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131ST ANNUAL MEETING

Belmond Charleston Place Hotel | Charleston, S.C.

June 13–15, 2021



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TENNESSEE BANKERS ASSOCIATION

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COMMUNICATIONS

TYLER NELSON, Vice President
of Communications

MATT RADFORD, Vice President
of Creative Services

LILA GRIFFIN, Proofreader

LACY YORK, Communications Assistant

CONTRIBUTORS

KEITH MILES, Partner,
McNeely Pigott & Fox Public Relations

ROGER SHIRLEY, Editorial Director,
McNeely Pigott & Fox Public Relations

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COLIN BARRETT
President/CEO,
Tennessee Bankers
Association

THREE THINGS TO DO THIS MONTH

1.

Register for the TBA Credit Conference, which will now be held at the Omni Nashville on April 22-23. Due to COVID concerns, a hybrid option will be available to bankers as well. Register online at TNBankers.org/credit.

2.

Reconnect with peers across the state through one of TBA's forums. These include CEO, CFO, Senior Lender, Compliance, HR, Branch Manager and IT/Ops. For more information contact Sheena Frech at sfrech@tnbankers.org.

3.

Start the year off right by engaging in TBA's state and federal legislative efforts. To sign up for our bi-weekly conference calls, contact Caroline Latham at clatham@tnbankers.org.

Industry's legislative agenda set after memorable election cycle

After what has been the longest election in my memory, the voters have spoken and delivered both the Presidency and the Senate to the Democrats, while narrowing the House Democrats' majority to the smallest margin in two decades. And while the outcome is certainly favorable for President Joe Biden, the narrow division will not leave much wiggle room for any member of Congress to step outside of their political aisle.

Leading up to Election Day in November, both Republicans and Democrats felt good about their chances to control the Senate. Although Democrats picked up one seat that day, the Republicans believed they would win the January runoff races in Georgia where the Republican candidates maintained a slight lead in the November election. However, with a strong grassroots effort by Democrats and discussion of voter fraud suppressing Trump voters, a 50/50 split was created in the Senate with Vice President Kamala Harris serving as the tie-breaker.

If Democrats remain united, their majority will allow President Biden his choice for heads of the OCC, Treasury and CFPB—positions that the president could fill early in his term. The Federal Reserve's Jerome Powell and FDIC's Jelena McWilliams have several years before their terms expire and have indicated their desire to complete their terms.

In Tennessee, Republican Bill Hagerty is our newest Senator. Throughout the coronavirus crisis, Hagerty was able to use his Washington contacts to gain valuable information from Treasury and SBA for our banks. His role as a former director at Pinnacle Financial Partners gives our industry a knowledgeable ally in the Senate. And while it would be good to have

Tennessee represented on the Senate Banking Committee, Hagerty might find himself on the Senate Foreign Relations Committee given his experience as Ambassador to Japan.

In total, Republicans gained seats in the House to narrow the Democrats' majority to 222 to 211. With ideological divisions within the Democrat party resulting in lost seats, Democrats may have challenges in building consensus during Biden's term.

In Tennessee, our newest House member is Diana Harshbarger, a Kingsport Republican who won with 75% of the vote in the general election after a hard-fought primary. Harshbarger's background as a pharmacist and her interest in health care will likely dictate her committee assignments.

With President Biden and narrow Democrat majorities, our legislative strategies will continue to focus on issues that can receive support from both sides of the aisle. Pressing issues will include CECL standards, BSA/AML reform, fintech policy, taxpayer subsidized credit unions and Farm Credit, and more. In standing with our customers and communities, our issues are aligned with the majority of Congressmen, regardless of their political affiliation. And with the importance of bankers' roles being elevated during the current health crisis, our ability to influence legislation for the better has never been stronger.

The banking industry enters 2021 in a strong position to enact positive change. I look forward to working with you to move our banking agenda forward. 🇺🇸

-Colin

TBA Online

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



@TNBankers, December 21, 2020

TBA and FinacialPSI staff members thanked their members and customers for their support and community efforts throughout 2020 with a video message from TBA president Colin Barrett and members of both staffs.



JOIN OUR E-NEWSLETTER

This Week is TBA's weekly e-newsletter, covering government relations developments, regulatory announcements, education programming, and timely association and industry news. If you'd like to join our mailing list, please contact Caroline Latham at clatham@TNBankers.org.



TBA WEBINARS

Register for these webinars and more at TNBankers.org/calendar

Remote Workforce Series: Work From Home Record Retention Rules January 26

Have you updated your record retention policy and procedures for work-from-home employees? Thanks to COVID-19, best practices and good management call for an updated policy governing remote use and retention of records via personal devices, sites, and accounts. With so many working remotely, mismanaged, misplaced, or missing records are more than a nuisance—they are a liability that could trigger litigation and regulatory fines! This webinar will show best practices-based strategies for effective work-from-home record management. The sample policy and guidelines will help your institution manage records, minimize risks, and maximize compliance.

