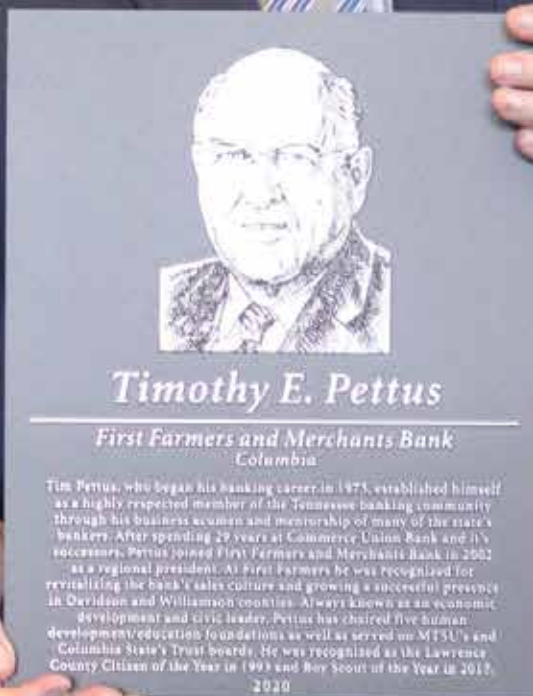


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Tim Pettus

2020 Leaders in Banking Excellence Inductee
First Farmers and Merchants Bank
Columbia





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2020 Leaders in Banking Excellence Inductee Tim Pettus, First Farmers and Merchants Bank, Columbia

PHOTO: Tyler Nelson



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COLIN BARRETT
President/CEO,
Tennessee Bankers
Association

THREE THINGS TO DO THIS MONTH

1.

Learn more about BankPac and the role it plays in supporting those who support the banking industry. Contact Caroline Latham at clatham@TNBankers.org to get involved.

2.

Register for the upcoming *Community Banking Conference* and *Bank Directors Retreat* on October 27-28. These programs will focus on the current tools you need to lead your banks at this time. For more information, contact Monique White at mwhite@TNBankers.org.

3.

Join me in congratulating former TBA Chairman Craig Fitzhugh on his election to Mayor of Ripley. You can reach Craig at cfitz@bankofripley.com.

Towards the future

"What if there is no tomorrow? There wasn't one today." No movie encapsulates the last few months more than *Groundhog Day*, the Bill Murray classic where he wakes up to the same day each morning. Unless you kept track on your calendar, my guess is that it is difficult for many of us to differentiate between late March and early June. As we worked together as an industry on everything from PPP to bank operations, many days rolled into the next as we tackled problems as they arose.

Living in the present, as successfully as we have the past few months, is not how bankers typically operate. Our industry is one that is constantly focused on the future—approving loans to help customers realize their dreams, building branches to facilitate growth, and adopting new products in response to the rapidly changing financial services landscape.

As we continue to work through PPP and the virus, we must also now focus on the future, specifically the election on November 3. While there will be plenty of coverage in the race between Donald Trump and Joe Biden, the impact of other elections, including Tennessee's Congressional delegation and state legislature, will dictate the laws that will govern our industry.

After a heated primary battle, the Tennessee U.S. Senate race is set between Republican Bill Hagerty and Democrat Marquita Bradshaw. Hagerty, the former Ambassador to Japan, ECD Commissioner and Pinnacle director, will have the upper hand in a state that has voted Republican in every statewide election since 2006. While ECD Commissioner, Hagerty joined TBA twice for our annual *Washington Conference* in D.C. and has a firm grasp on issues surrounding the banking industry. And while many eyes were on the contentious and heavily funded Republican primary, the greatest upset was by Bradshaw who captured the Democratic nomination having raised only \$8,420. Bradshaw defeated frontrunner James Mackler who was endorsed by the Democratic Senatorial Campaign Committee and raised \$2.1 million. The grassroots support garnered by Bradshaw is impressive at a time when money plays such an important role in politics.

In the U.S. House, the Tennessee delegation is expected to stay the same with the exception of the open seat in the 1st Congressional district. Diana Harshbarger won that 16-candidate GOP primary with only 19% of the vote, just ahead of Bill Jenkins' primary victory in the same district with 18% of the vote in 1996.

In the state legislature there were a few primary upsets, but the makeup of the legislature will stay largely the same after the November election. With both Lt. Governor Randy McNally and Speaker of the House Cameron Sexton returning, as well as leadership of both parties likely to return, the General Assembly will see stability, a change from the past several years.

While this year's elections have largely taken a backseat to the virus, the impact has never been greater. In Washington, paying for the fiscal stimulus will be a major issue, and one that could be partially subsidized with credit unions paying their share of taxes. Among other top priorities will be making sure that banks, the economic first responders, can move past PPP and aid the country's financial recovery. In Nashville, our goal is to continue our successful track record of working with the General Assembly as issues, from mandatory forbearance to homestead exemption, are possibly brought under the guise of economic recovery.

However, for our industry to continue to be successful, we need your engagement. Support our government relations efforts by touching base with our team about delivering a BankPac contribution in your district. Connect with your legislators, both state and federal, to make them aware of the role you have played in supporting your communities.

Banks have stepped up to provide a lifeline to our small businesses and country. Let's flex that political muscle by engaging with our state and federal officials as we prepare for November 3. 🇺🇸


-Colin

TBA Online

We're on social media. Follow us for the latest in all TBA news, events, and much more.



/TNBankers, August 21, 2020

 The 2020/2021 *Bankers Directory* is out for delivery after TBA staff stuffed all 952(!) of this year's complimentary copies.



VISIT [TNBANKERS.ORG](https://tnbankers.org)

For the latest news on bank-related COVID-19 information from PPE resources to recordings of our conference calls, visit [TNBankers.org/covid19](https://tnbankers.org/covid19). You will find an archive of phone conferences, HR, legal, and compliance resources, as well as what the state and federal government bodies are doing to help combat the economical effects of the pandemic.



TBA WEBINARS

Register for these webinars and more at [TNBankers.org/calendar](https://tnbankers.org/calendar)

CDD Update: New FinCEN FAQs & COVID's Daily Practical Challenges September 25

Sometimes regulations are so confusing that they require official clarification. This is a great opportunity to delve into FinCEN's new CDD FAQs to get the latest scoop about new accounts, risk profiles, and ongoing monitoring. Also, are COVID restrictions masking your ability to identify account holders? This program will provide best practices and recommendations to support your CDD program during this unusual time and assist you in identifying potential instances of pandemic-related fraud.

Mortgage Collection & Foreclosure: Best Practices & Tenants' Rights September 28

Delinquency rates were minimal—until the pandemic hit. Now, financial institutions need to be ready with policies and procedures and knowledgeable staff to address mortgage loan delinquencies, collection efforts, and foreclosures. This session will address numerous compliance laws and regulations that impact collection and foreclosure processes, including Regulation X, Regulation Z, Fair Debt Collection Practices Act, CARES Act, and the Protecting Tenants at Foreclosure Act. Participants will receive tools to educate borrowers during these challenging times and also learn red flags for identifying potential debt collection scams and loan fraud.



AMY HEASLET
Executive
Vice President/
General Counsel,
Tennessee Bankers
Association

Thanks to banker outreach, new bill protects against frivolous COVID-19 lawsuits

STAY UP-TO-DATE

Stay up-to-date through *This Week* and our legislative update calls during session. TBA also invites member banks' in-house counsel to join our Bank Lawyers Committee. Contact Amy Heaslet to learn more at aheaslet@TNBankers.org.

The successful passage of legislation to protect businesses from frivolous COVID-19 lawsuits during the General Assembly's special session in August is a testament to the saying, "if at first you don't succeed, try, try again."

When the second session of the 111th General Assembly adjourned in the early morning hours of June 19, the Tennessee business community was in somewhat of a state of shock after seeing legislation we all rallied behind fail to pass in the House. That bill, to prevent frivolous COVID-19 lawsuits, was arguably one of the most important bills presented during session.

The Tennessee General Assembly has traditionally been "pro-business" so to see this legislation, lobbied by more than 30 industry trade, health, and nonprofit groups, not pass, was disappointing to say the least. It was one of the last bills to be voted on during session and had support—albeit in different forms—from the Senate and House. But, ultimately, the two chambers were unable to reach a resolution on their differences—largely when the legislation would take effect.

Fortunately, Governor Bill Lee understood the importance of passing this legislation so banks and other businesses can operate during the pandemic without fear of unwarranted lawsuits being brought against them and called for a special session to begin on August 10. The governor, under his powers, set a specific agenda for the session—extend

COVID-19 liability protections for businesses; address telehealth services; and clarify laws governing Capitol grounds and vandalism.

Although the special session was necessary to address critical needs for the business community, it was likely not an easy decision with it being an election year. Legislators were already faced with a shortened campaign season due to the regular legislative session extending through mid-June and the primary elections being held August 6.

And when they returned, they were laser-focused on their agenda. Just two days after session was called to order, the Senate and House on August 12 overwhelmingly passed the business liability protection bill with 27 votes and 80 "yes" votes, respectively.

As passed, the legislation provides that there is no cause of action against any person or business arising from COVID-19 unless a claimant can prove by clear and convincing evidence that his/her loss or injury was caused by an act or omission constituting gross negligence or willful misconduct. To prove this, a claimant must, among other things, file a verified complaint with a certificate of good faith stating that his/her counsel has obtained a statement from a licensed physician stating he or she believes the alleged loss or injury from COVID-19 was caused by an act or omission of the person or business.

The law will take effect upon Governor Lee's signature and will be retroactive, applying to all causes of action except those where a com-



Governor Bill Lee called for a special session with an agenda that included extending COVID-19 liability protections for businesses.

plaint or civil warrant was filed prior to the issuance of the proclamation calling for the special session which came on August 3, 2020.

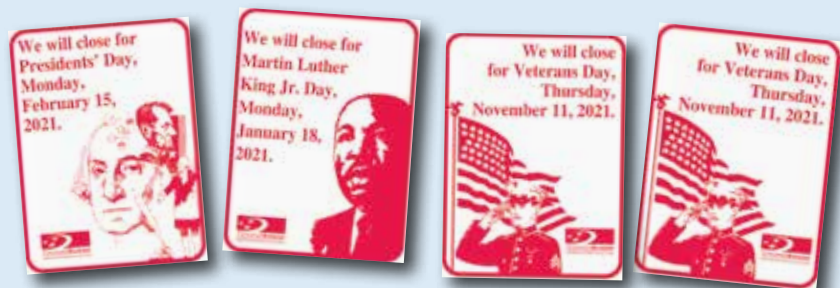
I, along with the other members of TBA's government relations team, sincerely thank every banker in the state who called, texted, and emailed lawmakers urging them to support the COVID-19 liability protection bill. We appreciate your outreach, especially at time when your focus may have been elsewhere—helping your customers through these uncertain times, lobbying Congress for reforms to PPP forgiveness, or ensuring a safe and healthy work environment for your employees.

