This team is committed to finding solutions for any challenges that may occur during a client's partnership with IBS.

Jacob Ladner, VP Client Experience	Ext.2308	jladner@bibank.com
Chris Story, Coordinator	Ext. 2960	cstory@bibank.com
Lindsey Bethel, Coordinator	Ext.2619	lbethel@bibank.com
Paige Sandlin, Coordinator	Ext. 2105	psandlin@bibank.com

Client Relations Department**1-800-223-9146**

Assist clients during the onboarding process, which includes the converting of customers to IBS customer base, preparation of onboarding paperwork, and initial batch submission. Also, processes request for invoice approvals and distributes Customer Information Notices.

Sale Approval Request & Assistance		ibscientassistance@bibank.com
John Tuck, SVP Client Relations	Ext. 1210	jtuck@bibank.com
Susan Marsh, VP Client Relations	Ext. 2203	smarsh@bibank.com
Tami Henderson, Manager	Ext. 2107	thenderson@bibank.com
Sarah Traylor, Operations Manager	Ext. 2101	straylor@bibank.com
Brandy Free, Administrator	Ext. 2218	bfree@bibank.com

Credit Department**1-800-223-9146**

Processes credit applications for new & existing customers, also reviews credit guidelines.

Credit applications		ibs.credit@bibank.com
Casey Bomar, VP Specialized Billing/Credit	Ext. 1100	cbomar@bibank.com
Jodie Key, AVP Specialized Billing/Credit	Ext. 2206	jkey@bibank.com
Charles Mumpfield, Manager	Ext. 2202	cmumpfield@bibank.com
Randi Allen, Manager	Ext. 2114	raallen@bibank.com
Erin Patterson, Supervisor	Ext. 2214	epatterson@bibank.com
Myra Williams, Supervisor	Ext. 2204	mywilliams@bibank.com

Credit and Specialized Billing Department**1-800-223-9146**

Processes credit applications for new & existing customers, reviews credit guidelines and processes requests for rental and lease invoice approvals.

Sale Approval Request & Assistance		ibsrentals@bibank.com
Casey Bomar, VP Specialized Billing/Credit	Ext. 1100	cbomar@bibank.com
Merri Cox, Manager	Ext. 2111	mcox@bibank.com
Tina Goodman, Specialist	Ext. 2219	tgoodman@bibank.com

Customer Service Department**1-800-332-9140**

Resolves billing problems between customers and clients.

Account and Customer-Connect questions**Rachel Goodwin, SVP Operations**

Ext. 2501

ibscustomerservice@bibank.com

Shane Stewart, VP

Ext. 2120

rgoodwin@bibank.com

Jennifer Landers, Operations Manager

Ext. 2602

sstewart@bibank.com

Danielle Bradford, Supervisor

Ext. 2614

jlanders@bibank.com

Erin Hemm, Supervisor

Ext. 2630

dbradford@bibank.com

ehemm@bibank.com

Data Processing/Accounting Department**1-800-223-9146**

Receives, processes, and funds clients for batches of invoices submitted.

Daily batches and funding questions**Judy McClure VP Accounting**

Ext. 1208

ibsddataentry@bibank.com

Kim Lee, Operations Manager

Ext. 2400

jmccclure@bibank.com

Tammy Sappington, Supervisor

Ext. 2502

klee@bibank.com

Sherry Pillow, Supervisor

Ext. 2504

tsappington@bibank.com

spillow@bibank.com

Payment Department**1-800-223-9146**

Processes payments to customers' accounts and contacts customers with questions concerning payments received.

Payment questions and information**Judy McClure, VP Accounting**

Ext. 1208

ibspayments@bibank.com

Bonita Reeves, Manager

Ext. 2408

jmccclure@bibank.com

breeves@bibank.com

Collections Department**1-800-332-9140**

Contacts customers for payment of delinquent invoices.

Shane Stewart, VP

Ext. 2120

sstewart@bibank.com

Whitney Marsh, Supervisor

Ext. 2601

wmarsh@bibank.com

Sales Department**1-800-223-9146**

Sells IBS services and products.

Steve Williams SVP Sales

Ext. 2922

stwilliams@bibank.com

Rebecca DePaula VP Sales & Marketing

Ext. 1207

rdepaula@bibank.com