Calculating Cash Flow From Corporate Tax Returns January 27

Deciphering corporate tax returns is a necessary skill for commercial lenders. However, the returns can be complicated, lengthy, and opaque. They certainly aren't designed to provide the crucial datapoint lenders need most: cash flow. Join this webinar to learn how to pinpoint a corporate borrower's annual cash flow quickly and accurately.

**AMY HEASLET**

Executive
Vice President/
General Counsel,
Tennessee Bankers
Association

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.

TBA priorities for the 112th General Assembly

The months leading up to the start of the 112th General Assembly on January 12 were marked with uncertainty as the COVID case numbers increased daily. However, TBA's government relations team prepared for session with the expectation that regardless of how we were able to represent our members at the Capitol—whether in-person or virtually—we would effectively advocate for the banking industry's issues.

In the midst of the uncertainty of 2020 and changes at the federal level, Tennessee's executive and legislative branches remained stable. Governor Bill Lee entered his third year, and Randy McNally and Cameron Sexton were re-elected as speakers of the Senate and House, respectively. In both chambers, the caucuses also re-elected nearly all in leadership positions, and there are fewer freshmen heading to Nashville than in the past—two in the Senate and 10 in the House.

With continuity in leadership, and TBA's government relationship team having strong relationships with members who are supportive of the banking industry, we expect to have another successful legislative year.

Our top priority will be to pass the two bills we filed in 2020 but were not passed due to the shortened and streamlined session. The first of those bills will update the state's trust laws to ensure Tennessee remains one of the leading trust jurisdictions. On an annual basis, TBA's trust legislative committee meets to review our trust laws, and this year was no different. The committee met in the fall and in addition to what we will re-file from 2020, they also approved working to promote our trust laws not only nationally but also internationally through marketing efforts and additional legislative changes.

The results of our efforts to maintain strength in our trust laws is well documented and provides a great opportunity to educate legislators on the economic impact of the laws they pass. As reported recently by Commissioner Greg Gonzalez, trust assets under management in Tennessee have increased from \$25 billion to \$160 billion in the past six years.


The second bill we will re-file in 2021 is one

to modestly increase the homestead exemption to \$35,000. In 2019, we narrowly defeated strong efforts by the Home Builders Association to increase the exemption to \$250,000. Recognizing the desire of legislators for an increase, we then took an offensive position in 2020 and filed our own bill for an increase to \$35,000, which would put Tennessee in line with other southeastern states. The bill was met with support in the House but stalled due to the legislature's recess in March and not being picked up when they resumed in June.

Given the general expectation of a downturn in economic conditions and a likely increase in personal bankruptcies as the country recovers from COVID-19, it is critical we take the lead in addressing the need for increase in the homestead exemption. We expect the Home Builders Association to bring their own legislation for a much higher increase, so we will hit the ground running in January and push for a reasonable, modest increase.

With the potential of having two very different, competing bills to increase the homestead exemption, we will need all bankers to contact your legislators and explain our position and ask for their support of our bill. Bankers contacting legislators to defeat the Home Builders' efforts in 2019 for a drastic increase was the only reason we were successful in our opposition and it will be critical again for our success this year.

TBA will also file a third bill to extend the amount of time a bank may hold property other than real estate after repossession from 6 months to 12 months.

I also encourage you to stay informed and up-to-date on all legislative issues to help us advocate or oppose other issues as they arise. We expect this session to be no different than the other years where issues we strongly oppose will arise and we'll need your support in defeating them. The best way to stay informed is to read the legislative updates in our weekly newsletter, *This Week*, and participate in our bi-weekly conference calls, which are held every other Friday during session. If you would like to participate in these calls, please email me at aheaslet@TNBankers.org. 



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2020 BankPac sets new record

118 contributors raised \$234,168



CAROLINE LATHAM

Government Relations/
Membership Manager,
Tennessee Bankers
Association

TBA BankPac, the political action committee of TBA, is the exclusive PAC dedicated to representing the Tennessee banking industry. Thanks to the efforts of the BankPac Committee members, the total dollars contributed to BankPac from TBA members has steadily increased in recent years, which allows BankPac to remain one of the three largest contributing business PACs in the state. As of December 31, the following 118 contributors gave \$234,168. 🇺🇸

2020 BANKPAC CONTRIBUTORS

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American Bank & Trust of the Cumberlands, Livingston
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Apex Bank, Camden
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The Bank of Fayette County, Rossville
Bank of Frankewing, Frankewing
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The Bank of Milan, Milan
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Bank3, Memphis
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Citizens Bank, Carthage
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Citizens National Bank, Sevierville
Citizens Savings Bank and Trust Company, Nashville
Citizens Tri-County Bank, Dunlap
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The Hardin County Bank, Savannah
Heritage Bank & Trust, Columbia
Highland Federal Savings and Loan Association, Crossville

MORE ABOUT BANKPAC

For more information about BankPac or to make a contribution, please contact Caroline Latham at clatham@TNBankers.org.