Now banks and banks' commercial customers across the state can continue operating during these unusual times without fear that opening your doors to your customers could result in legal costs defending against frivolous COVID-19 legal actions. This is only possible because of your outreach to lawmakers. 🇺🇸

Order Your 2021 Bank Holiday Closing Signs

The Tennessee Bankers Association produces professional holiday closing signs for the standard holidays observed by the Federal Reserve. The signs are 5" x 7" in size and adhere to any glass or wood surface without leaving residue upon removal. The cost of each 2021 Holiday Closing Sign set is \$33 for TBA Members, plus shipping and handling and sales tax.

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TBA INDUCTS TIM PETTUS IN LEADERS IN BANKING EXCELLENCE 2020 CLASS

First Farmers and Merchants Bank's Tim Pettus was named a *Leader in Banking Excellence* by the Tennessee Bankers Association at a ceremony held on August 11.

The honor recognizes an elite group representing Tennessee bankers, past and present, who have excelled in the areas of banking, community service, and civic involvement. A plaque of Pettus highlighting his career will hang at TBA's headquarters in Nashville.

The ceremony, held at the bank's Northside office, featured remarks by First Farmers' Chairman and CEO Randy Stevens, TBA Chairman Chris Holmes, president and CEO, FirstBank, and TBA President Colin Barrett.

Pettus, who began his banking career in 1973, established himself as a highly respected member of the Tennessee banking community through his business acumen and mentorship of many of the state's bankers. After spending 29 years at Commerce Union Bank and its successors, Pettus joined First Farmers and Merchants Bank in 2002 as a

regional president. At First Farmers he was recognized for revitalizing the bank's sales culture and growing a successful presence in Davidson and Williamson counties.

The established civic leader chaired five human development/education foundations as well as serving on the board of trustees for MTSU and Columbia State. He was recognized as the Lawrence County Citizen of the Year in 1993 and Boy Scout of the Year in 2017.

TBA-member banks can submit nominations for the honor. The TBA board of directors reviews and approves the applications.

"One of the main missions of the Tennessee Bankers Association is to encourage our members to be involved in strengthening our industry and making our communities better places to work and live," said Barrett. "*Leaders in Banking Excellence* recognizes those who have made a difference, and we hope it will be an inspiration to other bankers across the state."



TIM PETTUS

*First Farmers and Merchants Bank
Columbia*

WHAT WOULD YOU QUALIFY AS THE GREATEST ACCOMPLISHMENT IN YOUR BANKING CAREER?

Even though I worked for larger banks for most of my career, my markets were in smaller towns. Those banks' capital strength allowed us to do larger loans, enabling the banks to finance major job-creating industrial projects, housing developments, and municipal upgrades in smaller markets. Many years later, it still feels good that I had a little part in helping smaller towns become better places to work, live, and raise a family. A bank can sure make a difference in the quality of life in rural areas.

WHAT LEADERSHIP TENETS HAVE GUIDED YOU THROUGH YOUR MOST CHALLENGING MOMENTS?

There are as many management styles as there are managers. I never tried to manage by the "fear factor." Gaining and maintaining the respect of the team is the building block of a successful manager. A manager must lead from the front by inspiring the team to set goals, dare to be brave, outwork the competition, and finally to celebrate success.

Recognizing the potential in reports and encouraging them to exploit their full potential really is gratifying to me. Often a "C" player can become an "A" player with the right motivation. That motivation takes many forms, and more money is not always the driver.

WHO IN YOUR LIFE DO YOU RESPECT AS A LEADER, AND WHAT HAVE YOU LEARNED FROM THEM?

Great leaders are service driven, not ego-driven. From my earlier days, Tom Hudson at Commerce Union, Jerry Abner at NationsBank, and Ron DeBerry at Bank of America come to mind. They were all strong, fair, encouraging, and quick to give credit. Ironically, all had military backgrounds, which is a plus in any organization.

At the 110-year-old First Farmers and Merchants Bank with all the world wars, depressions and now the pandemic, the great leaders are too numerous to list.


Chairman and CEO Randy Stevens has been my mentor for 18 years. His strict adherence to detail and performance quality in every facet is remarkable. He has led us from the front and is devoted to making us better every day. Great CEOs prepare the next generation, and he has done that. He doesn't pretend to know everything today, but you can bet he will know the answer by tomorrow.

AS YOU'VE MENTORED BANKERS, WHAT ADVICE DID YOU GIVE THEM?

It is most important that young people are first sure that banking is what they are best at and want to do. It is a tough life not doing what you really want to do for a living.

If they love it, they will touch all the bases to develop themselves into a really good banker. They must believe in themselves and learn to handle "no." Constant networking and never giving up on a client you really want to bank is paramount in growing as a banker and person.

Credit quality is king in banking. There are many times "no" is the best answer for both parties. Do the homework necessary to evaluate the credit before you approach the potential client. Never lower your standards as soon that will become your norm.

Finally, if you really want to help people and communities, there is no better way than banking. 





TBA hosts virtual Membership Meeting

THANK YOU TO OUR SPONSORS



On August 27, TBA hosted its annual *Membership Meeting* virtually for bankers across the state, which kicked off with a welcome from TBA's Chairman Chris Holmes. Highlights of the meeting were federal legislative and political updates from ICBA and ABA as well as an update on the Association from TBA President and CEO Colin Barrett.

Paul Merski, EVP of congressional relations and chief economist for ICBA, spoke about two key federal legislation priorities for the banking industry—supporting a second legislative package for economic recovery that includes streamlining PPP forgiveness and pushing back against Fannie Mae and Freddie Mac's Adverse Market Refinance Fee.

Although negotiations between House and Senate leadership on a CARES 2.0 legislative package stalled before Congress's August recess, ICBA continues to advocate for inclusion

of terms streamlining PPP forgiveness for loans under \$150,000 in any future legislation. With Congress set to return in mid-September, ICBA is optimistic leadership will come together and pass legislation for additional funding for economic recovery and streamline PPP forgiveness. With a new fiscal year beginning October 1, it's an additional incentive for members to pass an omnibus bill for the budget that includes the industry's priorities.

ICBA and the banking industry have also pushed back heavily against Fannie Mae and Freddie Mac's recently announced Adverse Market Refinance Fee. Earlier in the week prior to TBA's meeting, FHFA announced the implementation date of those fees would be delayed from Sept. 1, to Dec. 1 and it will exempt refinance loans with balances under \$125,000. Despite the delay, the industry will continue to oppose the proposed fee.

ABA's EVP of Congressional Relations and Political Affairs James Ballentine provided an outlook on the November elections, noting that the House has relatively few seats in play and will likely remain under Democratic control with little change to the committees' makeup. The Senate, however, has enough Republican seats up for re-election that it poses a potential chance of Democrats taking over or a 50-50 party line split in that chamber. If Democrats would take over control of the Senate, priorities of the Banking Committee would likely shift to affordable housing, revisiting roll backs to the Dodd-Frank Act, and AML/BSA reform.

To close out, Barrett thanked all bankers for their efforts to support the industry, their customers, and their fellow bankers during the pandemic. He encouraged them to remain politically vigilant, take advantage of TBA's upcoming educational events and conferences to ensure bankers receive the training they need, and continue relying on one another to further strengthen Tennessee's banking industry. 🇺🇸



During the virtual *Membership Meeting*, TBA President and CEO Colin Barrett noted that while the last few months have been trying, they have been equally rewarding. "Taking care of our customers and communities is what many of us love about this industry. And much of the reason we were able to do this was because of how this industry came together."



Financial services for hemp-related businesses



JULIA GUTIERREZ
Compliance Officer,
Compliance Alliance

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What does the passing of the 2018 Farm Bill and the 2019 USDA Interim Final Rule relating to hemp mean for financial institutions?

It means that banks can provide financial services for hemp related businesses if conditions are met, a United States Department of Agriculture (USDA) approved plan for monitoring and regulating the domestic production of hemp is implemented, the hemp is within the concentration limits set forth under the bill, and the bank's Bank Secrecy Act and Anti-Money Laundering Program (BSA/AML) is designed to comply with regulatory requirements.


Confusion has always surrounded hemp, as it was deemed illegal for being in the same family or part of the same plant as marijuana. But hemp is a different variety of the cannabis plant and does not contain the same chemical compounds found in marijuana, which provide a psychological "high."

Often, banks are reluctant to provide financial services for hemp-related businesses because it is associated with the cannabis plant, and because it was once on the list of controlled substances. It is important to understand the difference between the two varieties of the plants so banks can make a sound decision when it comes to providing financial services for these types of businesses. Hemp can be used for manufacturing, production, or medicinal purposes. It is no longer a federal violation to produce hemp, provided it contains no more than a 0.3% concentration of tetrahydrocannabinol, or THC, and follows the domestic hemp production regulatory program required to facilitate the legal production.

It is also important to note that the 2018 Farm Bill includes not only hemp, but hemp derivatives such as CBD or cannabidiol. Marijuana, however, is still a controlled substance under federal law. The Agriculture Improvement Act of 2018, more commonly known as the 2018 Farm Bill, was signed into

law on December 20, 2018 removing hemp as a Schedule I controlled substance under the Controlled Substance Act. The bill directed the USDA and the U.S. Attorney General to regulate the production of hemp and the interim final rule issued on October 31, 2019 provided guidance for establishing a regulatory program. The interim final rule also provides guidance for establishing a federal license to produce hemp in states and tribal territories that do not maintain USDA-approved plans.

It is critical that banks are aware of the conditions that allow for the legalized production of domestic hemp. Prior to providing financial services to hemp-related businesses, banks must first determine that their state has submitted for approval, a plan for the regulation and monitoring of domestic hemp production or that it complies with the amended section 297C of the Agricultural and Marketing Act. Banks should also look closely at the guidance issued by FinCEN that provides risk considerations associated with hemp related businesses.

In addition to risk considerations, banks should implement risk assessments that will aid in monitoring and reporting obligations. A bank's BSA/AML Program should be commensurate with its size and complexity and must be strong enough to handle the risk associated with this type of business. Policies and procedures under the program must address customer due diligence and enhanced due diligence and must identify how the bank will comply with regulatory requirements of hemp-related businesses (e.g.: what information and documentation will be collected to ensure compliance with the THC limits). Unlike banking marijuana-related businesses, the bank does not have an obligation to submit marijuana related suspicious activity reports (SAR); however, the obligation is still in place for suspicious or illegal activity. Finally, banks should work with their board of directors and legal counsel to determine risks, benefits, and approval of financial services. 



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Why are some Americans taking a chance and skipping insurance?

Learn how you can directly help.



ANDREA HEGER

Senior Vice President of
Business Development
and Client Services,
Franklin Madison

MORE FROM FRANKLIN MADISON

If you would like to learn more about how your financial institution can offer insurance for your consumers, please visit franklin-madison.com.

Laws are perplexing sometimes. While Americans are mandated to protect material possessions with insurance, such as homes and automobiles, insuring our lives is optional. Yes, our homes and automobiles are important, but why is it that many Americans do not insure their most important asset—theirself?

