

Verizon  
Up To Speed Live  
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>> HELLO, I'M CURRENTLY AN INDIRECT ACCOUNT MANAGER IN LAS VEGAS.

I'VE BEEN WITH VERIZON FOR TEN YEARS NOW.

TEN YEARS THIS MONTH.

I WAS BORN AND RAISED IN THE PHILIPPINES.

IT'S ABOUT 40 MINUTES, ONE HOUR FROM MANILA.

I'VE ALWAYS BEEN A GO-GETTER.

LET'S GO OUT THERE.

LET'S GO.

I TRAVELED WITH MY FLIP FLOPS, WITH LUGGAGE AND \$500 IN MY POCKET.

ALL I KNEW, I WAS GOING TO SAN FRANCISCO, I HAD A MAP AND MY AMERICAN DREAM.

I STARTED LOOKING FOR A JOB, VERIZON SHOWED UP, THEY WERE HIRING FOR A PART-TIME CUSTOMER SERVICE REP, LONG STORY SHORT, I GOT THE JOB, FOR ME, ALONG THE WAY WITH THE JOURNEY FROM VERIZON.

BEING RESILIENT.

HAVING THE PATIENCE AND ALSO HAVING HUMAN COMPASSION TO HELP ME OUT.

NOT ONLY IN MY LIFE, BUT IN MY VERIZON CAREER.

WHERE I CAME FROM IN THE PHILIPPINES, THERE'S PLACES WHERE THEY DON'T HAVE ELECTRICITY, I'M SO THANKFUL THAT VERIZON HAS PROVIDED A MEANS OF BEING ABLE TO HELP US.

SO... LAST MONTH, ALONG WITH MY HIGH SCHOOL CLASSMATES, WE WERE ABLE TO GENERATE ALMOST 300,000 TO SUPPLY BASIC NEEDS, BASIC FOOD SUPPLIES.

EVERY WEEKEND -- HERE, I HAVE A BUNCH OF THIS ALREADY.

THERE'S A DIFFERENT TYPE -- THERE'S ONE THAT EXISTS AND FOR MEN, WE HAVE A MUTUAL-COLORED RED.

THERE ARE SO MUCH, WITHIN VERIZON, WHERE WE CAN VOLUNTEER.

TO OUR MILITARY EFFORTS, WE DON'T NEED TO BE MILLIONAIRES TO BE ABLE TO HELP OUT.

>> ANOTHER 5G FIRST, THIS TIME, I'M NOT SHOWING OFF A NEW SMARTPHONE OR HOT SPOT.

BRAND NEW LENOVO FLEX 5G.

AVAILABLE EXCLUSIVELY FROM VERIZON ON JUNE 18TH.

LET'S CHECK OUT WHY IT'S SO AWESOME.

A COMPUTING PLATFORM THAT GIVES YOU THE SPEED AND PERFORMANCE OF A PREMIUM DESKTOP PC, ULTRA THIN LAPTOP.

ON TOP OF THAT, GIVES YOU ACCESS TO VERIZON'S ULTRA WIDEBAND NETWORK.

CONNECT VIDEO IN THE CLOUD WHILE VIDEO CHATTING AND GET FASTER RESPONSE TIME WHILE GAINING.

ALSO WORKS GREAT ON WI-FI.

ON THE OUTSIDE, THE NOVA FLEX 5G IS CRAFTED FROM PREMIUM ALUMINUM.

SUPER COMFORTABLE TO HOLD.

IT HAS A WIDE ANGLE, 14 INCH TOUCH SCREEN THAT GIVES YOU A PERFECT BALANCE BETWEEN PORTABILITY AND REUSABILITY.

YOU CAN WORK AND PLAY FROM ANYWHERE WITHOUT WORRYING ABOUT CHARGING UP.

DID I MENTION THE FLEX 5G IS A 2 IN 1 CONVERTIBLE.

IT TRANSFORMS INTO A FULL-SIZE WINDOWS 10 TABLET.

YOU CAN READ ARTICLES IN BED, WATCH MOVIES WITHOUT HAVING TO WORRY ABOUT NOT HAVING ROOM FOR A LAPTOP OR USING A LENOVO, STYLUS TO SKETCH OR TAKE NOTES.

YOUR KIDS CAN CHOOSE IT AS A TOUCH SCREEN DISPLAY FOR BUILT LEARNING.

EXTREMELY USE IF YOU MEAN IF SOMEBODY IN YOUR TV IS WATCHING REAL HOUSEWIVES OF NEW JERSEY.

INCLUDES ENTERPRISE-BRIDGE SECURITY FEATURES LIKE WINDOWS HELLO AND INTEGRATED IR CAMERA THAT RECOGNIZES YOU AND ONLY YOU.

VISIT VERIZONWIRELESS.COM TO LEARN MORE ABOUT PRICING AND FIND OUT ABOUT THE COOL ACCESSORIES COMING OUT TO LENOVO FLEX 5G.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

>> I JOINED VERIZON IN JANUARY OF 2014.

I WORKED IN SOURCING LEGAL WHERE I'M PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS, THE CREDO AT VERIZON, IT REALLY SETS THE FOUNDATION OF HOW YOU ARE AS AN EMPLOYEE, BUT... ALSO THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT HERE AT HOME.

IT'S REALLY THE TIME WHERE WE REALIZE THAT JUST BECAUSE WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY AND ANY LITTLE EFFORT GOES A LONG WAY.

>> OUR FRIENDS IN HILLSBORO FOUNDED MEALS FOR HEROES.

WE WORKED WITH THEM TO START A BRANCH IN BASKING RIDGE NEW JERSEY.