Home Banking Company, Selmer
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 TIB-The Independent BankersBank, Brentwood
 The Marathon Organization, Virginia Beach

ABOVE LEFT: F&M Bank's Sammy Stuard (left) and Charlie Koon (right) present a BankPac check to Sen. Bill Powers (middle).

ABOVE: The Farmers Bank's Tommy Whitaker presents Sen. Ferrell Haile with a BankPac check. They are joined by The Farmers Bank's Mark Harris (left) and Andy Nash (right).

TDFI balances supervision amid COVID-19



GREG GONZALES
Commissioner,
Tennessee Department
of Financial Institutions

Governor Bill Lee held budget hearings with all state agencies in November. The discussions centered around the impact of COVID-19 on our operations and the citizens we serve.

In discussing our Department, I reiterated the unprecedented growth in the Tennessee banking and trust industries and that COVID-19 complicates our work.

Just five years ago, the combined state bank and trust industries totaled about \$80 billion in assets. Today, the combined assets in the system total about \$350 billion in assets—and growth continues.

In framing where we find the Department today, in a normal environment this unprecedented growth in the banking system can challenge our capacity to appropriately assess and supervise these industries. But when we overlay a COVID-19 pandemic on top of it, our work becomes even more complex.

The fundamental balance we are trying to strike from an operations and budget standpoint is to determine what additional resources we need to meet our statutory mission, while at the same time taking advantage of the opportunities for efficiencies and producing budget savings because those opportunities are there.

We have begun to do both of these necessary things. Adding needed resources while simultaneously creating efficiencies and budget savings.

If we consider the thousands of institutions and entities under our jurisdiction including non-deposit companies, then our jurisdiction is approaching a half trillion dollars in assets and thousands of industry employees impacting essentially every Tennessee community.

We supervise this nearly half trillion-dollar

financial institution industry with 160 Department positions and a \$30 million budget.

And while we will need more resources over time, we think that much of that can be funded through the efficiencies we are achieving.

For example, before COVID-19 the Department operated 90% from home. It was relatively easy to move to essentially 100% when the Administration asked agencies to take all steps necessary to protect the health of employees and the public while maintaining core services. We were saving \$400,000 annually from reducing office space throughout the state before the pandemic hit, and we are looking to further downsize the remaining assigned space in the Tennessee Tower. Travel savings this year due to offsite examinations will amount to approximately \$800,000.

Our initial response to COVID-19 was to pause our exams for a brief time to give institutions the opportunity to focus on supporting their communities and that is exactly what the industry did.

Banks loaned out \$9 billion dollars in Paycheck Protection Program funds and worked to support borrowers through loan modifications.

Institutions altered their operations as well in order to continue providing banking services in the safest way possible for citizens. Bankers were economic first responders in meeting the needs of customers and communities.

An important dynamic is how we now regulate the two large banks under our jurisdiction that hold the majority of assets in the Tennessee banking system and how we balance that with our supervision of community banks.

On a regular basis we are engaged in large bank reviews that constitute a continuous ex-



For more updates from Commissioner Gonzales and TDFI, visit www.tn.gov/tdfi/news.html.

amination. Those reviews cover a variety of topics throughout the year.

Depending on the large bank review topics, we are pulling from the same examiner pool to handle large bank reviews as well as community bank exams. This can present a challenge to our resources as we seek to enhance our regulatory capabilities for all banks from the largest to the smallest.

The Department continues to support rural communities through our regulation of community banks and other institutions.

Based on ideas from Governor Lee, the Department has also established a Minority Depository Institution Partnership that affects Tennessee banks. The goal is to have an increased focus of our resources on these institutions to help them not just survive but thrive in supporting the customers and communities they serve.

Because of the efficiencies we have been able to achieve along with growth in the banking system, we have been able to reduce our annual assessment on nearly every bank we supervise.

These budget efficiencies will also allow us to make needed Department salary adjustments to support our regulation of a growing banking system.

As I have stated for many years, our regulatory approach is tailored to facilitate economic progress and help you serve your customers and communities. Thank you for the partnership that we all have created over the years that supports this shared mission. 🇺🇸

"Because of the efficiencies we have been able to achieve along with growth in the banking system, we have been able to reduce our annual assessment on nearly every bank we supervise."

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131ST ANNUAL MEETING


Belmond Charleston Place Hotel | Charleston, S.C.
June 13–15, 2021



Oak-lined streets, historic row houses, and creative Lowcountry cooking—South Carolina's oldest city has charm to spare.