Insurance is something that many Americans put on the backburner. Some do not want to think about the reasons why they would need it in the first place. Some are just intimidated by the process of securing insurance, finding forms long and confusing, and worried about invasive medical exams. Some wonder if they even need it in the first place. Some are unknowledgeable about the importance of insurance; while others may have some misconceptions about its affordability.

Given many of the reasons that Americans aren't purchasing insurance are based on misinformation, it is critical to dispel these myths and demonstrate the importance of having it.

Let's look at some statistics around financial vulnerability:

- A May 2019 Federal Reserve Board survey asked U.S. households how they would pay for a hypothetical unexpected expense of \$400.
 - 61% said they would pay the expense with cash, savings, or a credit card paid off at the next statement;
 - 27% would borrow or sell something
 - 12% would not be able to cover it¹.
 - If many U.S. households couldn't afford a \$400 expense, what would happen if their primary breadwinner were to pass away?
- 45% of uninsured individuals go without health insurance because they think the cost is too high.²

Let's look at some reasons to consider life and other supplemental health insurance:

- COVID-19 is making many people acutely aware of their own mortality, and they are questioning whether now is the time to purchase life insurance. Interestingly, it is actually easier than ever to get a life insurance policy. Because insurance companies are honoring the CDC's social distancing guidelines, in-person blood and urine tests as well as weigh-ins aren't possible now, meaning insurance companies have fewer potential reasons to reject applicants for coverage. Additionally, most life insurance policies will cover a person if they lose their life due to COVID-19.³
- According to LIMRA, more than 25% of U.S. life insurers have expanded their automated underwriting practices in order to make it easier for consumers to apply for a policy during the pandemic. 20% have postponed or waived paramedical requirements.⁴
- Accidents (unintentional injuries) are the third most common form of death, behind heart disease and cancer.⁵

An unexpected health event can very quickly become a huge financial burden:

- Hospital costs average \$3,949 per day with each total hospital stay averaging \$15,734. This results in 60% of all bankruptcies relating to medical expenses.⁶

Despite all the strain, there are many market solutions that you as a bank can bring forward to your consumers to support them and help them become more financially stable with insurance.

It is important to note that in the wake of COVID-19, there are more unanticipated hospitalizations across the country, thereby creating an extra financial burden on households. Franklin Madison, a leading marketing services provider that partners with financial institutions to offer insurance to their customers, has a guaranteed issue recuperative care product through online or mail that covers hospitalization due to sickness. This would include hospitalization due to COVID-19 as long as none of the exclusions in the policy apply. Each claim is thoroughly evaluated to determine if a benefit is payable according to the terms of the policy. Exclusions vary by state.

Americans must dispel the notion that life insurance is scary and unaffordable. Insurtech disrupter Ethos provides an easy and convenient way to get life insurance online. The entire process is completed digitally, most of the time without a medical exam. It takes about 10 minutes to apply get a quote, with an easy step-by-step process to guide

a user through. The company also provides insightful tools and tips such as a coverage calculator and advice on how to determine a coverage amount and term length, making it really simple for Americans to conduct their own online research.

According to Sally Dickter, SVP of Marketing for Franklin Madison “Consumers are looking for clear and simple information that will benefit them,” she said. “A multi-channel marketing campaign along with supporting educational content will increase engagement with consumers for insurance. And when it is provided to them by their financial institution—a trusted source of information and security—the information is received with credibility and confidence.”

In conclusion, there are many reasons Americans are skipping insurance and many reasons why they should have it. Financial institutions should be exploring how they can help their consumers achieve financial well-being by offering insurance. 🌐

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Growth in the midst of a pandemic

Despite this year's challenges, community banks have the opportunity to stay the course with growth strategies, while continuing to fulfill their mission to serve each other, customers and the community.



DeVAN ARD, JR.
Chairman and CEO,
Reliant Bank

ABOUT THE AUTHOR

DeVan D. Ard, Jr. is the chairman and chief executive officer of both Reliant Bancorp and Reliant Bank. A 38-year banking veteran, he began his career with AmSouth Bank in 1981 and held various positions through 2004 before leaving to form legacy Reliant Bank in 2006. Reliant is a full-service community bank headquartered in Brentwood, Tennessee, with 27 branches located throughout Middle Tennessee and Chattanooga.

As an essential business during the COVID-19 global pandemic, community banks across the state have demonstrated their commitment to fulfill their promise to customers and community. While there have been myriad challenges in 2020, it has been inspiring to witness how the banking industry has come together to serve the financial needs of customers and provide lifelines for small businesses through the Payment Protection Program, allowing them to keep their doors open and continue paying their employees.

Entering the fourth quarter, many banks may be adjusting revenue outlook and evaluating the impact the pandemic and resulting economic slowdown is having on core deposits, loan growth, and credit quality. Does this mean that growth strategies and key initiatives should be placed on hold?

Staying the Course

Community banks' ability to be nimble, build strong personal relationships and respond to customer needs cannot be understated. Despite the economic downturn, our industry is in a unique position to continue growing market share.

At Reliant Bank, we entered the COVID-19 economy with a strong capital base that allowed us to serve and extend credit during this unprecedented time of need. We continue to make loans to highly qualified borrowers and our credit team continues to monitor our loan portfolio and market conditions so that we can make the best possible credit decisions.

We are staying the course with our growth initiatives and because of our bank's financial strength, we have an expanded opportunity to be an even better steward for our customers and local communities. While environmental conditions and normal routines have changed, we remain focused on doing the right things.

Living Company Values

This year—unlike any other—has demonstrated how community banks must live out their cultural values. Showing empathy and caring for employees, customers, and communities do not take a back seat to profits. The dedication shown by bank employees across the market as they navigate uncertainty, while no doubt feeling anxious about the health and safety of their families and themselves, has been nothing short of inspirational.

Investing in Employees

Regardless of market conditions, employees are the foundation of an organization's success. At Reliant, we provide opportunities for employee growth through education, training, and mentorship. We have a talented, diverse, and dedicated workforce who strengthen the bank and drive growth. During the uncertainty of the pandemic, supporting our employees has been even more critical. We've been fortunate to have a healthy culture of empowerment, collaboration and trust that has allowed flexibility in our operating model to better ensure their health and safety, along with our customers and the communities we live and work. Investing in our employees and showing

appreciation for their hard work and commitment is a key component of our growth model. The way you treat your employees depicts how employees will treat your business. Reliant employees are our most valued asset.

Expand Services and Digital Solutions

Traditional banking habits have been challenged as our delivery channels have pivoted during the pandemic. While some financial institutions have scrambled to ramp up their digital solutions, we continue to evaluate and expand our technologies to help accelerate growth. Continuing to innovate and make wise investments in technology to better serve customers and compete with larger banks is an integral part of Reliant's growth initiatives.

Commitment to Community

Serving communities and supporting local nonprofit organizations has never been more important. A commitment to the communities we serve is core to Reliant's mission and brand promise, and this plays an integral role

in growth initiatives. While the landscape may look different this year, we are focused on finding creative ways to continue serving our communities. Honoring law enforcement, first responders and healthcare workers, and getting creative in the sponsorship of community events in the face of cancellations, demonstrates this unwavering commitment.

Post-COVID-19 Growth

As a result of the pandemic, the shift to digital self-service solutions for customers has been expedited. As we strategically plan for the post-COVID future, it will be with an even sharper focus on customer behaviors, specifically whether their reliance on particular delivery channels and payment methods recover or continue to decrease. These forces will continue to challenge us to think differently while continuing to focus on giving the best, most empathetic help/advice and customer service possible. 🇺🇸

PREPARE. EDUCATE. DEVELOP.

In response to the mounting pressures placed on the banking community, Bank Director has created a board education membership program. Unlike other training programs, it is not a one-time learning opportunity, but rather an ongoing collection of resources in-person, in-print and online.

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BankDirector.com

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Q&A with Philip Calahan

*Chairman, Independent Bankers Division, Tennessee Bankers Association
President & CEO, Peoples Bank & Trust Company, Manchester*

Philip Calahan is the president and CEO of Peoples Bank & Trust Company in Manchester, Tenn., a \$112 million bank founded in 1907. Calahan began his banking career with the Tennessee Department of Financial Institutions as a bank examiner and later, a bank financial analyst in the Application Section. After working with the TDFI for six years, he began his lending career as a vice president and loan officer with First Community Bank of Bedford County in Shelbyville, where he stayed for 15 years. In 2011, Elmer Morris, then president and CEO of Peoples Bank & Trust Company, offered Calahan the opportunity to join Peoples Bank & Trust Company to succeed him upon his retirement. In 2012, Calahan was elected president by the board, and in 2013, he took on the title of CEO.



Philip Calahan with his daughter, Annmarie, wife, Paige, and daughter, Caitlin, at Caitlin's 2020 Coffee County High School graduation.

You are a dedicated advocate for the important role the Independent Division can play in preserving the community banking model. What do you see as the biggest challenge facing community banks?

There are many challenges facing community banks. One of the biggest challenges is finding ways to become more efficient while investing in technology to compete with credit unions, Fintechs and larger banks, which have greater resources than most community banks. It is important we have great partnerships with outside service providers who can assist with IT, compliance, software, and auditing services to make us a stronger bank. Another great challenge is attracting and retaining future leaders for management succession. I believe this is a contributing factor of why we are seeing so many community banks merge today.

At \$112 million in assets, Peoples Bank & Trust Company is among the smallest quarter of banks in the state according to asset size. What is one operational advantage that comes with being a bank of your size?

The main operational advantage for a bank our size is that we are small enough to know our customers very well, and we can tailor a solution to meet their needs in a quick and responsive way.

What is the best piece of advice you have received from a leader or mentor throughout your career?

I was very fortunate to have two great banker mentors, Sydney “Bud” McGrew and Billy Hicks, who helped me become the banker I am today. Bud and Billy taught me to look for ways to help customers achieve their goals by putting myself in their shoes prior to giving my best advice. Our customers are coming to us for sound financial advice, which can change their future. Anyone can lend money, but you also have to earn trust to be a valued financial partner and ultimately share in his or her success.

As a director of your bank, and in planning and preparing for the Bank Directors Retreat this fall, what do you think is the most important factor in a bank director being high achieving within their role?

As banking and our economy evolves, it is important for bank directors to have the skills and knowledge to adapt to a rapidly changing economic and banking landscape. I know Colin Barrett and the Independent Board has worked hard to provide a *Bank Directors* program on October 28 that includes educational and relevant topics every bank director needs to be successful in this challenging environment.

If the Peoples Bank & Trust Company team was asked about your mantra or leadership style during the pandemic crisis, what would they most likely say?

I think they would say my leadership style during the pandemic crisis is to trust and empower our team to help our customers, knowing I would support their decisions. We have to adapt to the daily challenges and overcome the obstacles that we and our customers face. We look for new digital technology and delivery channels to meet the customers’ needs in the quickest and safest way.

The pandemic has required everyone to adapt to new methods of delivering and receiving services. In some ways, this can be perceived as a benefit of the forced adaptation and acceleration of technology as a means to delivering essential services. Can you offer one way that your banking services changed and that you plan to continue into recovery?