>> WE'RE HAPPY AND APPRECIATIVE OF ALL THE NURSES AND FIRST RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS IMPORTANT TO SAY THANK YOU.

OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES, WE WANT TO GET BACK TO EVERYBODY WORKING DURING THIS TIME.

>> WE WERE ABLE TO GET SUPPORT FOR OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA.

WE WERE ABLE TO GIVE BACK TO BUSINESSES THAT NEED BUSINESS DURING THIS TIME.

WE'RE ABLE TO USE THOSE MEALS TO HELP FRONT LINE RESPONDERS.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

IF WE COULD PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR THE CONCERN ABOUT HOW AM I GOING TO MAKE LUNCH, EVEN IF IT'S A FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM AND VERIZON FOR ALL THE AMAZING WORK YOU DELIVERED IN THE LAST COUPLE WEEKS.

>> FOR WHAT YOU'VE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS.

>> I THINK YOU GUYS SHOULD GET ALL MY CREDIT AND I LOVE YOU.

>> I'M A MOTHER OF 2 AND HAVE MY ELDERLY FATHER WHO LINKS WITH ME IN MY HOME.

I JUST WANTED TO SAY THANK YOU.

>> I WANT TO GIVE ACCOLADES TO CHRISTINA.

>> I WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO BROUGHT JOY AND ENCOURAGEMENT TO THE MOST VULNERABLE IN THE COMMUNITY.

>> IT'S ALWAYS A PRIVILEGE AND HONOR TO BE WITH YOU AND YOUR TEAM.

YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION --

>> MY THANKS TO ALL THE EMPLOYEES -- PARTICULARLY THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD... KIND OF ACCESS TO INFORMATION.

WHAT YOU'RE DOING IS HELPING, NOT JUST THE UNITED STATES, BUT... THE WORLD STAY INFORMED.

>> IT WAS REALLY RIGHT AT THAT PEAK WHERE EVERYTHING CHANGED, IMMEDIATELY, RIGHT?

IT FELT LIKE WE WERE BUILDING SOMETHING -- IT WAS BECOMING MORE OF A NARRATIVE AND BAM, WE'RE THERE.

>> IN THE BLINK OF AN EYE, WE MOVED FROM WORKING IN THE OFFICE TO THAT HOME-BASED MODEL AND WE NEVER SKIPPED A BEAT.

>> IT WAS THE FIRST TIME I REALIZED THAT EVEN THOUGH THE WORLD IS CHANGING BY GOING REMOTE -- IT'S STILL THE SAME.

WE STILL HAVE A JOB TO GET DONE.

I GENUINELY THINK AS A COMPANY -- HOW WE RESPONDED, WE EXCELLED.

>> THE ORGANIZATION LEANED INTO THE SITUATION.

I'VE SEEN INDIVIDUALS AND TEAMS GO THE EXTRA MILE TO REALLY MAKE -- DO THE RIGHT THING FOR THE CUSTOMER.

>> AS THE CREDO SAYS -- WE RUN TO CRISIS -- WE DON'T RUN AWAY FROM IT, WE'VE SHOWN IT TIME OVER TIME.

THIS IS NO DIFFERENT.

THE RELATIONSHIP AND THE SERVICE THAT WE PROVIDE WILL MAKE THE DIFFERENCE.

>> THE TRUST THAT WE BUILT UP OVER THE YEARS, WAS ABLE TO YOU KNOW... OVERCOME THE LACK OF BEING WITH SOMEBODY FACE-TO-FACE.

I THINK THINGS ARE WAKING UP TO THE FACT THAT VERIZON IS, YOU KNOW... AN IMMENSELY CAPABLE PART OF PERFORMANCE.

>> WE HAD 1,000 DOCUMENTED, PROACTIVE CALL REACHOUTS, WE WERE CALLING OUR CUSTOMERS SAYING "WE'RE BACK ONLINE, WORKING FROM HOME, WHAT DO YOU NEED NOW?" IT MADE OUR CUSTOMERS CLOSER TO EMPLOYEES, I THINK.

BY AND LARGE, THROUGHOUT THIS ENTIRE PERIOD.

>> WE SEE THEM AS HUMANS.

WE'RE HERE FOR THEM AND VERIZON UNDERSTANDS WHAT THEY'RE FACING AND WE'LL DO EVERYTHING IN OUR POWER TO HELP THEM THROUGH THIS.

>> CERTAINLY, OVER THE LAST COUPLE MONTHS, ONE OF THE THINGS THAT REALLY IMPRESSED ME IS THE WAY THE TEAM HAS COME TOGETHER.

I THINK IT'S BEEN AN OPPORTUNITY TO LEARN MORE ABOUT THE INDIVIDUALS IN OUR EXTENDED THEME AND I THINK, INEVITABLY, THAT'LL BE A GOOD THING.

>> I'M FINDING THAT AT ALL LEVELS, COMMUNICATION HAS JUST OPENED UP EVEN MORE.

>> IT'S NOT JUST A STATUS CHECK CALL, IT'S A FLUID CONVERSATION THAT HAPPENING AND I THINK THAT'S SOMETHING THAT'S REALLY OPENED MY EYES, SOMETHING SO SIMPLE COULD BE SO IMPACTFUL.

>> I TALKED TO MORE PEOPLE AT IT AND MORE PEOPLE IN LOGISTICS THAN I EVER TALKED TO, REALLY JUST -- EVERYONE'S WILLINGNESS TO STEP IN, HELP OUT AND MAKE SURETY CUSTOMER EXPERIENCE HAS BEEN THE MOST IMPRESSIVE THING I'VE SEEN.