Join us in Charleston for the Tennessee Bankers Associations' 131ST Annual Meeting.

This is a place where the list of family activities, cultural attractions, and outdoor adventures are as numerous as the memories you'll make while you're here.

You'll also hear from business leaders, strategists, and experts about what to expect in the banking industry. 

**Join us for the
131st Annual Meeting.**

**For more information
and to register, please visit
TNBankers.org/annual**

Escape to the charm of Charleston, S.C., and the Belmond Charleston Place Hotel



Belmond Charleston Place, perennially ranked as one of the top hotels in North America, is an extraordinary hotel where history and elegance come together to offer luxurious accommodations, world-class cuisine, and legendary Belmond service.

The Grande Dame of Charleston hotels, Belmond Charleston Place spans nearly an entire city block, from the edge of the city's historic market to King Street's shopping artery. Valets greet you with enthusiasm and usher you into a marble lobby of jaw-dropping proportions with a sweeping Georgian open-arm staircase and 12-foot, hand-blown Venetian chandelier.

The hotel is home to some of the best restaurants in the city—Palmetto Café and live-jazz-playing Charleston Grill with advanced sommeliers and not a drop of stuffiness. There's also tapas at the Thoroughbred Club just off the lobby, plus a sports bar called Meeting at Market with excellent fish and chips, local brews, and wrap-around windows fronting the historic Charleston City Market. If room service is your thing, all guest rooms enjoy room-service access to both Palmetto and Charleston Grill.

The hotel has arguably the best pool in the city, rain or shine, thanks to its retractable glass roof and a steaming jacuzzi tucked within the clock tower. This is a family-friendly hotel, so if the echoes of joyful kids in the pool gets to be too much, just head outside to the V-shaped deck, grab a lounge chair and a cool drink from the self-misted bar on deck. A major highlight is the spa, light and soothing, with ten treatment rooms, and two couple treatment rooms. The gym is large and full of state-of-art equipment. Chilled towels and complimentary headphones are a plus. Private or group yoga instructors are a phone call away.

Whether you're just here for *Annual Meeting* or extending your stay, there is something for every traveler, budget and interest. Few American cities are as quietly captivating as Charleston. For one, its charming downtown historic district is easy on the eyes. Palmetto-fringed streets, grand antebellum facades and piazza-lined "single houses." But crediting beauty alone for Charleston's allure would be almost unfair to this Lowcountry gem.

It hits all the marks of a relaxing vacation destination: locals as innately pleasant as the climate, a walkable and bikeable downtown, easily accessible beaches nearby—the list of draws is long.



Premier Room at Belmond Charleston Place Hotel



The Palmetto Café located on property at the Belmond Charleston Place Hotel

Charleston's unparalleled shopping district, King Street offers the best in antiques (Croghan's Jewel Box), art galleries (Gallery Chuma), bookstores (Blue Bicycle Books), clothing (Berlin's Clothing), and other specialties, like the roasted pecans and palmetto jelly at Gullah Gourmet.

The thriving restaurant scene in Charleston has made an international name for itself, and not just the grits, gumbo, and biscuits (though, Callie's has arguably perfected the latter). You'll find innovative takes on all sorts of cuisines and delightfully unique dining concepts—from casual spots like Leon's Oyster Shop in a re-vamped auto garage and the food court-esque Workshop to accolade-winning mainstays that never quite lose their culinary luster like Husk, F.I.G., and The Ordinary. 🍷

Fun for everyone Annual Meeting activities are sure to delight

TBA members always look forward to the special events associated with *Annual Meeting*. It is in these settings that bankers from around the state forge relationships and bonds that serve them year-in and year-out in their careers.

Are you interested in participating in these events? Visit TNBankers.org/annual to register.

USS Yorktown

Tuesday, June 15, 1:15 – 5:15 p.m.

\$90 per person

Join us at Patriots Point to “Walk in the Footsteps of Heroes” aboard the USS Yorktown CV10. Commissioned on April 15, 1943, World War II’s famous “Fighting Lady” participated significantly in the Pacific offensive that began in late 1943 and ended with the defeat of Japan in 1945. It would later earn five battle stars for service off Vietnam. Home to the Medal of Honor Museum, come hear the stories of the brave men and women who served; those who stood to protect our freedoms. Experience these stories as your heart fills with pride and your eyes with tears.



Join us at Patriots Point to “Walk in the Footsteps of Heroes” aboard the USS Yorktown CV10.

Inshore Fishing

Tuesday, June 15, 12:45 – 4:45 p.m.

\$275 per person

The Charleston area offers outstanding inshore fishing opportunities for the light tackle angler. The “flats boat” is designed to hunt out and stalk fish inhabiting inshore estuaries, tidal creeks and all barrier island waters. First time anglers as well as experienced fishermen, birdwatchers, sunbathers, and sightseers are welcome. No experience or equipment necessary. Packages include everything you need to fish: fishing rods, reels, bait, tackle, and fishing license.