At the beginning of the pandemic, we did not offer online account opening or an online lending platform because it was too expensive for a bank of our size. Since the pandemic, we have worked with our loan and deposit software vender to offer a service that we can securely deliver a new deposit account or loan documents to the customer’s smartphone, tablet, or computer, and they can sign the forms on their device and securely send the documents back for processing. This has provided a quicker and better customer experience and helped us become more efficient. 📱



Peoples Bank & Trust, sponsor of Stuff the Bus, collects school supplies for our Coffee County students each July. Each year the bank donates 750 binders to Coffee County Schools to give to students in need



Annual Breast Cancer Awareness Bake Sale

The Southeastern School of Banking

Thirty graduate from intensive school dedicated to developing analytical skills and management techniques.

This year's students of The Southeastern School of Banking (TSSB) traded auditorium seating at Belmont University for office desks and kitchen tables as the COVID-19 pushed the 81-year-old school online.

The first- and second-year sessions met concurrently July 19-24, with 17 students enrolled in the first-year class and 30 graduating as the class of 2020 at the end of their second year.

TSSB is an intensive, intermediate-level banking school dedicated to developing the analytical skills and management techniques of higher-ranking staff or junior- to mid-management bankers.

"The banking industry continues to change at a rapid rate, both from technology and ever-changing regulations that banks must navigate," said Colin Barrett, president of the Tennessee Bankers Association. "Our Southeastern School of Banking provides the kind of high-level training that our graduates can take back to their banks, helping not only themselves but also others who they manage or work with."

Bankers attending the school receive 70 hours of classroom instruction in two sessions over two years. In addition to traditional banking classes, students participate in The Stanford Bank Management Game, a computer bank-simulation model that reflects current banking trends, including capital adequacy, cost of funds, valuation of equity, fee income and increased lending risk. The bank-simulation program provides students a real-world bank management experience.

Honors Recipients


Each year, the school recognizes graduates ranking in the top 10 percent of their class. Honors this year went to:

- **Bradley Floore**, HORNE LLP, Memphis
- **Joshua Masters**, INSOUTH Bank, Brownsville
- **Elizabeth McElyea**, Farmers State Bank, Mountain City

Class rankings are based on student performance in several areas—final exams for years I and II, an exam on the Stanford Bank Management Game, home study problems, bank projects, SIM performance, and faculty evaluations.

2021 TSSB Enrollment

Invest in the future of your bank and enroll qualified candidates in *The Southeastern School of Banking*.

The 2021 concurrent year I and year II sessions are scheduled for July. If you would like more information on TSSB or any of TBA's three Southeastern Schools of Lending, please visit TNBankers.org or contact Monique White, via email at mwhite@TNBankers.org, or by phone at 615-244-4871. 



TBA Director of Education Monique White works with bank simulation instructor Sherrie King as fellow simulation instructors Tracie Lomax and Sandy Wilson work at a socially distant desk behind them.



TBA Vice President of Information Technology Steve Curtis worked behind the scenes to make sure the school was a technological success.



Simulation instructors Michael Griffith and Marvin Price were onsite at TBA to work with students remotely.



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14.



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17.



18.

2020 TSSB YEAR TWO GRADUATES

1. **KATIE AMONS**, The Farmers Bank, White House
2. **JESSICA BRUMMETT**, Wilson Bank & Trust, Lebanon
MATTHEW BURCH, First Federal Bank, Dickson
3. **JAROD CARR**, First Citizens National Bank, Dyersburg
4. **WHITNEY COFFMAN**, Mountain Valley Bank, Dunlap
5. **KRISTI DEW**, Traditions First Bank, Erin
STEPHANIE DORRIS, The Farmers Bank, White House
ANGIE DOSS, Citizens Bank of Lafayette, Lafayette
6. ***BRADLEY FLOORE**, HORNE LLP, Memphis
DUSTIN FRAZIER, First Community Bank of the Heartland, Greenfield
7. **TIFFANY GARRETT**, SmartBank, Jamestown
8. **TREY GEISENHOFFER**, Wilson Bank & Trust, Lebanon
9. **NICOLE GIBBS**, CapStar Bank, Athens
10. **KAREN GULLEDGE**, Decatur County Bank, Decaturville
AMY HARPER, The Farmers Bank, Westmoreland
SHAWN HATLER, Apex Bank, Camden
ASHLEY KRANTZ, The Farmers Bank, Portland
HAGAN LAMAR, CB&S Bank, Inc., Pulaski
11. **JUSTIN MARTIN**, Wilson Bank & Trust, Lebanon
***JOSHUA MASTERS**, INSOUTH Bank, Brownsville
12. **BRYSON MAYBERRY**, Citizens Bank, Gallatin
13. ***ELIZABETH McELYEA**, Farmers State Bank, Mountain City
14. **NAMAN PATEL**, Tennessee Department of Financial Institutions, Nashville
BELINDA POLSTON, Citizens Bank of Lafayette, Lafayette
15. **COLLIN PRUETT**, Carroll Bank and Trust, Huntingdon
JENNIE RENFROE, Centennial Bank, Trezevant
16. **SHANE SHOULDERS**, Reliant Bank, Nashville
17. **JOHN SMOTHERMAN**, The Hardin County Bank, Savannah
NAAMAN STILLWELL, Legends Bank, Nashville
18. **SETH THURMAN**, Wilson Bank & Trust, Hartsville

*Denotes Honor Graduate

2020 TSSB YEAR TWO STUDENT PROFILE

EDUCATION

(Highest Level Achieved)

High School	3
Some College	5
Associate Degree	2
Bachelors	15
Graduate	5

YEARS OF BANK EXPERIENCE

Less than 1 Year	3
1 to 5 Years	9
6 to 10 Years	11
11 to 20 Years	5
20+ Years	2

GENERAL PROFILE DATA

Female Students	14
Male Students	16



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17.

2020 TSSB YEAR ONE STUDENTS

1. **COURTNEY BROOKS**, Citizens Bank, Hartsville
2. **LINDSAY CHAPPELL**, Bank of Dickson, Dickson
3. **SHANE DAVIS**, The First National Bank, Manchester
4. **MICHAEL DeFERE**, FirstBank, Murfreesboro
5. **CALEB FARMER**, TriStar Bank, Dickson
6. **JOHNNY HAND**, Citizens Community Bank, Winchester
7. **TIMMY HARPER**, Citizens Bank, Hartsville
8. **ADAM HYDE**, Tennessee Department of Financial Institutions, Nashville
9. **ROD JAMES**, Commercial Bank & Trust Company, Paris
10. **GEOFFREY LIVINGSTON**, Cumberland Bank and Trust, Clarksville
11. **MORGAN LOTT**, Apex Bank, Camden
12. **JACOB McCLARY**, UBank, Jellico
13. **BLAKE PICKARD**, Apex Bank, Waverly
14. **BRANDON REAGAN**, Union Bank & Trust Co., Livingston
15. **SHERRY SEAVERS**, Centennial Bank, Trezevant
16. **KRISTIN STEDMAN**, Pinnacle Bank, Franklin
17. **MARIETTA THOMPSON**, First Farmers and Commercial Bank, Pikeville

2020 TSSB YEAR ONE STUDENT PROFILE

EDUCATION

(Highest Level Achieved)

Some College	2
Bachelors.....	12
Graduate.....	3

YEARS OF BANK EXPERIENCE

Less than 1 Year.....	1
1 to 5 Years.....	12
6 to 10 Years	2
11 to 20 Years	2

GENERAL PROFILE DATA

Female Students.....	5
Male Students	12

Virtual learning with TBA

Invest in your career with TBA's virtual education events.

As a valued TBA member, the trust you place in us for your educational needs is deeply appreciated.

With the current COVID-19 environment, it is important for the TBA to take the appropriate steps to ensure the health and safety of all attendees, speakers, and staff.


Therefore, TBA will host the remainder of our 2020 programs via live-stream, interactive video, and will adjust program content and agendas as necessary to accommodate virtual delivery. TBA's education department and program instructors are working diligently to optimize the digital learning experience.

Just as we have always taken great care and pride in delivering a best-in-class, in-person learning experience, our pledge to you is that TBA's virtual learning experience will match the quality you know and trust.

Some benefits of virtual learning include:

- Attend from the comfort and safety of your home or office
- Cost and time savings with eliminated travel
- Dates and agenda times altered for shorter class time
- Continued networking opportunities

This is a new frontier. While we're optimistic about gathering in-person again soon, TBA will continue to provide our members with the absolute best educational experience.

Visit TNBankers.org/calendar for all our education offerings and to register. 

FROM THE CHAIRMAN

For more than 130 years, our industry has trusted TBA to help make Tennessee the best banking state in the country. That trust includes providing valuable, best-in-class banker education—specifically, professional development so critical for bankers to weather this and any other economic storm. The TBA team is prepared, equipped, and eager to serve our banks' professional development needs through a safe, high-quality, virtual experience. I encourage you to join my bank in taking advantage of virtual learning opportunities with TBA.



—Chris Holmes

*Chairman, Tennessee Bankers Association
President/CEO, FirstBank*

WHAT ATTENDEES ARE SAYING

TBA's staff and the program's presenters exceeded my expectations even with the difficult circumstances we're all under right now. I was able to complete my necessary assignments, coordinate with my group, and focus on the lecture, just as if it was in-person.



—Jessica Brummett, Wilson Bank & Trust

As a student in *The Southeastern School of Banking*, there are a lot of moving parts—completing assignments, working on group projects, and more. Although this year was completely virtual, it was outstanding. I feel like I got the same experience as if I was there.



—Blake Pickard, Apex Bank



FALL 2020 VIRTUAL EVENTS

● September 16 & 17

Compliance with Federal Real Estate Lending Regulations

● September 22 & 23

Strategic Technology, Risk & Security Conference

● September 24

Information Security Officer Training

● October 1

BSA/AML Compliance Management

● October 7 & 8

Basic and Advanced IRA

● October 14 **NEW**

Tax Return Analysis

● October 15 & 16

Trust & Wealth Management Conference

● October 22 & 23

Women in Banking Conference

● October 27

Community Banking Conference presented by the Independent Bankers Division

● October 28

Bank Directors Retreat

● November 5

HR Hot Topics—Conquering Covid Chaos

● November 10

Financial and Regulatory Reporting

● November 17–19

Opening New Accounts, 3-part series

● November 17

Loan Assistant and Loan Processor Workshop

● November 18

Current Status of the ATR/QM Rules

Visit [TNBankers.org/calendar](https://tnbankers.org/calendar) for a complete listing of TBA programming including our Forums. You will also find specific event information and for the most up-to-date changes to the education calendar online.

EDUCATION TRACKS

- Compliance
- Commercial Lending
- Retail Banking/Consumer Lending
- Operations/IT/Human Resources
- Management/Executive
- General Banking

TBA members are 'Banker Strong'

Since the start of the pandemic, banks have taken unprecedented steps to enhance the safety of customers and employees while ensuring the banking system remains open and fully functioning.