>> THIS HAS BEEN A CATALYST FOR MORE RADICAL THINKING AROUND THE WAY THAT WE DELIVER SERVICES.

>> IT'S ALMOST PROVING TO OURSELVES WHAT WE CAN ACCOMPLISH.

I THINK THAT'S SOMETHING TO BE SAID.

I ALSO THINK IT'S MADE US A LITTLE MORE AGILE, A LITTLE MORE NIMBLE.

>> ONE OF THE LESSONS LEARNED IS AROUND HOW WE OPERATE UNDER PRESSURE.

WE ARE GOING FROM EMOTION TO ACTION, ALMOST INSTANTLY.

>> THEY SEE RENEWED CONFIDENCE FOR OURSELVES.

RENEWED ASSURANCE FOR OURSELVES.

WE CAN DESIGN AND DELIVER FOR THESE TIMES.

>> MANY MORE CLIENTS ARE TALKING TO US AND TREATING US LIKE PARTNERS.

>> WE BUILT A NETWORK TO WORK FORWARD, THAT'S NEVER BEEN MORE APPARENT THAN THE PANDEMIC AND HELPING OUR CUSTOMERS.

NOW WE HAVE THAT VERY STRONG PURPOSE OF HELPING AND... UNDERSTANDING THAT OUR CUSTOMERS ARE VITAL.

>> MY NAME IS BRAD, I'M A SOLUTIONS SPECIALIST AT VERIZON.

I WORK OUT OF SAN DIEGO AND HAVE BEEN WITH THE COMPANY FOR THREE YEARS NOW.

IT'S ABSOLUTELY AMAZING -- I WAS DIAGNOSED ON APRIL 20TH, 2019 WITH STAGE 4 NON-HODGKIN'S LYMPHOMA.

A MONTH PRIOR TO THAT, I WAS GOING THROUGH PROBABLY THE MOST EXCRUCIATING PAIN I'VE EVER DEALT WITH.

A LOT OF FUNCTIONAL MOVEMENTS, I WASN'T ABLE TO DO FOR MONTHS.

NOBODY COULD TELL ME WHAT WAS GOING ON, UNTIL I READ A CERTAIN ARTICLE THAT STATED "YOU SHOULD REQUEST AN MRI."

THEY TURNED THE COMPUTER AND SAID "HERE'S THE IMAGING" THAT LITTLE BLACK SPOT IS A TUMOR AND GROWING AT AN EXPONENTIAL RATE, IF YOU HAD WAITED, EVEN A FEW MORE WEEKS -- IF IT TOUCHED YOUR SPINAL CORD, YOU WOULDN'T BE ABLE TO WALK EVER AGAIN.

THAT BROKE ME DOWN.

I HAD NEVER BEEN GIVEN NEWS SO DETRIMENTAL -- THE FOLLOWING DAY, I STARTED HAVING SURGICAL TEAMS COME AND VISIT ME IN THE HOSPITAL.

NOW... MY CASE ALONE IS ABOUT ONE IN SEVEN IN THE WORLD.

THEY WERE LIKE "WE'D LOVE TO PERFORM THIS SURGERY ON YOU, BUT... WE MUST TELL YOU, YOU'LL HAVE A 50% CHANCE OF WALKING COMING OFF THE TABLE."

THE OTHER OPTION WAS CHEMOTHERAPY.

SPINAL TAPS, RADIATION, YOU NAME IT -- I WENT THROUGH IT.

I WAS NEVER ABLE TO LEAVE MY BED OR SIT UP WITHOUT GETTING THE GNARLIEST HEAD RUSH.

I PUT MYSELF THROUGH IT SO I COULD WALK COMING OUT OF THIS.

WITH MY SUPPORT SYSTEM I HAD, IT FELT LIKE ANOTHER WALK IN THE PARK FOR ME.

THAT'S WHAT HELPED ME MAINTAIN THE POSITIVE ENERGY, MAINTAIN THE POSITIVE OUTLOOK.

MY DISTRICT MANAGER REACHED OUT TO ME EVERY SINGLE WEEK CHECKING ON ME.

EVERY SINGLE WEEK.

THEY HELPED OUT A LOT.

THEY WERE ALWAYS THERE.

THEY TENDED TO EVERYTHING I NEEDED.

I NEVER WORKED FOR A COMPANY THAT'S AS LOVING AND CARING FOR THEIR EMPLOYEES AS VERIZON IS.

>> TODAY'S YOUR GRADUATION, GIVE THE BELL A RING AND RECEIVE YOUR APPLAUSE.

[BELL RINGING]

[APPLAUSE]

>> THAT'S THE NEWS I'VE BEEN WAITING TO HEAR.

NOW I FEEL AMAZING, I FEEL UNSTOPPABLE, I FEEL LIKE I CAN TAKE LIFE HEAD ON.

I WANT TO MOTIVATE OTHERS.

I WANT EVERYBODY TO FEEL DETERMINED TO MAKE THE BEST VERSION OF THEMSELVES.

DON'T LET THE PAST DICTATE WHERE YOU WANT TO BE IN THE FUTURE.

LET'S BUILD A BETTER FUTURE.

>> A LOT HAS HAPPENED IN OUR 20-YEAR HISTORY.

WE MOVED THE WORLD FORWARD IN SO MANY DIFFERENT WAYS.

AND THROUGH IT ALL -- THERE'S ONE THING THAT KEPT US ON THE SAME PAGE.

>> WHO IS THIS COMPANY THAT WE CALL VERIZON?