Explore the inshore estuaries and creeks on a flats boat



Holy City Church and Architecture Walking Tour

Tuesday, June 15, 1:00-4:00 p.m.


\$65 per person

Charleston is called the Holy City for many reasons. This tour focuses on its origins of religious freedom and the varied and beautiful architecture throughout the city. Guests will visit 6-10 churches and explore the history, congregation, and architecture of each. Stops include St. Mary of the Annunciation Catholic Church and Kahal Kadosh Beth Elohim Jewish Synagogue, The Unitarian Church and graveyard, The First Baptist Church, and more.

Home and Garden Walking Tour

Tuesday, June 15, 1:30-4:30 p.m.

\$85 per person

Stroll the city and learn about the social, political, economic and environmental motivations that have resulted in a rich architectural legacy that is unique and absolutely Charleston. Escorted by a private tour guide, guests will experience some of the finest early architecture in the United States, with examples of Georgian, Federal, Regency, Greek Revival and Victorian styles along the route. Some sights include St. Michael's Church, the Nathaniel Russell House, Washington Square Park, and many other historic landmarks and exquisite gardens. 

For the Holy City Church and Architecture Walking Tour, see some of the most beautiful historic churches in the south, including St. Mary of the Annunciation Catholic Church.



Escorted by a private tour guide for the Home and Garden Walking Tour, guests will experience some of the finest early architecture in the United States, with examples of Georgian, Federal, Regency, Greek Revival and Victorian styles along the route.

Register for the TBA Golf Tournament



TENNESSEE BANKERS
ASSOCIATION
**131ST ANNUAL
MEETING**

Belmond Charleston Place Hotel
Charleston, S.C.
June 13–15, 2021

Wild Dunes Harbor Course
Monday, June 14
1:00 p.m. Shotgun Start
Registration Fee - \$200

Wild Dunes Harbor Course, designed by Tom Fazio, is said to be cut from some of the prettiest real estate in South Carolina. Renowned for being one of Charleston's tightest golf courses, the Harbor Course is set among stunning lagoons, salt marshes, and along the world's longest water hazard—the Intracoastal Waterway.

With so much water, this Tom Fazio classic demands great accuracy and is particularly fun when played off the tips (6,359 yards). Aimed at golfers of all levels and abilities, the short nature of the course means long hitters can attack certain holes, but the tight fairways and variety of hazards scattered around the course mean that accuracy is key.

Holes 9 to 11 are favored by many as they run right along the Intracoastal Waterway. A tough par-5, a short par-4, and a par-3 make up this beautifully positioned run of holes.

The spectacular scenery and unique design of the Harbor Course promises a truly unforgettable round of golf.

Teams will play in a four-person scramble format and are eligible for the following prizes: 1st, 2nd, and 3rd in 2 flights, closest-to-pin, longest putt, and longest drive. 🏌️



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Leaders: Remove your bulletproof vests



CHESTER ELTON
New York Times
bestselling author of
"All In"

ABOUT THE AUTHOR

Chester Elton is the co-author of *The New York Times* bestseller *All In: How the Best Managers Create a Culture of Belief and Drive Big Results*. Hear from Elton at TBA's 131st Annual Meeting. Register at TNBankers.org/annual.

I was chatting with a CEO last week about how the crisis that is 2020 has affected employees' mental health. He confided, "As leaders, it's time to remove our bulletproof vests."

It was a powerful reminder that during hard times, we must admit we don't have all the answers. We aren't superheroes. We must be more vulnerable, admit our anxieties, and display empathy for our people's concerns.

In a recent Kaiser Family Foundation poll, 45% of adults in the United States reported their mental health has been negatively impacted due to worry and stress in 2020. That means just about half of us are reeling from the effects of COVID-19, social unrest, and the economic downturn. I'm seeing it in the organizations we work with. Many older workers have about had enough and are thinking about retiring, younger workers are increasingly anxious about job security, and managers are panicking—trying to drive sales and cut costs without anywhere near enough attention on their people's wellbeing (those human beings who do the work).

For my book "All In," I partnered with Willis Towers Watson to analyze what the best leaders did to build high-performance cultures during the great recession of 2008–09. I found those who had the best financial results had teams where employees felt engaged, enabled, and energized. These leaders made the human challenges of the crisis their highest priority.

What follows are just a few of the ideas

we've seen managers using to help create a more compassionate team culture:

Walk in their shoes

While empathy is often seen as a mental exercise—imagining how someone is feeling—the best way to be truly empathetic is to roll up your sleeves and actually walk in their shoes. Of course, time is tight, and many of our employees are still working remotely. That's why we need to spend quality time with our people as they are working, and not just in formal meetings. In regular weekly check-ins, we must carefully ask how things are really going, digging below the "fine." We must peel away layers of hierarchy until we are literally face-to-face with employees in their natural habitat.