Those actions include closing branch lobbies, expanding drive-through lanes and allowing employees to work from home. Masks have also become an essential accessory to reduce the spread of COVID-19. In an effort to protect the health of communities, the Tennessee Eco-

nomic Recovery Group partnered with TBA to create "Banker Strong" masks. Bankers from around the state are showing their support for the industry.

These masks are 2 ply—the inside layer is 100% cotton, and the outside decorated layer is 100% polyester. If your bank would like "Banker Strong" masks, please contact Caroline Latham at clatham@TNBankers.org. The cost is \$3.50 per mask and orders can be placed in bulk. 🇺🇸

Right: Standing is Citizens National Bank's EVP & Chief Lending Officer, Jim Porter, and SVP & Loan Officer, Scooter Reagan. Seated is Jason Holliman, Citizens National Bank President.



Below: Citizens National Bank's CEO David C. Verble and Executive & Board Assistant, Jennifer DeFoe, wearing their Banker Strong face masks.





Staff members from First Community Bank of East Tennessee



Landmark Community Bank staff members had on their Banker Strong masks when they sponsored the Collierville Cop Stop, supporting officers and first responders.

Right: Employees at the First Volunteer Bank Broad Street branch remind customers to wear a mask inside their lobby.

Below: First Volunteer Bank staff members at the Chattanooga, Gunbarrel Road branch.



Race Wilson of First Farmers & Merchants Bank in Lewisburg



CB&S Bank Inc.'s Tracie Lomax (third from left) with her Hohenwald team.





Legends Bank employees showing off their Banker Strong masks.



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Emerging trends in community banks: A look inside developing technologies and electronic security



DUSTIN GILTANE
Account Executive,
Bankpak, Inc.

MORE FROM BANKPAK

Headquartered in Middle Tennessee, Bankpak has supplied financial institutions with premium, commercial security products for more than 37 years. They specialize in the sale, installation, and service of all bank equipment, including ATMs, ITMs, alarms, CCTV surveillance, drive-up windows, and remote systems. Please visit our website at www.bankpak.com or email info@bankpak.com for more information.

Bankers across the nation are all looking to update their physical security and equipment in a time when significant changes to technology are offering an exceptional opportunity to increase ROI while reducing the labor burden. Advanced analytics, micro-branches, real-time remote control of access points, centralized management, and cross-platform system integration are all pieces of a futuristic reality coming to life right now. Community banks in Tennessee are following the same technology and security trends.

Access Control and the ITM

We are living in an increasingly remote world where people interact less. The Interactive Teller Machine (ITMs) meets the challenge of the digital evolution of society. ITMs combine convenience, an enhanced customer experience, increased teller service hours, and increased teller productivity to capture the digital shift in today's world. Younger demographics prefer digital banking or banking outside the traditional branch. Feedback from bankers within our footprint during coronavirus has shown that a successful ITM program can transition roughly 80% of conventional branch transaction volume to the ITM. With the ITM, new options start to evolve for community banks, including extended business hours and presence in new markets without traditional brick and mortar locations.

Some community banks are taking the first steps towards micro branch deployment and combining access control with remote kiosks.

The latest in access control technology allows banks to remotely grant access to their kiosks via video monitoring verification or debit card activated electronic readers. Remote branches, consisting of only ITMs, allow customers exclusive access where they can complete any transaction that would have traditionally required a live meeting at a branch. The technology progression of ITMs and access control makes it easier for community banks to enter new markets without the capital expenditure of a full branch.

CCTV

As bankers across Tennessee look to improve their CCTV systems, a common theme is emerging. Bankers want to make the transition into Internet Protocol, IP, camera systems, allowing them to take advantage of advanced video management while also maximizing footage retention to better serve customers and protect bank personnel.

IP camera systems offer advanced features from simply preventing poor image quality to facial recognition and real-time analysis of biologically identifying characteristics. These features can be deployed in any banking environment to maximize the security of buildings or analyze ATM wait times 24/7. Bankers are finding these features to be useful not just for electronic security but also for improving the customer experience.

Long term storage of camera footage is also at the forefront of the collective industry conscious. For example, elder abuse is challenging for fraud departments. Often the victims are not immediately aware of the


incident or are reluctant to file a report. With storage costs going down and data compression getting better, CCTV data storage can be offered at more affordable prices. Community banks have transitioned their standard from 90 to 180 days of video footage retention.

System Integration

Alarm, access control, and CCTV manufacturers are collectively moving towards an open Application Programming Interface, API. This technology allows third-party developers to integrate with a manufacturer's software without a formal partnership and create software extensions that greatly enhance a product's feature set. An open API allows the end-user to select from multiple software plugin packages that offer wide-ranging functionality. The result of this transition is cross-platform integration. With this technology, a branch manager will be able to open their computer and manage their building's alarm, cameras, and network-integrated access points all from the same screen. Furthermore, a single user can manage multiple branches' electronic security from a single user interface.

Remote Management

With network-integration comes centralized remote management of all electronic security components. The days of worrying about doors being left unlocked or alarms not being set are a thing of the past. The latest technology allows management to be immediately notified for a camera simply losing focus or a full branch lockdown at the end of the workday. Activity notifications, health checks, and equipment monitoring are only the tip of the technology iceberg. IT departments can now actively manage access permissions, firmware updates, camera analytics, and track user history all from a centralized location within one department at the main office, reducing the chances of mistakes and increasing security efficiencies.

When strategizing for the future of your bank's security, know that things are becoming more accessible and powerful every day. 

How COVID-19 may impact compensation planning



MIKE BLANCHARD
CEO,
Blanchard
Consulting Group

MORE FROM BLANCHARD CONSULTING GROUP

Blanchard Consulting Group's mission is to deliver independent compensation guidance to financial institutions to help them attract, motivate, and retain their key employees and directors. For more information, visit www.blanchardc.com or contact Mike Blanchard at mike@blanchardc.com.

The impact of the COVID-19 pandemic on both small and large businesses in the United States is undeniable. The immediate impact on stock prices is already evident and unemployment has reached unpredicted levels. The long-range impact of this pandemic is yet to be determined. As the pandemic plays itself out over the foreseeable future, we fully expect the banking industry will stay calm, not overact, and plan strategically. The banking industry has survived many crises in the past and is well positioned to lead our economy through this storm.

On the compensation front, many banks have already set goals for their 2020 annual and long-term incentive plans. Banks have likely distributed restricted stock and stock option grants as well. In June, Blanchard Consulting Group conducted a survey of 163 banks on the impact of COVID-19 on staffing, workforce planning, and their compensation programs. The findings from this survey are listed below:

Staffing

The majority of participating banks (86%) have NOT reduced their employee head count as a response to COVID-19. However, they have reduced in-branch/in-office staff and have shifted some employees to working from home. Only 2% have reduced their employee count.

Workforce planning

Approximately half (42%) are taking a cautious approach to future hiring, while one-third (33%) have had no impact on their workforce planning for the remainder of 2020 due to COVID-19. Only 10% have had a hiring freeze.

Salary levels

The majority of participating banks (92%) have not adjusted salary levels or hourly rates since the outbreak. Twelve percent are still considering adjustments. Of note, 7% have increased some or all salary/hourly rate levels since the outbreak. Only 1% have decreased some or all salary/hourly rate levels since the outbreak.

Equity and benefits

Less than 5% of the participating banks have or are considering reducing employer contributions to retirement plans, executive perks, and equity/stock grants.

Director compensation

The majority of responding banks (92%) have not made any adjustments to director compensation at this time and do not anticipate making any adjustments.

As previously indicated, most banks are taking a “wait and see” approach on making adjustments to compensation plans in 2020. For banks that have not set goals or distributed equity grants, we recommend holding off on these decisions for at least a couple months. For banks that have already set goals for their 2020 incentive plan(s), we recommend considering the following provisions to the plan design:

Discretion

Now is the time to consider adding a discretionary component to your formal incentive plan. This allows the board to compensate executives and key officers for meeting strategic goals throughout the year, even if budget goals are not achieved.

Monitor annual goals

Continue to evaluate the likelihood of achieving incentive plan goals throughout the year. If it becomes clear that the bank will not meet threshold level performance goals, it may be necessary to suspend the incentive plan and either revise targets or move to a discretionary plan based on the achievement of strategic or recovery goals.

Different impact on employee segments

Identify departments in the bank that may be more impacted by the virus (i.e. mortgage or commercial lending) and adjust plan goals accordingly.

Extra-ordinary event provision

Most performance-based incentive plans will have a provision in the plan for the board to declare an extraordinary event. In normal times this may be an acquisition or windfall of unexpected income. This provision allows the board to factor the extraordinary event out of the incentive calculation, which may be necessary in 2020.

Use average stock price when making equity grants based on a dollar amount

For banks that use restricted stock or stock options to make grants based on an earned percent of salary or dollar amount, using an average stock price over a longer period of time (i.e. 2-3 months) may provide a more accurate reward and avoid unintended windfalls when the market stabilizes.

In all likelihood, the COVID-19 pandemic will have a significant impact on incentive compensation plans in most banks in 2020. Your board or compensation committee should be proactive in these issues and establish clear guidelines on compensation decisions that will help your bank through the crisis and keep your best people. In these difficult times, it is important to address these issues sooner rather than later to be in the best possible position by the end of 2020. 📌



The importance to lenders of standard mortgage clauses in insurance policies



MICHAEL B. SCHWEGLER
Member,
Stites & Harbison, PLLC

ABOUT THE AUTHOR

Michael Schwegler is a member with Stites & Harbison, PLLC out of the firm's Nashville office. He represents lenders, creditors and businesses in commercial and consumer lending transactions, consumer finance regulation and compliance, real estate, workouts, bankruptcy and commercial litigation matters.

With all of the changes caused by COVID-19, it is easy to forget that Middle Tennessee was buffeted by tornadoes in early March 2020. Tornadoes are usually a covered casualty in property and casualty insurance policies. A lienholder bank seeking to protect its interests in collateral following such disasters should make sure that the borrower's insurance policies provide the best possible protection to the lienholder.

There are two types of insurance policy provisions designed to protect the interests of a lienholder bank—the “simple/open” and the “standard mortgage” clauses. As discussed below, ordinary residential homeowners' policies are more likely to enjoy the elevated protection of the latter than are policies covering other types of collateral.

Simple/Open Clause

A “simple/open clause” provides that the lienholder's rights are no greater than the insured borrower's rights. Under a simple/open clause, the rights of the lienholder are “wholly derivative, and cannot exceed those of the [insured,]” so the lienholder stands in the insured's shoes and is subject to the same defenses available to the insurance carrier.¹ If the insured borrower does something to invalidate the policy—such as fraud, waste or intentionally damaging the collateral—the lienholder has no rights under the policy.² Cases indicate that a “loss payee”—often used in personal property insurance—merely derives rights through the insured. The word “mortgagee” often comes closer to denoting a consensual lienholder's separate insurable interest.

For obvious reasons, insurance carriers

prefer to limit potential liability by including simple/open clauses in any policy.

