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Two Employees Teamed Up to Find A/C for Veteran in Need

Contributed, Turney Spencer Published 3:19 p.m. CT Aug. 16, 2017



(Photo: Contributed)

Sherry Haney and Toribia Smith, customer service representatives with Advance Financial, pulled out all the stops back in June for a local veteran in need.

After coming into the Advance Financial store where they both work, an aging veteran expressed concern about the status of his living conditions. It was his mention of lack of air conditioning in the sweltering summer heat, specifically, that caught the attention of Haney and Smith.

“Both Sherry and I knew from the way he was speaking about his home that he was in a tough spot,” said Smith. “It was hard to hear, especially when it came down to the lack of proper air conditioning at this time of year, so we decided to do something about it.”



Toribia Smith, Robert Slough,
Sherry Haney (Photo: Contributed)

Together, the two employees aimed to figure out a fix for the veteran's living conditions. They began asking around town for a possible donation, and approached a manager at a local Lowe's store about a donated unit. He accepted and gave them a unit free of charge.

The A/C donation wouldn't have been complete without a delivery, said Smith and Haney. So the two women packed up the unit and surprised the man at his doorstep, unit-in-hand.

According to Smith, the man was immensely thankful. “He was in tears and we were in tears. We're just happy that he's in a better situation now.”

“We're immensely proud of Toribia and Sherry for this act of compassion,” noted Tina Hodges, CEO and Chief Experience Officer for Advance Financial. “We encourage our employees to go above and beyond for customers, but I have to say – this will be tough to beat.”

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