Embrace your rule breakers

I've noticed an interesting phenomenon during stressful times. The rule followers—those great employees who always do everything by the book—often don't know what to do anymore. What worked in the past isn't working anymore. Yet most organizations have rule breakers, those radicals who do their own thing, who swim upstream when everyone is going down. In good times, we try to bring these folks back to the herd. But in crisis, it's the radicals who often thrive.

Chances are, your radicals have already found ways to make sales or reduce red tape or make do in this new world. One bright senior leader I know has paired each of her



rule breakers with one of her rule followers to great effect. It's helping the timid to see that it's okay to take chances and "get off the porch" as she calls it. She is leveraging the contrariness of her radicals and it is reducing anxiety for them (since they now have a voice and are valued) and the rule followers (since they have someone to help them move forward).

Express gratitude

Some leaders think it is necessary to withhold positive sentiments in tough times to keep pressure on team members. "If we keep them on edge, they'll work harder" is the thinking. That mentality is about as valid as a Blockbuster Video free-rental coupon. Pressure increases anxiety, and anxiety undermines productivity. In comparison, research from Robert Emmons of the University of California at Davis shows that leaders who are more grateful amid difficult

circumstances can help people cope. "In the face of demoralization," he explains, "gratitude has the power to energize. In the face of brokenness, gratitude has the power to heal. In the face of despair, gratitude has the power to bring hope." 🇺🇸

Elton's mission is to teach leaders how to still appreciate their teams even if the outside pressure, driven by numbers and ambitious goals, and the resultant stress level rises every day. No appreciation, no good leadership.

CapStar Bank launches The Southeastern School of Banking Diversity Scholarship for Tennessee Students

CapStar Bank and the Tennessee Bankers Association announce the launch of an annual diversity scholarship program to support individuals who are traditionally underrepresented in the financial services industry.

Each year, the scholarship will award three junior or senior level undergraduate students, who are Tennessee residents and attend an accredited college or university, with full tuition and housing to *The Southeastern School of Banking* (TSSB). The southeast's premier two-year banking school, TSSB offers a 70-hour practical banking curriculum with onsite instruction one week each year in Nashville, including financial analysis, macroeconomics, asset-liability management, investments, lending, strategic planning, liquidity/capital management, credit, technology, sales and human resources, among other topics.

Scholarship applicants must have an intent to pursue a career in banking and have at least one birth parent who is a member of

one of the following minority groups: Black/African American, Hispanic, Native American, Alaskan Native, Native Hawaiian/Other Pacific Islander.




"Diversity of culture and thoughts is a cornerstone of CapStar," said Tim Schools, CapStar's president and CEO. "We are excited to create a professional development opportunity for our industry and this important segment of our community at a time when they are making critical decisions about their professional future."

In addition to paid tuition and housing, the award

offers an exclusive professional development advantage as admittance to *The Southeastern School of Banking* is typically reserved for banking professionals and not available to college students. Scholarship recipients will be honored in an awards ceremony with statewide recognition from both CapStar and the Tennessee Bankers Association. Importantly, each scholarship recipient will be prioritized for potential CapStar employment opportunities upon graduation from college.

"Partnering with CapStar to facilitate a professional path to banking through education and mentorship is a monumental step toward removing barriers within the financial services industry," said Colin Barrett, president and CEO of the Tennessee Bankers Association. "This scholarship provides the type of assistance that is so essential to supporting emerging and talented students as they prepare for their careers."

Applications for CapStar Bank TSSB Diversity Scholarship are expected to open in January 2021 with a deadline of March 15, 2021. Tentative dates for The Southeastern School of Banking are July 18–23, 2021 (Year One) and July 2022 (Year Two).

Visit www.tnbankers.org/education/southeastern-schools for additional information in the coming months. 



Steve Goodman of TrainWorks talks with School of Banking students in his "Sales in Financial Services" class during the 2019 session.

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The Southeastern Schools, presented by The Tennessee Bankers Association, provide attendees with a solid foundation for building their banking career.

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For more information, contact:



Monique White
Director of Education
mwhite@TNBankers.org



Ronnie L. Boling
Director of Schools
rboling@TNBankers.org

Enroll at TNBankers.org/education/southeastern-schools

Financial Literacy Week in Tennessee



DERRICK WHITTEN

Vice President,
The Hardin County Bank,
Savannah,
Chairman, TBA Young
Bankers Division

REGISTER FOR FINANCIAL LITERACY WEEK

Visit TNBankers.org/finlitweek to learn more about Tennessee Financial Literacy Week and register your bank's activities. Financial Literacy Week is April 5–9, 2021. Use hashtag #TNFinLit when posting your efforts on social media.