>> WE RUN TO A CRISIS -- NOT AWAY.

>> WE SEE CRISIS AND CHANGE AS OPPORTUNITIES.

>> WE KNOW TEAM WORK ENABLES US TO SERVE OUR CUSTOMERS BETTER AND FASTER.

>> INTEGRITY IS AT THE CORE OF WHO WE ARE.

>> WE'RE COMMITTED TO BE PART OF THE SOLUTION.

>> TO MAKE THE WORLD IN WHICH WE WORK, BETTER THAN IT WAS YESTERDAY.

>> OUR BEST IS GOOD FOR TODAY, TOMORROW, WE'LL DO BETTER.

>> THESE ARE SOME OF THE LINES FROM OUR VERIZON CREDO, THIS IS WHO OUR CREDO IS FOR.

>> HERE WE GO, ANTONI, 60 SECONDS ON THE CLOCK.

TOAST, JAM, BUTTER, AVOCADO?

>> BUTTER, ROOM TEMPERATURE, STRAWBERRY JAM AND A LITTLE SALT.

>> TAKING IT TO THE NEXT LEVEL THERE.

SCALE OF ONE TO TEN -- HOW GOOD ARE YOU AT KEEPING SECRETS?

>> I'M AN 8.

>> OKAY... WHAT'S YOUR FAVORITE CARB?

PIZZA, BREAD, PASTA?

>> PIZZA -- I HAD IT LAST NIGHT FROM PRINCE STREET PIZZA, THEIR PEPPERONI, SHOVED WITH PEPPERONI, FALLING OFF THE SIDES, I LOVE PIZZA.



>> ON A SCALE OF 1 TO BEYONCE YEA, HOW WOULD YOU RATE YOUR KARAOKE SKILLS?

>> I DO A REALLY GOOD ENRIQUE EGLASIAS IMPERSONATION, SO... I'D SAY BEYONCE.

>> THERE YOU GO.

I'VE GOT 12:01 ON THE EAST COAST, IT IS MONDAY, JUNE 22ND. WE'RE BREAKING SOME EXCLUSIVE NEWS ON UP TO SPEED LIVE TODAY. YOU'LL NOTICE WHY ANTONI FROM QUEER EYE IS HERE, A LOT OF EXCITING STUFF.

LET'S ROLL THIS FIRST VIDEO.

LOOK AT THAT.

INTRODUCING THE VERIZON VISA CARD -- THAT'S AN EXCITING MOMENT THAT WE'RE ALL HERE FOR RIGHT NOW.

TALKING ABOUT MORE ABOUT WHAT THAT CARD IS, WHO IT'S FOR.

AND WHO CAN GET IT AND WHEN.

I'M GOING TO BRING IN MY FRIEND WHO LEADS THE CONSUMER TEAM TO TALK MORE ABOUT THIS.

HE'S ALSO CELEBRATING AN ANNIVERSARY WITH VERIZON, SO... GIVE ME THE DOWN LOW ON WHAT THIS CARD IS AND HOW YOU AND THE TEAM ARE DOING.

>> THANK YOU, JEREMY.

IT'S MY THREE-YEAR ANNIVERSARY.

THREE YEARS AGO, I HAD A LOT LESS GRAY HAIR.

I ALSO REMEMBER THAT THREE YEARS AGO, WHEN I JOINED VIA THE COMPANY, I WAS REALLY ADMIRING IT.

THE NETWORK -- I'D SAY THAT THREE YEARS IN, I ADMIRE VERIZON MORE FOR ITS VALUES AND HOW THIS MANIFESTED DURING THE PANDEMIC AND RESPONDING TO THE RACIAL INJUSTICE.

I COULDN'T BE PROUDER TO BE A V-TEAMER AND LEAD A TEAM THAT HAS STEPPED UP TO THE PLATE DURING THOSE CHALLENGING TIMES.

WE HAVE MORE THAN 30 ISSUES THAT ARE COVID-RELATED.

I'M VERY EXCITED TO BE HERE TODAY TO TALK ABOUT THE LATEST INITIATIVE WE'RE LAUNCH.

>> YES... TELL ME MORE ABOUT IT.

WHAT ARE WE TALKING ABOUT TODAY, MY FRIEND?

>> AS YOU KNOW, WE HAVE THE MOST LOYAL CUSTOMER BASE IN THE INDUSTRY.

WE WANT TO RELY ON OUR CUSTOMERS.

WE EMBARKED ON THAT JOURNEY THREE YEARS AGO WITH THE LOYALTY PROGRAM.

MORE THAN 1/3 OF OUR CUSTOMERS ARE ENJOYING THE REWARDS OF THE LOYALTY PROGRAM

LAST YEAR, WE CONTINUED WITH THE GROUND BREAKING PARTNERSHIP, OFFERING 12 MONTHS FREE OF BUSINESS PLUS TO OUR EXISTING CUSTOMERS.

TODAY... WE'RE ANNOUNCING A VERY SPECIAL CREDIT CARD, VERIZON VISA CREDIT CARD.

>> THERE IT IS, LOOK AT THAT.

TALK ABOUT HOW FOLKS CAN GET THIS AND WHAT THEY NEED TO KNOW ABOUT THE CARD BEFORE WE DO THE OFFICIAL UNBOXING.

>> FRANK: YES... THERE ARE FIVE THINGS YOU NEED TO KNOW ABOUT THE CARD.

NUMBER ONE -- THERE'S NO ANNUAL FEE.

NUMBER TWO, YOU CAN USE THE CARD WHEREVER VISA IS ACCEPTED.