Standard Mortgage Clause, a/k/a Standard/Union Clause

To ensure that a lender's remedies are more robust, the lender should insist that the borrower acquire insurance with a “standard mortgage clause.” Under a “standard mortgage” or “standard/union” clause, lienholder coverage is provided regardless of the actions of the borrower.³ Thus, the lienholder “will be paid for a covered loss notwithstanding the [carrier's] right to deny the [...] claim based upon the named insured's acts or noncompliance.”⁴

The primary function of a standard mortgage clause is “to furnish to the [lienholder] a reliable security in a definite sum free from any interference on the part of the [insured borrower].”⁵ “To accomplish this purpose, specific language is included in the [policy] to prevent the policy from being invalidated by the insured's acts or neglect.”⁶ Tennessee is among those jurisdictions that recognizes the “chief distinction between the two types of clauses is that the standard/union clause establishes a contract between the insurer and [lienholder]” which cannot be invalidated by the actions of the insured borrower.⁷

In the lead Tennessee case, *U.S. Bank v. Tennessee Farmer's Mutual Insurance Company*⁸, the Tennessee Supreme Court found that the following language created a standard/union clause:

protect the [Bank's] interest in the insured building. This protection will not be invalidated by any act or neglect of any insured



person, breach of warranty, increase in hazard, change of ownership, or foreclosure if the [Bank] has no knowledge of these conditions.


The threshold notion is that the insurance policy confers to the lienholder (or loss payee, often in the case of personal property) greater rights than those conferred to the named insured.

Impact of Tenn. Code Ann. § 56-7-804

The main holding of U.S. Bank is that commencement of a foreclosure does not constitute a change in risk that necessitates the mortgagee to inform the carrier about the foreclosure.⁹ But U.S. Bank is important for two other, more subtle, reasons: First, it strongly suggests that Tennessee Code Annotated § 56-7-804 creates a standard mortgage clause that must be read into every policy of “fire” insurance, particularly in homeowners’ policies¹⁰ Second, it may also suggest that this implicit standard mortgage clause applies to all property and casualty policies.¹¹ That is a conclusion most lenders will not want to test with the blunt and expensive instrument of litigation; it is far better to pay for an ounce of

prevention on the front end and ensure that the lender is covered by a standard mortgage clause in its loan documents and closing package requirements.

Next Steps

If you have any questions about loan documentation, please do not hesitate to call or email our commercial, C&I, CRE and consumer lending attorneys at www.stites.com to find the answers to your questions. 

REFERENCES

- 1 U.S. Bank v. Tennessee Farmer’s Mutual Insurance Company, 277 S.W.3d 381, 387 (Tenn. 2009).
- 2 Id.
- 3 Id.
- 4 Id.
- 5 Id.
- 6 Id. at 388
- 7 Id.
- 8 Id.
- 9 277 S.W.3d at 393.
- 10 277 S.W.3d at 391.
- 11 Id.

Homeowners sort through debris following a deadly tornado Wednesday, March 3, 2020, in Cookeville, Tenn. Although the pandemic has overshadowed the tornadoes that tore through Tennessee in early March, this event reminds borrowers to be aware of the two types of insurance policy provisions designed to protect the interests of a lienholder bank—the “simple/open” and the “standard mortgage” clauses.

PHOTO: JASON WHITMAN/
SHUTTERSTOCK

Staying connected in a remote financial services workforce



MARY ELLEN BIERY
Abrigo

MORE FROM ABRIGO

Abrigo is a leading technology provider of compliance, credit risk, and lending solutions that community financial institutions use to manage risk and drive growth. Visit www.abrigo.com to learn more.

The coronavirus and work-from-home mandates have brought new challenges to an already stressful job held by banking professionals—whether they are BSA/AML professionals, lenders handling Paycheck Protection Program loans, or asset/liability managers.

In response to the national emergency declared in mid-March and numerous states ordering residents to shelter at home, financial institutions along with other employers scrambled to shift many of their employees to remote workspaces. That required a range of adjustments to address safety and security risks. It has also required some operational changes that have been less than ideal.

Changes required by bankers working from home

For example, at financial institutions that continue to rely on paper-based BSA/AML systems, the need to send BSA staff home likely meant staffers had to drag files home with them, said Terri Luttrell, Compliance & Engagement Director at Abrigo. And since the shelter-at-home orders have lasted so long, financial institutions have perhaps had to rotate sending staff into the office to pull additional files, she added.

Even for BSA/AML staff at banks using BSA or AML software, shifting work from the customary work environment has meant procedures and processes that have taken years, in some cases, to fine tune have had to be adjusted on the fly. For example, staff working

on individual Suspicious Activity Reports will often gather periodically around the conference room table to collaborate—whether it's once every few days or once a week.

Other financial institutions that had already digitized lending and credit functions have been able to keep many workers at home. And while a recent survey by *The Digital Banking Report* of 300 financial service industry executives identified work-from-home challenges initially, they said many of the challenges diminished from April to May, and 81% of those surveyed believed there would be greater remote working opportunities in the future.

Nevertheless, many remote bank workers have had challenges adjusting to working outside the office. Working while children require attention, or working simply when other family members are in the house can be difficult, especially if there are numerous interruptions.

While FinCEN's May 18 notice said it "recognizes the current circumstances may create challenges with respect to certain BSA obligations, including the timing requirements for certain BSA report filings," it did not relieve financial institutions of their obligations to ensure risk-based compliance with the BSA. Instead, it advised financial institutions to communicate COVID-19-related concerns, such as timely filing, to www.fincen.gov. Other financial institution roles have likely faced similar challenges meeting deadlines in their jobs.



Connection, collaboration remain key for WFH bankers

Now is a good time to revisit work-from-home—not only for regulatory and cybersecurity concerns but also for staying connected and maintaining collaboration. Here are a few tips for communicating and staying in touch with co-workers:

- Follow up with your supervisor/team lead often to keep them informed, using email, text or telephone. Be sure to communicate any flexibility you may need (i.e., time to care for children or other family members). Over-communication is important to manage expectations, especially if you need additional assistance.
- Develop or refresh new routines related to communication that replace the face-to-face interactions you previously had around the office. Start and maintain a running list of reasons you find yourself needing feedback or collaboration that previously were met by in-person interactions. Try to group these reasons into categories, such as supervisory feedback, peer review, social interaction, etc.
- Make use of shared documents to collab-

orate on feedback from a group when you cannot get together by phone or video conference. If there are routine updates required at periodic intervals, create templates that make it easier for everyone to provide them.

- Discuss as a team which channels of communication should be used for critical or time-sensitive information, which are best for ongoing discussions, and which are preferred for file sharing.
- Finally, identify a period of a few hours during the day as “deep work time,” when employees are expected to refrain from communicating unless it is critical.

Financial institutions will undoubtedly ease back into reopening branches and offices at some point. However, some employees may continue to work from home more frequently than they did before the pandemic. Implementing healthy habits for working remotely now will make collaboration and communication easier down the road—no matter what happens. 🇺🇸

Since the start of the pandemic in mid-March, financial institutions have shifted some of their work force to working from home. While regulatory and cybersecurity tasks may be difficult to adjust to while working remotely, the systems developed now with good habits will strengthen your team in the future.

PHOTO: SHUTTERSTOCK

New Associate Members

The following companies have joined the Tennessee Bankers Association as associate members. TBA's associate members deliver valuable products and services that help Tennessee's financial institutions serve their customers. In addition, they provide considerable support to TBA efforts and programs. You will find a complete list of TBA associate members on the TBA website at TNBankers.org. If you have questions about TBA's associate members, please contact Stacey Langford at slangford@TNBankers.org.

CONSULTANTS



Cherrywood Enterprises, LLC
6901 Okeechobee Blvd #D5-L2
West Palm Beach, FL 33411-2511
Phone: 561-508-7650
www.cherrywoodenterprises.com
Contact Name: Craig M. Geisler - cgeisler@cherrywoodenterprises.com



Geisler

Cherrywood Enterprises is a buyer of charged off debt files. We purchase charged off credit cards, consumer loans, auto deficiencies, overdraft accounts, commercial accounts, and even judgments!

ECONOMIC DEVELOPMENT



Upper Cumberland Development District

1104 England Dr
Cookeville, TN 38501-0924
Phone: 931-432-4111
Fax: 931-432-6010
www.ucdd.org
Contact Name: Megan Choate - mchoate@ucdd.org




Choate

The Upper Cumberland Development District is an economic development organization serving the 14 counties of the Upper Cumberland region of TN. UCDD manages a revolving loan fund in partnership with the Economic Development Administration (EDA) and USDA Rural Development.

ELECTRONIC BANKING SERVICES



Elliott Data Systems, Inc.
8420 Wolf Lake Dr, Ste 118
Memphis, TN 38133-7110
Phone: 901-299-3824
Toll-Free: 888-345-8511
www.elliottdata.com
Contact: Nate Spates - nspates@elliottdata.com

Elliott is a local, certified Financial Instant Issuance and central issuance provider with professional services including installation, training, technical support, and customer service. We deliver secure debit/credit card printing system solutions with long term results. 



People on the Move

Have information from your bank about promotions or branch news?
Send it to Lila Griffin at lgriffin@TNBankers.org.

Advocacy Trust LLC, Chattanooga, has welcomed **Danny McHale** as director of operations.

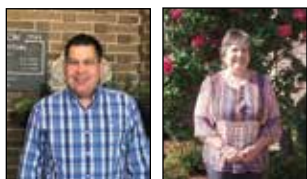


MCHALE

Argent Trust Company of Tennessee, Nashville, has named **Robert Pugh** as vice president and trust officer.



PUGH



HUGHES

PERKINS

Bank of Gleason, Gleason, has added **Luke Hughes** to the bank's lending department; and **Tonni Perkins** to the **McKenzie** branch.

BankSmart, Pinellas Park, Fla., has named **Brett Rawls** as Director of Client Engagement and Development.



RAWLS



JOHNSON

HARKNESS

BankTennessee, Collierville, has promoted **Karen Johnson** to branch manager; and named **Chad Harkness** as regional president.



BRYANT



DICKINSON

Centennial Bank, Trezevant, has welcomed **Mandy Bryant** as head teller; and **Mary Beth Dickinson** to the **McKenzie** team.

Central Bank, Savannah, has named **Rodney Vanhooose** as branch manager of the **Pickwick** office.



VANHOOSE

Crowe LLP, Franklin, has promoted **Kevin Gilbreath** to partner of tax services.



GILBREATH

Dixon Hughes Goodman LLP, Memphis, has promoted **Mike Stallworth** to manager of the firm's **Nashville** office.



STALLWORTH



OWEN



WAYBRIGHT



ROOT



JONES

Evolve Bank & Trust, Memphis has welcomed **Chase Owen** to the corporate mortgage division as business intelligence developer; **Sean Waybright** as SBA business development officer; **Ashley Root** as loan closing assistant; and **Shy Jones** as mortgage post closer.



SILVA



HAYS

F & M Bank, Clarksville, has welcomed financial advisor **Leo Silva** to the investments team at the **Franklin** office; and **Justin Hays** as vice president, commercial lender at the **Indian Lake Hendersonville** office.