Make plans now to participate in Tennessee Financial Literacy Week, April 5–9, 2021.

The legacy of the Young Bankers Division highlighting Tennessee banks' efforts in financial literacy dates back to the 1980s, and continues today through our promotion of Tennessee Financial Literacy Week.

In 2019, TBA led efforts at the state legislature to pass a bill officially declaring the first week in April as Tennessee Financial Literacy Week. That April, TBA transitioned from the legacy Personal Economics Program (PEP) format—where TBA collected reports on financial literacy presentations in schools throughout the year—and replaced it with Tennessee Financial Literacy Week. The inaugural effort and engagement by banks across the state surpassed expectations.

One major reason for the transition from the old PEP model was recognizing that bankers' efforts in financial literacy reach a much broader audience than just Tennessee students. In 2019, events reported by participating banks included in-school events, but also financial literacy presentations with small business customers, rotary clubs, senior centers, elderly customers, special needs groups, and local entrepreneurs.

When the week arrived in 2020, we were in the early days of the COVID-19 pandemic. Every bank in the state was battling with the chaotic rollout of the Paycheck Protection Program and navigating closed schools, essential worker status, and stay-at-home orders.

However, Financial Literacy Week was not entirely lost. Numerous banks found creative ways to engage customers digitally and provide an avenue for some light-hearted activities for their customers and families who were adjusting to the first few weeks of unexpected home-schooling and remote work. TBA shared a financial fun fact each day on Twitter and many banks shared trivia questions, financial



literacy videos, coloring contests, and financial tips using the hashtag #TNFinLit.

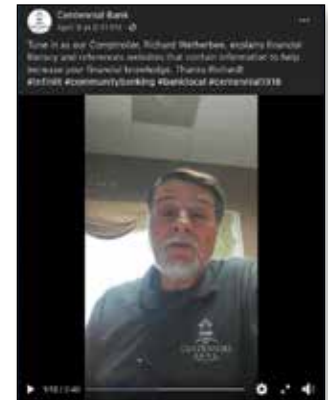
As we enter 2021 facing a vulnerable economy and with cautious optimism about a controlled virus in the coming months, many small businesses and individuals will still be suffering the aftershocks of 2020. As a positive outreach to those customers, I hope that you will make plans now to bring Tennessee Financial Literacy Week to your community in April.

Need some resources or help getting started? At TNBankers.org/finlitweek, there are several toolkit presentations, worksheets, promotional flyers, and resources that bankers can access to assist in presentations for all types of events and audiences. If you don't see something that fits with your plans, please reach out to TBA, and we'll help develop or find a resource that works with your event.

Register your bank's participation, before or after your Financial Literacy Week event. TBA asks that every member bank register their events by completing a simple form at TNBankers.org/finlitweek. This allows us to quantify the impact and promote the collective good done by Tennessee's banks.

Take to social media to highlight your efforts. Using the social media hashtag, #TNFinLit, banks across the state can promote their financial literacy efforts in the community during Tennessee Financial Literacy Week and build the movement collectively. Tips and sample social media posts are also available at TNBankers.org/finlitweek. 

The social media response showcasing banks' efforts in 2020 was outstanding. The following posts are samples of the financial literacy events that took place during the week. For more posts, visit TNBankers.org/finlitweek, or search #TNFinLit on Twitter, Facebook, and Instagram.





Q&A with Chuck Sisson

*Chairman, The Southeastern Schools of Lending, Tennessee Bankers Association
City President, Centennial Bank, McKenzie*

*The Southeastern School of Consumer Lending (March 22–25, 2021) and Commercial Lending I & II (May 24–28, 2021) are right around the corner. The Southeastern Schools of Lending Committee and Chairman Chuck Sisson are hard at work to make sure the schools' curriculum and student experience is relevant to today's financial services landscape. Sisson spoke with *The Tennessee Banker* about the importance of bankers advocating for their career, what to expect from the 2021 schools, and more.*



Ronnie Boling, Director of Schools, welcomes the Southeasterns School of Consumer Lending students at the 2020 session, held in-person and virtually.

The rollout of the Paycheck Protection Program was a significant testament to bankers' vital role in the economy and their dedication to taking on that role. What did you learn about yourself and your colleagues during those long, trying days?

When the SBA rolled out the PPP program, it presented a great opportunity for banks to help struggling businesses in our local communities. With that opportunity, came some tough challenges. As a bank, we found our lenders and staff more than willing to step up and do whatever was necessary to make the program work for our customers. We rose together as a team during an unprecedented time. I was impressed at my colleagues' willingness to go above and beyond by working long hours and adapting to the ever changing procedures.

The banking schools create a strong lending foundation for bankers early in their careers. What is a guiding banking principal that has stuck with you in your career?