NUMBER THREE... IT'S A WIRELESS CARD THAT YOU CAN USE FOR EVERY DAY EXPENSES.

THE REWARDS ARE 4% ON GAS AND GROCERY SHOPPING, WHETHER YOU BUY IT IN STORE OR GET IT DELIVERED.

4% FOR ESSENTIAL GAS AND GROCERY EXPENSES.

3% FOR DINING, TAKEOUT, CURB SIDE PICK-UP.

2% FOR EVERYTHING VERIZON AND 1% FOR ANYTHING ELSE.

FOR ANYTHING YOU SPEND, YOU GET VERIZON DOLLARS AND THOSE VERIZON DOLLARS HAVE THE SAME VALUE AS THE REAL DOLLAR, NO EXPIRATION DATE, NO CAP ON THE AMOUNT OF DOLLARS YOU CAN USE.

NUMBER FOUR, YOU CAN USE THOSE VERIZON DOLLARS TO REDUCE YOUR VERIZON WIRELESS BILL, YOUR FIOS BILL, OR... OFFSET THE COST OF

YOUR NEXT 5G SMARTPHONE, PROCESS ACCESSORIES, BASICALLY ANYTHING VERIZON.

YOU CAN USE YOUR VERIZON DOLLARS TO PAY FOR ANYTHING VERIZON.

AND FIVE... LAST BUT NOT LEAST, IT'S THE ONLY CREDIT THAT GIVES YOU ACCESS TO THE AUTO PAYMENT CARD.

AS MUCH AS \$10 PER HOME RUN ON VERIZON UNLIMITED.

YOU CAN EARN MORE, SAVE MORE AND DO. MORE I REALLY THINK IT'S A GREAT PROPOSITION FOR OUR CUSTOMERS.

I KNOW THE QUESTION ON YOUR MIND IS WHY NOT?

IS IT THE RIGHT TIME?

OBVIOUSLY... WHEN WE PREPARED AND WORKED ON THE CREDIT CARD, IT WAS BEFORE THE PANDEMIC.

WE SURVEYED OUR CUSTOMERS, WE GENERATED IT INSIDE, BUT... WHEN THE PANDEMIC STARTED, WE HAD TIME.

WE SURVEYED OUR CUSTOMERS THE SECOND TIME DURING THE MONTH OF MAY AND OUR RESPONSE WAS OVERWHELMINGLY POSITIVE.

BECAUSE WIRELESS SERVICES, SMARTPHONES, ACCESSORIES, WIRELINE SERVICES, ARE ESSENTIAL FOR CUSTOMERS, GIVING THEM MORE WAYS TO SAVE ON THOSE SERVICES, WAS VERY WELL-RECEIVED BY OUR CUSTOMERS

SO... WE ARE LAUNCHING THIS CARD NOW.

ONE THING I WANT TO SAY... WE ARE LAUNCHING ON FRIDAY.

TODAY... WE'RE ANNOUNCING THAT BETWEEN NOW AND FRIDAY, WE HAVE AN EARLY ACCESS PROGRAM AND CUSTOMERS WILL GO TO VERIZON.COM/VERIZON VISA CREDIT CARD.

AND CAN BE AMONG THE FIRST TO ENROLL AND GIVE UP TO \$1,000 IN BENEFITS.

FRIDAY, WE'LL HAVE THE FULL SCALE-OUT.

>> THAT'S GREAT.

THAT WEB ADDRESS FOR FOLKS TO BE THE FIRST IS VERIZON.COM/VERIZONVISACARD.

A COUPLE QUESTIONS HAVE COME IN, LET ME HIT THOSE QUICKLY.

EMPLOYEES WILL BE ELIGIBLE.

THERE'S EARLY ACCESS FOR EMPLOYEES ON THE EMPLOYEE PHONE PROGRAM FOR THE NEXT COUPLE DAYS TO GET A \$25 VERIZON DOLLAR OFFER AND WHEN THIS GOES OFFICIALLY LIVE ON FRIDAY... THIS FRIDAY... ALL EMPLOYEES ARE ELIGIBLE.

YOU'VE GOT THE CARD THERE -- YOU'VE BEEN USING IT FOR A COUPLE WEEKS NOW -- I HAVE IT AS WELL.

IT WORKS -- IT'S A GOOD-LOOKING CARD.

WHAT DO YOU LIKE MOST ABOUT THE LOOK OF THIS?

>> FRANK: IT'S UNIQUE IN ITS DESIGN.

IT'S VERTICAL, IT'S METALLIC CARD.

AS YOU CAN SEE -- IT'S ALL BLACK IN THE FRONT WITH ONLY THE VERIZON LOGO AND PERSONAL INFORMATION ON THE BACK.

I'M NOT GOING TO TURN MY CHARRED TO PROVE IT -- OTHERWISE, YOU TAKE A SCREEN SHOT.

IT'S A VERY SLICK DESIGN AND THE OVERALL, UNBOXED EXPERIENCE IS QUITE UNIQUE.

>> LET ME WALK PEOPLE THROUGH THAT BEFORE OUR SPECIAL GUEST ANTONI JOINS US AGAIN.

THIS IS WHAT CUSTOMERS WILL GET, NICE PACKAGING, IT'S FOR YOU.

THEY OPEN IT UP, THIS IS... I'M NOT SAYING I'VE GOT A LOT OF CREDIT CARDS IN MY DAY, BUT ONE OF THE NICEST PRESENTATIONS I'VE SEEN FOR IT.

YOU CAN SEE THE REPRESENTATION OF THE CARD THERE AGAIN.