People on the Move *continued*



BRIGGS

BERTANI



YOUNG

GODFRY

Fifth Third Bank, Nashville, has named **Dave Briggs** as regional president for Tennessee; and **David Bertani** as senior vice president, commercial relationship manager. The bank has promoted **Aleta Young** to vice president, community economic development manager; and **Jonathan Godfry** to senior vice president, senior commercial banker.

The First Bank & Trust Company, Morristown, has named **David E. Slack** as senior vice president and city executive.



SLACK



TARKINGTON

WILLIAMS



BORING

DAVIS

First Citizens National Bank, Dyersburg, has promoted **Sandy Tarkington** to senior vice president of marketing and public relations; **Courtney Williams** to assistant vice president, technical & FES Training Specialist; **Jennifer Boring** to branch manager of the bank's financial center in **Martin**; and **Anna Davis** to branch manager of the financial center in **Arlington**.

First Community Bank of the Heartland Inc., has named **Jennifer Zickefoose** as teller and customer service representative at the **Dresden** branch.



ZICKEFOOSE



D. SMITH

B. H. SMITH

First Community Mortgage, Murfreesboro, has named **Dan Smith** as president; and **Brandelyn Hall (Brandy) Smith** as vice president.



VINCION-SADLOWSKI

KIRKLAND

BENNETT



KELLER

RONEY

First Freedom Bank, Lebanon, has promoted **Kathleen Vincion-Sadlowski** to FSR manager; and **Blair Kirkland** to personal banker in the **Mount Juliet Providence office**. The bank has named **Tori Bennett**, **Courtney Keller**, and **Alexis Roney** as financial service representatives.

First Horizon Bank has promoted **Lucas Doppler** to relationship manager, vice president.



DOPPLER

FirstBank in Memphis has hired **Greg Smithers** as Memphis market president, **Nathan Raines** as commercial group manager, and **David Warlick** and **Jeremy Bragg** as commercial relationship managers.



SMITHERS

Frost Brown Todd, LLC, Nashville, has named former Nashville Mayor **Bill Purcell** to its firm.

INSOUTH Bank, Brownsville, has welcomed **Denver Clinton** as vice president.



CLINTON



COSTELLO



FREEMAN



FEY



HARRISON



MARYNOWITZ

LBMC, Brentwood, has promoted **Jennifer Costello**, and **Buck Freeman**, to shareholder in the audit and advisory division; **Stewart Fey** to shareholder in information security and risk services division; and **Blake Harrison** to shareholder, wealth advisors division. **Brian Marynowitz** was promoted to director in the firm's transaction advisory services division.

Pathway Lending, Nashville, has welcomed **Ellen Hackett** as chief commercial credit officer.



HACKETT

Patriot Bank, Barretville, has welcomed **Elaine Shankle** as assistant vice president for the Covington Square branch location.



SHANKLE

Pinnacle Financial Partners, Nashville, has named **Eddie Alford** as its first diversity and inclusion officer to spearhead social equity work within the firm.



ALFORD

Reliant Bank, Brentwood, has promoted **Matt Crawford** to executive vice president for Williamson County market president.

SimplyBank, Spring City, has named **Anthony Lastoria** as senior retail officer.



LASTORIA

SmartBank, Chattanooga, has named **Fabiola Ortiz** as vice president, regional branch administrator for the Chattanooga, Cleveland, Tullahoma, and Murfreesboro markets.



ORTIZ

SmartBank, Knoxville, has named **Daniel Hereford** executive vice president, chief information officer.



HEREFORD

The Trust Company of Tennessee, Knoxville, has named **Alex Butler** as a systems analyst.



BUTLER



BENSON



GARSKE

Truxton Trust Company, Nashville, has welcomed **William Benson** as vice president, private banking; and **Bridget Garske** as a client service specialist.



SULLINS



SANDERS

Wilson Bank & Trust, Lebanon, has promoted **Greg Sullins** to executive vice president; and **Kevin Sanders** to senior vice president, West Wilson County market leader.



Bank Notes



Apex Bank, Greeneville, has moved their Town Square office to a renovated office at 841 Tusculum Blvd, Greeneville.

Dana Maness, former vice president, lender with **The Bank of Jackson, Jackson**, has retired after serving 48 years in the banking industry.



MANESS

Bank of Bartlett, Bartlett, has launched the Midsouth Insurance Depot, a wholly-owned subsidiary of Bank of Bartlett to offer the community an alternative to shop for insurance.

Howard Lamar, attorney with **Bass Berry & Sims PLC, Nashville**, was elected to **Truxton Trust Company** board of directors.



LAMAR

Mike Gray, former employee of **Centennial Bank, Trezevant**, has retired.



GRAY

Lafayette's Citizens Bancorp Investment Inc., parent company of **Citizens Bank of Lafayette**, and **American Bancshares Corp.**, parent company of **American Bank & Trust of the Cumberlands, Livingston**, have agreed to a definitive merger of American Bank & Trust with and into Citizens Bank. Expected to close the second quarter of 2021, the combined company will have approximately \$1.2 billion of total assets and 22 banking locations across Middle Tennessee.



Gail Leitch, former employee of **Citizens National Bank, Sevierville**, has retired after serving the bank 42 years.



William B. "Bo" Caldwell, Jr., former vice chairman of **Commercial Bank & Trust Co., Paris**, has retired after serving the bank since 1987. **Emily Walker**, former senior vice president and trust officer of CBTC has retired after serving the bank since 1996.

First Commercial Bank, a Mississippi bank advised by longtime banking entrepreneur **Curt Gabardi** plans to open a branch in the Crescent Center office complex in **East Memphis**. Business consultant **Sam J. Jenkins** was hired to lead First Commercial's Memphis offices.



GABARDI

First Horizon Bank, Memphis, has completed acquisition of 30 former SunTrust Bank locations.

JPMorgan Chase & Co., opened the **Music City** branch in downtown **Nashville** in the ServiceSource Tower at the corner of Church St. and Fourth Ave. in July, with the **Green Hills** branch (3811 Hillsboro Rd.) to follow.

Legends Bank, Clarksville, has opened a new branch in **Pleasant View** at 2528 Hwy 49E, Ste. C.



Autry Gobbell, president and CEO of **Peoples Bank, Clifton**, was given the *Chancellor's Award of Excellence in Philanthropy* by the Tennessee Board of Regents and the Tennessee College of Applied Technology Hohenwald for his support of TCAT and the bank's donation of the site for the TCAT Industrial Maintenance Program in Waynesboro.



PNC Bank, N. A., Franklin, has opened their first Tennessee location at 1556 W. McEwen Drive and led by **Michael Johnson**, regional president and commercial banking chief.



JOHNSON



Security Bank and Trust Company celebrated a grand opening of its branch in **Milan** with a ribbon cutting ceremony and lunch.

Former employees, **Sharon Quinn and Meredith Woodlee**, of **McMinnville's Security Federal Savings Bank of McMinnville**, have retired.



SimplyBank celebrated a grand opening for their new **Decatur** office and live streamed the event.



Pictured is the staff at the newest branch of **SmartBank**, 2108 Medical Center Pkwy, **Murfreesboro**.



KING



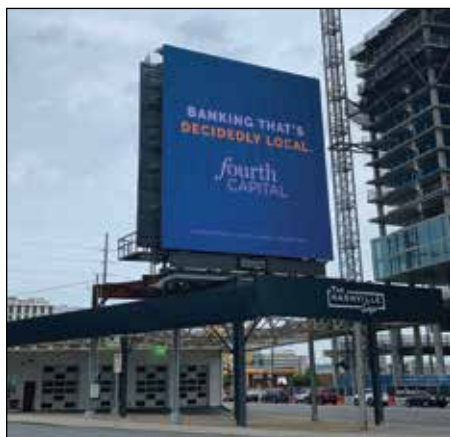
HOUSER

Gail King and Connie Houser, of **Southern Heritage Bank, Cleveland**, have retired.

Bank Notes *continued*



Connie Ramsey, former assistant vice president of **Sumner Bank & Trust, Gallatin**, has retired.




Tennessee Bank & Trust has changed their name to **Fourth Capital** and relocated their headquarters to downtown **Nashville**, Peabody Plaza of Rolling Mill Hill (10 Lea Ave., Ste 900).



Kerry Perkinson, former senior vice president of **Nashville's Fourth Capital** and one of the first employees of the bank 16 years ago, has retired, and his retirement party was held via Zoom.



Pictured is the team of **Triumph Bank's** second full-service office in **Nashville** on Music Row (33 Music Square West, Ste 110B), focusing on sports and entertainment banking as well as private banking.

Birmingham-based Oakworth Capital Bank will enter the Middle Tennessee market in late 2020 with an office in **Brentwood** (5511 Virginia Way), led by **Greer Redden**. 



REDDEN

Community Building

If your bank's Facebook page has highlights from community involvement, tag @TNBankers in the post to possibly get it published in *The Tennessee Banker* magazine.

Bank of Lincoln County raised almost \$25,000 for the Fayetteville-Lincoln County 4-H Blue Ribbon Horseshow. The contribution will help fund livestock competitions, public speaking, travel for national competitions, and more.



Bank of Lincoln County's marketing director **Michaela Fulkerson** recently married **Chris Brown**. The couple met in the lobby of BOLC's Main Branch, and later Chris proposed to her in the same lobby.

Citizens National Bank, Sevierville, was a sponsor in the Superheroes 5K Run & Walk in the spring to support Hidden Treasures Academy Inc., which provides post-secondary educational opportunities to young adults with intellectual and development challenges.



Pictured is **Pat Carrington**, community bank president of **First Citizens National Bank, Jackson**, presenting a check of \$1,000 to Nathan Young of The Care Center that serves homeless and abused women and children.



First Community Bank of Tennessee, Shelbyville, sponsored the 12th Annual Paws for a Cause 5K run to support Middle Tennessee Spay and Neuter Clinic.

Franklin Synergy Bank, Franklin, donated \$5,000 to the Battle of Franklin Trust to aid in its campaign to erect a statue of a U.S. Colored Troops soldier on the Franklin Square to honor Juneteenth and all it represents.



Landmark Community Bank, Collierville, presented a check of \$1,000 to the Collierville Arts Council to support local projects.



Legends Bank, Clarksville, collected items to aid in tornado and COVID disaster relief efforts, and donated them to local organizations, and gave \$5,000 to Second Harvest Food Bank of Middle Tennessee.

Community Building *continued*



SimplyBank, Spring City, is a sponsoring partner for The Care Center Walk for Life and Muddy Pumpkin events in October.



SmartBank, Knoxville, donated \$25,000 to Mountain Hope Good Shepherd Clinic Inc., for the clinic's expansion.



1.



3.



2.



4.

Community banks in Tennessee held United Way "Stuff the Bus" fundraisers for students and teachers locally for the 2020-2021 school year. A sampling were captured from bank Facebook pages; **1. CapStar Bank** for McMinn and Meigs Counties; **2. Franklin Synergy Bank** collected items for over 400 backpacks in Rutherford and Cannon Counties, and **Nashville FSB West End** office virtually raised \$500 for school supplies in under an hour. **3. F&M Bank, Hendersonville** collected dry erase markers for local high schools. **4. Shelbyville's Peoples Bank of Middle Tennessee** collected school supplies for Bedford County. 📦

Employment Opportunities

TBA now offers three ways to find and post job opportunities in the banking industry across the state.



