



Making Families a Reality

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Carolina Conceptions Awarded Prestigious Honor for Exceptional Customer Service by the Greater Raleigh Chamber of Commerce



(from left to right) Dr. Bill Meyer, Dr. Grace Couchman, Dr. John Park

FOR IMMEDIATE RELEASE Raleigh, North Carolina

Carolina Conceptions was honored with the First Citizens Bank Exceptional Customer Experience Award by the Greater Raleigh Chamber of Commerce in a ceremony held Tuesday, May 4, 2010. Over 500 community members gathered at the Raleigh Convention Center for the 26th anniversary celebration of the Pinnacle Business Awards to honor some of Raleigh's most talented and innovative entrepreneurs and small businesses. Dr. Grace Couchman, Dr. Bill Meyer, Dr. John Park and many of Carolina Conceptions' staff members were in attendance to accept the award. "This honor is especially meaningful to our team given the fact that extraordinary customer service is at the heart of our practice's mission statement," says Sheridan Robinson, practice manager at Carolina Conceptions.

The First Citizens Bank Exceptional Customer Experience Award highlights the efforts of small to medium-sized businesses that not only provide great customer service but who make efforts above and beyond to establish an exceptional customer experience at every point of contact, throughout the organization. "After years of working with Carolina Conceptions, I have witnessed firsthand their consistent dedication to exceptional customer service. Between their warm and friendly staff and rave reviews from patients, Carolina Conceptions was a deserving choice for this year's First Citizens Bank Exceptional Customer Service Award," says John Terry, vice president of Triangle Commercial Banking at First Citizens Bank in Raleigh.

The Pinnacle Business Awards, hosted by the Greater Raleigh Chamber of Commerce, annually recognizes some of the Triangle's most successful business executives from both emerging companies and companies that have exhibited a substantial history as an established business. This is the first Pinnacle award for Carolina Conceptions who opened in 2006.

To learn more about Carolina Conceptions, please visit www.carolinaconceptions.com.

About Us: Carolina Conceptions is the fastest growing infertility center in the southeast and is the only private practice of its kind in the Triangle area where all doctors are board certified in both OB/GYN and Reproductive Endocrinology and Infertility. The physicians share more than 45 years experience in the infertility field and have achieved some of the highest success rates in both the region and country. The practice offers a fully comprehensive range of treatment options along with a highly trained staff who are dedicated to delivering friendly and compassionate care.