THIS PACKAGE HERE, WAITING FOR CUSTOMERS TO USE -- MAN... THERE IT IS -- THERE'S THE CARD AGAIN... IT'S A REALLY NICE PRESENTATION THAT OUR CUSTOMERS ARE GOING TO GET.

THIS ISN'T JUST A STANDARD ISSUE -- IT'S AN EVERY DAY-USE CARD. THAT'S REALLY COOL.

ONE OF THE BIG PERKS OF THIS, 4% BACK ON GAS AND GROCERIES, 3% ON DINING PURCHASES FOR VERIZON DOLLARS -- THE WAY YOU EARN THOSE AND ANTONI FROM QUEER EYE, HE'S KNOWN AS THE FOOD AND WINE GURU ON THE SHOW -- REALLY NICE GUY.

CAUGHT UP WITH HIS EARLIER TODAY FROM OUR KITCHEN SET OF UP TO SPEED WE OPENED UP TO DO LIVE SHOWS WITH.

LET'S HAVE A LOOK.

>> SPECIAL GUEST WITH US TODAY TO HELP US ANNOUNCE THE VERIZON VISA CARD.

ANTONI FROM QUEER EYE, THE FIFTH SEASON JUST PREMIERED EARLIER THIS MONTH.

IT'S A GREAT SHOW.

WE TRY NOT TO WATCH IT ALL AT ONCE, WE WANT TO SAVOR IT.

A BIG FAN.

WHAT DID YOU LEARN MORE IN THIS PAST SEASON AND WHAT WAS THE FAVORITE -- MOST-FAVORITE THING YOU COOKED?

>> LET'S SEE... THE THING I LEARNED THIS SEASON... I REALLY FEEL LIKE I GOT TO EXPLORE WHAT A PHILLY ACCENT IS LIKE.

IT'S VERY SPECIFIC.

WE FILMED IN PHILADELPHIA, THAT WAS OUR SEASON, SEASON FIVE.

THAT WILL GO ON NETFLIX NOW.

YOU CAN RATION IT OUT LIKE... JEREMY DOES WITH HIS FAMILY.

IT'S YOUR CHOICE, REALLY.

DURING THESE TIMES.

I THINK -- THERE'S SOMETHING VERY -- I KIND OF LOVE ACCENTS AND KIND OF -- THERE'S SOMETHING ABOUT A PHILLY ACCENT THAT MAKES ME THINK OF OLD ENGLISH WITH AMERICAN AND IT'S KIND OF LIKE THIS HYBRID.

YOU GET LIKE LITTLE NOTES OF, OF LIKE... OF A BRITISH ACCENT THAT.

WAS SOMETHING SURPRISING.

I LOVE LIVING IN PHILLY -- IT'S SUCH A GREAT DIVERSE ENVIRONMENT, BUT... AT THE SAME TIME, SO... LIKE, RICH IN, IN HISTORY, MAKES ME THINK OF MONTREAL, WHERE I'M FROM.

FAVORITE THING I MADE, THAT WOULD CHANGE DAY-TO-DAY, BUT... IF I HAD TO PICK SOMETHING RIGHT NOW, IT'D BE WHAT I'D ACTUALLY EAT RIGHT NOW.

AND IT'D BE A COMPONENT.

THERE'S ONE EPISODE WITH THIS REALLY AWESOME, WE'RE WILL THE RECALLY ON THE JERSEY SHORE.

I GOT TO LIVE OUT MY NEON SUNGLASS BEACH SLUSHIE DREAM.

I MADE PESTO, FROM SCRATCH AND... RIGHT NOW, I WOULD DEFINITELY GO FOR THAT.

YOU KNOW WHAT?

PESTO IS ONE OF THOSE THINGS THAT I'VE BEEN MAKING IN A FOOD PROCESSOR OR BLENDER FOR SO LONG, BUT WHEN YOU MAKE IT IN A PESTULA MORTAR, IT STAYS NICE AND BRIGHT GREEN.

YOU KNOW WHAT'S A PET PEEVE?

NOT THAT YOU ASKED ME, BUT I'M GOING TO TELL YOU.

WHEN YOU BUY BASIL IN A STORE -- IT COMES IN A BIG BUNCH AND YOU USE A FEW LEAVES AND HAVE SO MUCH LEFTOVER AND YOU DON'T KNOW WHAT TO DO WITH IT.

EVERYONE SHOULD MAKE PESTO AND FREEZE IT.

ADD IT TO A TOMATO SAUCE, SOUP, STEW.

IT'S JUST SO EASY TO MAKE.

IF YOU'RE ALLERGIC TO NUTS, SKIP THE PINE NUTS, ALTHOUGH... PINE NUTS AREN'T NUTS.

THEY'RE SEEDS.

YOU CAN USE ALMONDS, ARUGULA, IT'S REALLY GREAT.

THAT WAS THE LONGEST ANSWER TO SAY, I'D HAVE FRESH PESTO OVER EGGS RIGHT NOW -- YEAH... AND A NICE BIG CUP OF COFFEE.

>> THE POLISH EPISODE WHERE YOU TALKED ABOUT COOKING --

>> NOT FOR BREAKFAST.

>> I TAKE IT BACK.

I'D HAVE [INDISCERNIBLE], JEWISH PEOPLE CALL IT [INDISCERNIBLE], FRENCH PEOPLE CALL IT [INDISCERNIBLE].

IT'S GRATED POTATO AND ONION AND A TINY BIT OF FLOUR.

THEY'RE NICE AND CRISPY.

