

## Transcript - The Buffalo Zoo

**0:00 Eric Marshall, IT Director (2010-2017) Buffalo Zoo:** Buffalo Zoo is the third oldest zoo in North America. It was founded in 1875. The zoo's had a long standing relationship with M&T Bank. They have been supportive of us as a donor and sponsor of exhibits.

**0:11 Eric Marshall, IT Director (2010-2017) Buffalo Zoo:** But, we are also a business customer. We do our banking with M&T Bank and we rely on MT for merchant services for processing of credit card transactions both online and in person.

**0:21 Eric Marshall, IT Director (2010-2017) Buffalo Zoo:** My interactions with M&T Merchants Services began when I reached out to inquire about processing credit cards securely on our new website. Through a conversation with Maureen at M&T Bank, she discovered additional business needs that we didn't necessarily know were opportunities.

**0:37 Maureen Sheldon, Operations Manager, Merchant Services, M&T Bank:** Every client has different needs. Every client has different technology. We really talk to the customer, get to know their needs, get to know their type of business and can offer an appropriate solution for them.

**0:47 Eric Marshall, IT Director (2010-2017) Buffalo Zoo:** Thanks to M&T Bank, we are able to accept credit card payments at every single one of our point of sale locations. They not only offer the best fees but they also offer the best support.

**0:56 Maureen Sheldon, Operations Manager, Merchant Services, M&T Bank:** We provide basic credit card terminals. We provide online processing, and we do point of sale systems or software.

**1:02 Eric Marshall, IT Director (2010-2017) Buffalo Zoo:** They were warm, friendly people who wanted to have a genuine conversation with us, learn about our business need and then proposed solutions that M&T has to offer to meet those business needs. They truly partner with the Buffalo Zoo. They understand that our success is their success.

**1:26 [MUSIC]**

END