

Pioneer Services: Awards and Recognition

As a leader in the military lending market for more than 25 years, Pioneer Services and its team members have been honored to receive numerous national and local awards for their commitment to military families and the communities they serve.

Champions of Business

The Kansas City Business Journal has named Pioneer Services a “Champions of Business” in both 2010 and 2011. Winners were selected based on sustained financial performance, commitment to bettering the community, and innovation in products, services, and culture.



APEX Awards for Publication Excellence

For 23 years the APEX Awards have recognized writers, editors, publications staff, and business and nonprofit communicators.

In 2011, more than 3,300 projects were entered into 130 different categories; out

of those, only 100 are chosen for a “Grand Award,” which highlight the best of the best among all the entries. Pioneer Services was one such company honored in 2011, receiving a “Grand Award for Writing” for our series of financial education articles.

Call Center Awards

Pioneer Services was the recipient of a 2011 “Call Center Award,” which recognizes and promotes the most innovative call center solutions and individuals. The company was the first winner of the “Best Contact Center Learning, Development & Recognition Program” category, which was new for 2011.

Great Place to Work in Las Vegas

In 2011, Pioneer Services was named a “Great Place to Work in Southern Nevada” by the Southern Nevada Human Resources Association, an affiliate of the Society for Human Resources Management (SHRM). Pioneer Services was chosen due to its culture, benefits, and commitment to its team members’ growth and success.

PR News CSR Award for “Workplace Innovation”

Giving back to the communities we serve is part of our culture, including offering team members a combined 4,900 hours of paid volunteer time off each year. These efforts were recognized with a 2010 PR News Corporate Social Responsibility Award for “Workplace Innovation.” One of the most prestigious awards in all of business, we beat out the likes of Deloitte, Butterball, and Pepsi Co.



Bronze Quill Awards

Pioneer Services’ “Save the Flame” campaign, created to keep the National WWI Museum’s eternal flame from being extinguished, was

recognized by the Kansas City chapter of the International Association of Business Communicators (KC-IABC) and was one of three finalists for “Best in Show” in 2009.

In 2011, KC-IABC recognized Pioneer Services with a Bronze Quill Award for the high quality and uniqueness of our Financial PEP Talk podcast series. Other winners included Hallmark cards, JP Morgan, Cerner, and Sprint.

Best Company to Work For—Ingram’s magazine

Pioneer Services was named to this business magazine’s 2009 list for its culture of empowerment, open and honest communication, and service to the community.



AFCPE Award for “Outstanding Consumer Financial Information”

The Association for Financial Counseling and Planning Education (AFCPE)

recognized Pioneer Services’ financial education program in 2009 as one of the best in the nation, awarding it the winner of the “Outstanding Consumer Financial Information” category. The AFCPE awards honor those organizations that provide superior financial education materials that are innovative and timely, and provide a depth and breadth of information.

Institute for Financial Literacy “EIFLE Award”

In 2009, the Institute for Financial Literacy honored Pioneer Services’ book, the *Military Spouse Finance Guide: Financial Advice for the Homefront*, with an Excellence in Financial Literacy Education (EIFLE) award. The book was recognized for its wide range of helpful and unique financial information.

ABA Award for Financial Education

The American Bankers Association (ABA) has recognized Pioneer Services twice: in 2008 for its financial education materials, and in 2009 for its book, the *Military Spouse Finance Guide: Financial Advice for the Homefront*.





Stevies Award for “Best Corporate Social Responsibility Program”

Called “the business world’s own Oscars” by *The New York Post*, the American Business Awards—known as the “Stevies”—are one of the most sought-after awards in the nation. Pioneer Services was recognized in 2006 for its focus on the financial health of its military customers, and giving back to the communities it serves.

Top 25 “Best Places To Work in America”

Pioneer Services was recognized in 2004 and 2006 as one of the top 25 “Best Medium-Sized Companies to Work for in America.” Based on team member surveys, the awards highlight companies that provide superior benefits, a positive workplace culture, and team member support.



Better Business Bureau Awards

Four offices have been recognized by their local Better Business Bureaus (BBB) for ethics and customer service:

- **Radcliff, Ky.**—The office serving Fort Knox has won a pair of Torch Awards for Marketplace Ethics, being recognized in both 2008 and 2009 for its outstanding service and dedication to ethics when working with military customers.
- **Evans Mills, N.Y.**—The office serving Fort Drum won a 2007 Torch Award for Marketplace Ethics from the Upstate New York BBB. The president of the BBB chapter said, “We know the difference between right and wrong when it comes to business ethics, and I am here to tell you this company gets it right!”
- **Hephzibah, Ga.**—The office serving Fort Gordon received a 2006 Torch Award for Marketplace Ethics.
- **Colorado Springs, Colo.**—The office won unprecedented back-to-back Excellence in Customer Service awards in 2007 and 2008. One of the most stringent local BBB awards, the process included an on-site visit and interviews with team members.

Top “Military Friendly Employer”

Pioneer Services was named a top “military friendly employer” by *G.I. Jobs* magazine in 2005. While the magazine’s “Top 25” focuses primarily on Fortune 500 companies, the magazine listed four companies, including Pioneer Services, outside of the corporate giants that do an outstanding job of actively pursuing veterans.

Freedom Award – Office of the Secretary of Defense

Pioneer Services was one of 15 companies honored in 2005 with a Secretary of Defense Employer Support Freedom Award for its support of team members serving in the National Guard and Reserve.

Individual awards

Many of our team members have been honored for the work they do for both military families and their communities.



Holcom receives U.S. Army Outstanding Service Medal

In 2010, Pioneer Services Chief Executive Officer Tom Holcom was presented with the U.S. Army’s “Outstanding Civilian Service Medal” for his work in helping to found and serve as the first president of the Command General Staff College Foundation at Fort Leavenworth, Kan.

“Chief Financial Officer of the Year”

The “CFO of the Year” award is given by the *Kansas City Business Journal* to a financial professional for outstanding performance in his or her role as a corporate financial steward. Pioneer Services’ CFO Laura Stack was named winner of the award in 2010.

Stevies Award for “Executive of the Year: Financial Services”

Tom Holcom received this American Business Award in 2009 based on his leadership and service to the community, and for helping Pioneer Services achieve one of the best years in its history despite a struggling economy.

Leading the Community

Joe Freeman, President and Chief Operating Officer of Pioneer Services, has been honored as one of Kansas City’s 2006 “40 Under 40” and one of seven local 2009 “Rainmakers” by *Ingram’s* magazine. Both awards recognize outstanding individuals in the community who have exhibited the leadership, work ethic, and community involvement that position them to be leaders in the region.

Award named after Pioneer Services Manager

U.S. Army Sergeant Major Al Hobbs (ret.), manager of the Fort Bliss office, was recognized in 2008 with an award named after him. The 32nd Air and Missile Defense Command’s Volunteer of the Year Award is now called “The Al Hobbs Volunteer of the Year Award.”

Big Brothers-Big Sisters “Man of the Year Award”

Tom Holcom was named “Man of the Year” by Big Brothers Big Sisters of Greater Kansas City in 2008. He was honored for more than 20 years of work with the organization, including creating the Big Brothers Big Sisters Legacy Invitational golf event.

Ernst & Young’s “Entrepreneur of the Year Award for Social Responsibility”

In 2006, Tom Holcom received Ernst & Young’s “Entrepreneur of the Year for Social Responsibility” award in the Central Midwest region.