THAT'S KIND OF MY FAVORITE WAY TO HAVE IT -- I'D ACTUALLY HAVE POTATO PANCAKES RIGHT NOW ON A MONDAY MORNING FOR BREAKFAST.

>> OBVIOUSLY, FOLKS SPENDING MORE TIME IN THE KITCHEN, THEY'RE ORDERING OUT.

I THINK WE HIT EVERY TAKEOUT SPOT, EVERY GOOD RECIPE WE'VE HAD ABOUT EIGHT TIMES RIGHT NOW.

EARNINGS ARE GAS AND GROCERIES WITH VERIZON DOLLARS.

3% ON RESTAURANTS.

HOW HAS THAT HELPED YOU?

>> THAT TOUCHES BACK ON WHEN WE STARTED INITIALLY HAVING OUR DISCUSSIONS AND I WAS MENTIONING WITH THE TEAM AT VERIZON -- THE FUNNY THING ABOUT MY LIFE RIGHT NOW -- YES... I'M A HOME COOK, BUT... IN THE PAST, TWO AND A HALF, THREE YEARS OF MY LIFE, SINCE QUEER EYE HAS REALLY STARTED, LIFE BEFORE QUEER EYE. I USED TO LITERALLY COOK SIX OUT OF SEVEN MEALS A NIGHT AT HOME, GET GROCERIES, LIKE A NORMAL PERSON AND COME BACK AFTER MY 10:00 TO 7:00 JOB AND PREPARE MEALS.

I HAVEN'T BEEN ABLE TO COOK DURING THESE PAST FEW YEARS.

I'M TRAVELING AND NEVER HOME.

I'M ALWAYS FOR SILVER LININGS AND BEING AN OPTIMIST.

WITH THIS LITERAL PANDEMIC GOING ON, THERE'S BEEN A LOT OF CHALLENGES THAT COME WITH IT.

BUT... ONE OF THE BRIGHT SIDES IS I'VE BEEN ABLE TO COOK MORE.

WITH, WITH THE CARD LIKE THE VERIZON -- LIKE THE NEW VERIZON VISA CREDIT CARD -- 4% BACK ON GROCERIES IS LIKE... THAT REALLY ADDS UP.

IF YOU'RE COOKING FOR A FAMILY OR JUST COOKING FOR YOURSELF, THAT KIND OF ACCUMULATES OVER TIME.

I THINK THAT'S SOMETHING THAT'S HELPFUL AND BENEFICIAL TO A LOT OF PEOPLE.

>> A LOT OF THIS, WE TALK ABOUT THE CARD, USING IT ON DINING PURCHASES, DOING TAKEOUT AND CARRYOUT AROUND THE COUNTRY.

THESE ARE SMALL BUSINESS OWNERS WE'RE HELPING WHEN WE'RE PURCHASING THEM.

WHAT DOES THAT MEAN THAT YOU CAN GET SO MANY THINGS OUT OF THIS CARD AND HELP LOCAL BUSINESS OWNERS?

>> TOTALLY... WITH THE VERIZON VISA CARD, THE 3% ON TAKEOUT AND ON RESTAURANTS, IT'S GOOD FOR RIGHT NOW, BECAUSE... AT LEAST, IN

NEW YORK... IT'S LIKE GOING TO RESTAURANTS STILL ISN'T A THING WE CAN DO, BUT WE CAN PROMOTE SMALL BUSINESSES WITH TAKEOUT.

ONCE WE'RE ON THE OTHER SIDE OF THIS CRAZY THING, YOU GET 3% ON RESTAURANTS, ONCE IT'S SAFE TO GO BACK AND DO THAT.

IT'S GREAT, WIN-WIN.

>> YOUR CUSTOMER, THANK YOU SO MUCH FOR THAT.

HOW WOULD YOU USE VERIZON DOLLARS YOU EARN THROUGH COOKING OR YOUR VARIOUS THINGS?

TO BENEFIT YOU EVERY MONTH.

>> I'M A CUSTOMER AND HAVE BEEN A CUSTOMER FOR A VERY LONG TIME.

I'LL START FROM THE BEGINNING.

WHEN I MOVED FROM MONTREAL TO NEW YORK TO PURSUE MY STUDIES -- MY DAD WAS ALREADY LIVING IN THE STATES.

I WAS A BROKE STUDENT.

MY DAD PUT ME ON HIS VERIZON FAMILY PLAN AND I'VE BEEN ON HIS FAMILY PLAN -- THIS IS MY LITTLE MOMENT OF EMBARRASSMENT -- UP UNTIL LAST YEAR, SO... FOR THE FIRST TWO YEARS OF QUEER EYE BEING OUT AND ME BEING ABLE TO PAY FOR MY OWN RENT AND PAY FOR MYSELF BEFORE THAT, MY DAD HAS BEEN PAYING FOR MY CELL PHONE -- A YEAR AGO, I GAVE HIM A CALL AND WAS LIKE "I'M GOING TO START TAKING CARE OF YOUR CREDIT CARD -- YOUR CELL PHONE BILL" NOW I HAVE THE FAMILY PLAN AND I TAKE CARE OF MY DAD.

BUT... YEAH... WE'VE BEEN VERIZON LOVERS FOR, FOR A REALLY LONG TIME.

NOW I FORGOT THE QUESTION.

>> WELL... IT'S GOOD TO HEAR --

>> ON MY LITTLE TRIP TO NOSTALGIA.

>> YOUR VERIZON DOLLARS, HOW WILL YOU MAKE USE OF THOSE?

>> SELFISHLY, I'M THE ONE WHO NEEDS THEM IN MY FAMILY PLAN SITUATION I HAVE GOING ON WITH MY DAD.