1. The TBA Job Bank is free for TBA member banks to post positions online. You can submit your job openings to Penny Powlas at ppowlas@tnbankers.org, and jobs can be viewed at TNBankers.org/job-bank, as well as in each issue of the Tennessee Banker magazine on this page.



2. BankCareers.org is a service provided by TBA where banks can connect with university students interested in careers in banking. Banks post job opportunities and internships, and students from universities across Tennessee can apply from the website. Visit BankCareers.org to post positions, or reach out to Matt Radford at mradford@tnbankers.org.



3. BankTalentHQ partners with TBA and other state bankers associations. It allows Tennessee banks to reach a nation-wide audience by posting job openings for your institutions, with the ability to purchase a single 30-day post or a discounted posting package to fill multiple vacancies. Visit BankTalentHQ.com to post your jobs or find employment opportunities.

JOB BANK POSITIONS AVAILABLE

2009-10 AUDIT AND COMPLIANCE MANAGER

Sevier County Bank, a well-established community bank in scenic Sevier County, TN seeks an Audit and Compliance Manager. Qualified candidates may apply for the Audit and Compliance Manager position by visiting www.banksb.com click on "About", then "Careers", and then "Apply Today" for online employment application and submission instructions.

2009-9 ASSISTANT BRANCH MANAGER

Reliant Bank is currently seeking an Assistant Branch Manager in Nashville, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=302160323>.

2009-8 BRANCH MANAGER

Reliant Bank is currently seeking a Branch Manager in Chattanooga, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=302169793>.

2009-7 GRAPHIC DESIGN SPECIALIST - REMOTE

Reliant Bank is currently seeking a Graphic Design Specialist. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=302174720>.

2009-6 COMMUNICATIONS SPECIALIST - REMOTE

Reliant Bank is currently seeking a Communications Specialist. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=30217472>.

2009-5 ASSISTANT BRANCH MANAGER

Reliant Bank is currently seeking an Assistant Branch Manager at their Maryland Farms Branch in Brentwood, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=302180928>.

2009-4 TELLER

Reliant Bank is currently seeking a Teller in Kingston Springs, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=302181506>.

2009-3 LOAN OPERATIONS SPECIALIST

Reliant Bank is currently seeking a Loan

Operations Specialist in Knoxville, TN. Qualified candidates may submit their resume to <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318912384>.

2009-2 HUMAN RESOURCES DIRECTOR

Reliant Bank is currently seeking a Human Resources Director in Franklin, TN. Qualified candidates may submit their resume to <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318922113>.

2009-1 ELECTRONIC BANKING SPECIALIST

Reliant Bank is currently seeking an Electronic Banking Specialist in Franklin, TN. Qualified candidates may submit their resume to <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318914310>. Qualified candidates may submit their resume to <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318914310>.

2008-6 FINANCIAL INSTITUTION FAIR LENDING/LOAN COMPLIANCE CONSULTANT

Saltmarsh, Cleaveland & Gund is seeking a strong Financial Institution Fair Lending/Loan Compliance Consultant to work from home and travel on occasion. Interested candidates may send their resumes to Mel Kleinert at mel.kleinert@saltmarshcpa.com.


2008-5 ANALYST/BANK OPERATIONS CONSULTING

BankSmart has an immediate opening for a full-time Analyst position for our Bank Operations Consulting team. Qualified and interested candidates can send a resume to Jim Wilkson at JWilkson@BankSmart.com.

2008-4 MORTGAGE LOAN ADMINISTRATOR

Legends Bank is seeking a qualified Mortgage Loan Administrator. Interested candidates may email their resumes to Jkramer@legendsbank.com or dadkins@legendsbank.com.

2008-3 LOAN OFFICER/RELATIONSHIP MANAGER

Tri-State Bank of Memphis is seeking a qualified Loan Officer/Relationship Manager. Qualified candidates may send their resumes to pjones@tristatebank.com. 

Tennessee banks and associate members may list positions free-of-charge as a benefit of their membership in the Tennessee Bankers Association. Those interested in placing an ad or replying to position openings (refer to position number) should direct their inquiries to Penny Powlas at ppowlas@TNBankers.org, or 800-964-5525 or 615-244-4871. View more positions at TNBankers.org/jobbank.

Featured Events

OCTOBER
15 & 16

TRUST AND WEALTH MANAGEMENT CONFERENCE

Virtual-only

Registration Deadline: October 14

TBA Member/Associate Member Registration: \$395

TBA Contact: Penny Powlas, ppowlas@TNBankers.org

The *Trust & Wealth Management Conference* is the annual meeting for TBA members working in the trust area. Under the director of Trust Committee Chairman David Neely, the program includes discussion on how to plan in a low interest rate environment, a trust caselaw update and other hot topics in trust litigation, and more.

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OCTOBER
22 & 23

WOMEN IN BANKING CONFERENCE

Virtual-only

Registration Deadline: October 21

Team discounts are available. A discount of \$25 per person is available for multiple registrations from the same institution, after the initial registration.

TBA Member/Associate Member Registration: \$300

TBA Contact: Sheena Frech, sfrech@TNBankers.org

Join us for the annual *Women In Banking Conference*, devoted to the development of Tennessee women in bank leadership. Successful representatives from Tennessee's financial institutions and women from other affiliated professional groups will share their expertise, experience, and knowledge to help you become a future leader. You will have an opportunity to network with other professional women and discuss similar challenges and solutions. Make plans now to attend, and discover inspiration and empowerment.

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General



**OCTOBER
27**

COMMUNITY BANKING CONFERENCE

Presented by the Independent Bankers Division

Virtual-only

Registration Deadline: October 26

TBA Member/Associate Member Registration: \$240

TBA Contact: Monique White, mwhite@TNBankers.org

The *Community Banking Conference*, formerly known as the Independent Bankers Division Convention, covers current issues and hot topics of interest to community banks. Led by Independent Bankers Division Chairman Philip Calahan, learn about recent regulations news for community bankers from ICBA's CEO Rebeca Romero Rainey, HR lessons during a pandemic from Baker Donelson's Kim Vance, Shareholder, and much more.

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General



**OCTOBER
28**

BANK DIRECTORS RETREAT

In Conjunction with



Virtual-only

Registration Deadline: October 27

TBA Member/Associate Member Registration: \$240

TBA Contact: Monique White, mwhite@TNBankers.org

With regulators expecting more oversight from board members in areas such as business continuity plans and stress testing during a pandemic, it is increasingly essential for both seasoned and new directors to remain ahead of the curve. In this half-day event, TBA's annual *Bank Directors Retreat* addresses the internal and external factors COVID-19 has on the banking industry, and offers sessions led by industry experts and thought leaders. CEOs, presidents, senior officers, outside and inside board members will benefit from this comprehensive event created to identify and explore issues important to shareholders and depositors alike.

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General



We've got school spirit



When Vanderbilt students arrived to register for classes in 1966, the Third National Bank twins Jan and Jane were cruising the Vandy campus in their “twin” convertibles, offering to take students to the bank’s Midtown branch to open their special Commodore account. For new accounts, the bank offered exclusive black and gold checks, available only to Vanderbilt students.

Originally published in *The Tennessee Banker* in October 1966. 

Professional Development Calendar

Due to the COVID-19 pandemic, TBA will offer virtual programs in place of in-person events through the rest of the year. Visit TNBankers.org/calendar for specific event information and for the most up-to-date changes to the education calendar.

2020

● September 22 & 23 **NEW DATE**

Strategic Technology, Risk & Security Conference
Virtual

● September 22, 23, 24

CEO Forums, Session 3 of 3
Virtual

● September 24

Information Security Officer Training
Virtual

● September 29 **NEW DATE**

Branch Management and Retail Banking Leadership Series, Session 3 of 4
Virtual

● September 30, October 1, 2

CFO/Controller Forums, Session 3 of 3
Virtual

● October 1

BSA/AML Compliance Management
Virtual

● October 4–6

CEO/Executive Management Conference
The Henderson, Destin, Fla.

● October 7 & 8

Basic and Advanced IRA
Virtual

● October 13 **CANCELED**

Real Estate Evaluations 101
TBA Barrett Training Center, Nashville

● October 14 **NEW**

Tax Return Analysis
Virtual

● October 15 & 16

Trust & Wealth Management Conference
Virtual

● October 19–21

Young Bankers Division Leadership Luncheons
Virtual

● October 22 & 23

Women in Banking Conference
Virtual

● October 27

Community Banking Conference presented by the Independent Bankers Division
Virtual

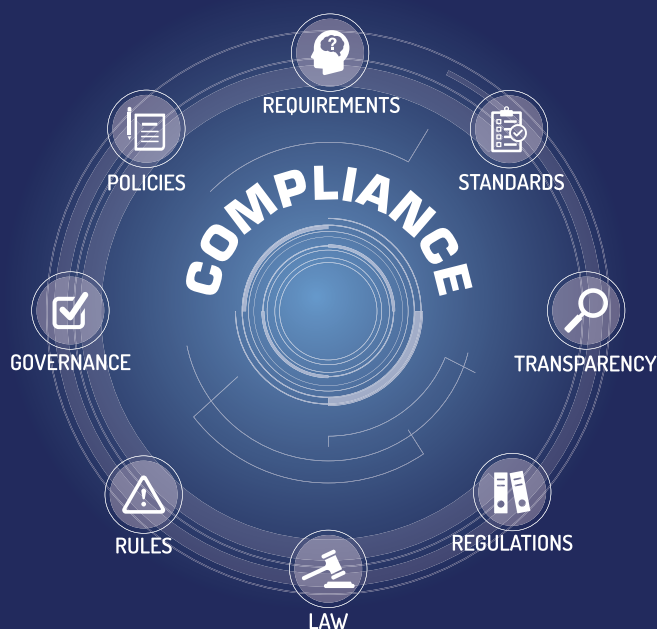
● October 28

Bank Directors Retreat
Virtual

● November 5 **NEW**

Human Resources Hot Topics: Conquering COVID Chaos
Virtual

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We Partner With You

FNBB's loan division is a trusted ally to community bankers. By offering correspondent lending services and honoring our promise to never call on your customers, we help you close more loans and serve your borrower's growing needs. We offer flexible loan types, terms and rates. Our partnership with a registered swap dealer for Interest Rate Hedging/Swaps provides higher business conduct standards including full price transparency.

Retain your role as lead bank while we help you manage:

- Lending limit constraints
- Liquidity needs
- Portfolio diversification

Leverage our resources to help grow and expand your lending services.

- Bank stock financing
- Bank acquisition loans
- Interest Rate Hedging/Swaps
- Loans to directors and executive officers
- Participations / overline assistance

Charles Morris
President

Jonathan Simon
Correspondent Lending Officer

Charles Kown
Relationship Manager

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