

MID-MAINE CHAMBER

# Caron's customer service honored

Golden Pond Wealth Management worker says client relationship built over time

BY RACHEL OHM  
Staff Writer

WATERVILLE — When a client walks in the door at Golden Pond Wealth Management, it's not just a one-time interaction for customer service associate Holly Caron.

"It's a relationship over time, and that's different from maybe some other fields," said Caron, who helped start the financial planning office in 1996 and has worked there 22 years. "It's trying to make sure they have a good experience and working on that every day."



Caron, whose daily duties include a little bit of everything from answering the phones and handling firm trading

operations to servicing institutional clients and overseeing retirement plans, is the recipient of the 2017 Mid-Maine Chamber of Commerce Customer Service Stardom Award.

"It has been said if you want something done right, give the task to a busy person," said Kim Lindlof, president and CEO of the chamber. "Holly not only does it right, she executes with a style, class and grace that makes whatever she is doing appear seamless. Her customers and colleagues alike applaud her for her outstanding customer service, and we agree."

Caron, 57, joined Golden Pond when it was founded by Brian Bernatchez in 1996. The two had worked together previously at another investment firm, and when Bernatchez decided to leave, he asked Caron if she would join him.



Staff photo by Michael G. Seamans

Holly Caron, customer service associate at Golden Pond Wealth Management, has been awarded the Mid-Maine Chamber of Commerce Customer Service Stardom Award.

"I really enjoy working here a lot," Caron said. "In this field, your whole business is taking care of your clients. Since we've been here so long, we've had the same clients for over 20 years, and it's a pleasure continuing to get to know them as friends and knowing their families."

You're working with their life savings, and it's something that means more to them than a lot of things, so every day you have to remember that."

Outside of work, Caron's passion is in serving as a hospice volunteer at the Hospice Volunteers of

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Waterville Area, something she got involved with about 10 years ago after she and her husband, Ray, lost a daughter to cancer.

She also previously served on the board of directors for the United Way of Mid-Maine.

"The absolute trust and faith I have in Holly to provide exceptional, extraordinary and caring service to our clients is shared by them," Bernatchez said in a statement. "Holly's service to Golden Pond has been a critical component of our growth and retention of our clients, many of whom have been with us for more than two decades. Nine times out of 10, clients call to speak with Holly and not me."

A resident of Winslow, Caron said the best part about her job is the people and not just the customers, but also her co-workers.

"It's just been awesome," she said. "Most people work here until they retire. It's a really strong team and it's great. I'm just so fortunate to live in a town I want to live in and have a great career to build on."

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