HE'S BEEN USING THE SAME DEVICE FOR... HE PROBABLY HAS HAD THE SAME DEVICE FOR UPWARDS OF LIKE... FOUR OR FIVE YEARS.

I TEND TO SWITCH MY PHONE VERY OFTEN, BECAUSE I CRACK IT.



MAYBE I'LL BUY MYSELF A SCREEN PROCTOR TO BE A MORE RESPONSIBLE ADULT ON MY QUEST TO ADULTING OR... HE'S MY DAD -- HE LITERALLY DELIVERED ME -- HE'S A PHYSICIAN AND RAISED ME, FATHER'S DAY WASN'T SO LONG AGO.

I DIDN'T GET HIM A GIFT.

MAYBE IT'S TIME I GET HIM A NEW DEVICE.

>> JEREMY: THERE YOU GO, USE SOME OF THOSE NEW VERIZON DOLLARS. THANK YOU SO MUCH... WE APPRECIATE YOU HELPING US KICK OFF THE LAUNCH OF THIS CARD AND THANK YOU FOR BEING A VERIZON CUSTOMER.

>> OF COURSE, I'M REALLY EXCITED TO DO IT.

>> MY THANKS TO ANTONI FOR JOINING ME THIS MORNING.

FRANK, LET'S JUMP INTO SOME QUESTIONS THAT HAVE COME IN.

FIRST OFF... HOW DO CUSTOMERS APPLY?

>> FRANK: VERY EASILY.

YOU CAN APPLY THROUGH THE MY VERIZON APP, THROUGH VERIZON.COM, WHEN YOU VISIT THE STORE OR CALL CUSTOMER SERVICE.

WHICHEVER WAY YOU PREFER, YOU CAN APPLY FOR THE CARD.

>> JEREMY: GOOD, NEXT QUESTION.

WHO ARE WE WORKING WITH?

WHO ARE WE PARTNERING WITH TO GET THIS CARD OUT?

>> FRANK: THAT'S A GREAT QUESTION.

WE HAVEN'T BECOME A BANK.

WE ARE NOT ISSUING THE CREDIT CARD, SO... AS A WAY, WE DECIDED TO PARTNER WITH THE BEST IN THE CREDIT CARD INDUSTRY

SO... THE NETWORK FOR THE CREDIT CARD IS VISA.

IT'S GOT THE BROADEST ACCEPTANCE IN THE UNITED STATES AND THE WORLD.

WE'VE GOT VISA AS THE NETWORK PARTNER AND SYNCHRONY BANK AS THE ISSUER OF THE CARD.

SYNCHRONY BANK IS THE LEADER FOR CORE BRANDED CARDS IN THE U.S. THEY ARE BEHIND THE AMAZON CREDIT CARD, THE PAYPAL CREDIT CARD, THE GAP, ET CETERA

WE PARTNER WITH A LEADER IN CO-BRANDING AND WITH THE LEADING NETWORK IN THE WORLD.

WITH VISA AND SYNCHRONY, WE'RE IN THE RIGHT POSITION -- >> OBVIOUSLY A LOT OF FOLKS WILL ASK THE QUESTION -- HOW CAN WE USE THIS IN A DIGITAL WAY?

CONTACTLESS WORLD.

A LOT OF FOLKS WANT TO KEEP THAT DISTANCE THESE DAYS -- HOW DID THIS WORK FOR THAT?

>> AS MUCH AS I LIKE THIS METALLIC FEEL OF THE CARD, AS SOON AS I GOT IT, I REGISTERED IT IN MY VERIZON APP.

IF YOU GO TO MY VERIZON APP NOW, HIT THE MENU, YOU HAVE A CREDIT CARD.

YOU CAN SEE ALL YOUR REWARDS IN ONE PLACE.

SO... FOR INSTANCE, IF YOU'RE IN THE UP LOYALTY PROGRAM, THEY WILL AUTOMATICALLY CONVERT INTO VERIZON DOLLARS AND GO INTO ONE PART THAT YOU CAN MANAGE, FROM THE MY VERIZON APP.

YOU BRANCH OUT TO THE VERIZON CREDIT CARD APP, WHERE YOU HAVE ENOUGH THAT IS MANAGED BY SYNCHRONY WITH ALL YOUR CREDIT CARD EXPENSES.

>> I CAN TELL YOU HOW NICE IT IS TO USE THAT AND USE THE APP.

I'VE BEEN USING IT A COUPLE WEEKS NOW -- PAYING BILLS, BUYING DINNERS.

I'M EXCITED TO SEAT EARN VERIZON DOLLARS STACK UP THERE.

FRANK, I KNOW YOU'RE BUSY TODAY, TALKING TO MEDIA FOLKS TO GET THIS OUT IN THEIR WORLD.

I'LL LET YOU GO FOR THAT.

WE'LL BE BACK WITH FOLKS AGAIN TOMORROW FOR UP TO SPEED.

ALL THE DETAILS OF THIS ARE BEING PUBLISHED ON VZ WEB RIGHT NOW FOR EMPLOYEES, AS WELL AS NEWS RELEASE THAT'S GOING OUT AND YOU CAN ALSO VISIT [VERIZON.COM/VERIZONVISACARD](http://VERIZON.COM/VERIZONVISACARD) TO LEARN MORE.

EMPLOYEES, DON'T FORGET THE \$25 VERIZON DOLLAR OFFER FOR YOU AS WELL.

I'M GOING TO GO SPEND SOME MONEY NOW.

LOOK AT THIS VIDEO, WE'LL BE BACK WITH YOU AGAIN TOMORROW.