Our former bank president, Barry Cary, had five core values that he mentioned at nearly every meeting. One of those was to "Always do the right thing." I have found over the years that if you always strive to do the right thing, whether in your work life or your personal life, you will always represent your organization and yourself in a good way.



Speaking to a banker that is attending their first Southeastern School, how would you describe to them the benefit they'll receive by attending?

All of the banking schools provided by TBA provide a good foundation for those that are new to banking as well as to those that may have been around for a few years. However, the networking with peers from across the state is one of the greatest benefits you will receive from attending a Southeastern School. You will gain contacts that become not only business acquaintances, but also friends. I have found it very beneficial to be able to pick up the phone and call colleagues to gain a different perspective, receive career advice, etc. We are each other's greatest resource.

We often tell bankers that are early in their careers that they need to serve as their own advocate—meaning if they'd like to further their career by attending a school, they need to approach their leadership and ask, not wait to be recruited. While each bank culture is different, what advice would you offer a banker that is unsure of how to advocate for their own education?

It is important to let your management know your professional goals. Look for educational opportunities and don't be afraid to ask. Express to management why you would like to attend the school and what benefits you think it will bring to your job. You must advocate for yourself, and working hard and doing more than what is asked of you will make your bank want to invest in you.

If you were attending either of the lending schools in 2021, what session would you be most interested in, and why?

Advanced cash flow session of the Commercial Lending School. There have been a large number of commercial customers negatively affected during the COVID-19 pandemic. Their ability to borrow and repay debt will be contingent on their cash flow. Lenders will have to take into consideration non-recurring income obtained through State and Federal Assistance Programs as well as the current and forecasted economic state. The recent downturn in the economy will also have a lasting effect on our consumers as well. On the consumer lending side, I believe the asset management session of the Consumer Lending School would be beneficial to attend to help prepare for potential rise past dues along with increased bankruptcy filings. 🇺🇸

The graduating class of the 2019 Southeastern School of Commercial Lending.



Engaging your elderly customers



AIMEE LEEPER
*Communications
& Marketing Officer,
Senior Housing Crime
Prevention Foundation
& CRA Partners*

MORE ABOUT CRA PARTNERS

CRA Partners is a turnkey CRA compliance program powered by the Senior Housing Crime Prevention Foundation. The Foundation operates Senior Crimestoppers, a nationwide crime prevention program educating and safe-guarding against theft, abuse and neglect. To learn more, visit SHCPFoundation.org/cra-partners or email Sue Shaffer at sue.shaffer@SHCPFoundation.org.

As America's baby boomer population reaches retirement age, it is important for the banking industry to consider what measures are in place to protect elderly customers and help them remain financially healthy as they age. Elder abuse is a growing problem and one that is grossly underestimated with only one in every 24 cases reported.¹ Elder financial exploitation in particular costs older Americans at least \$2.9 billion each year.² Banks need to prepare themselves for an influx of elderly customers and act as the front line of defense against elder financial abuse. We would like to provide some ways to engage with your bank's elderly customers and demonstrate why it should be a priority for your bank.

Older Adults: A Hidden Priority

It's an exciting time to be in the banking industry. In the age of Fintech and AI, however, older customers often get overlooked. Nevertheless, seniors just may be a hidden priority for bankers because their financial needs are only going to grow. According to the Census Bureau, the 65-plus population is projected to be 85 million by 2050, almost double what it was in 2012.³ As the customer base ages, they become more vulnerable to exploitation and fraud. This vulnerability, coupled with a lifetime of savings in their bank accounts, means seniors are a prime target for scammers and therefore have much to lose—as do banks, if they don't have measures in place for detection and prevention policies. In fact, 85 percent of seniors reported they prefer bank employees to be highly trained in fraud prevention and detection.⁴ Keeping these longtime customers happy and fraud-free should be a main concern for banks in the years to come.

Engaging by Educating

Brushing up on the topic of elder abuse is a wonderful way to show aging customers that your bank cares. They will notice you taking a special interest in them and may even refer friends or family to your business as a result. The prevalence of elder abuse's silver lining is that there are now endless resources that are easily accessible to the public. The National Center on Elder Abuse, Federal Trade Commission, and AARP websites are great starting places for resources on elder abuse and other topics of concern to older adults. These resources will help your bank stay on top of information so you can warn customers about new scams. In addition to educating yourself on the broad topic of elder abuse, there are available materials for banks to train staff members on how to detect fraud and protect customers. For example, the Consumer Financial Protection Bureau has a full report complete with case scenarios, protocols and exploitation warning signs to be utilized as training material.


Event-Based Engagement

Once we emerge from the pandemic, hosting an event will be another way to engage with older customers and it's also perfect for generating positive publicity for your bank. Below are a number of holidays related to seniors that your bank can create an event or marketing campaign around. Some event ideas include picnic outings, movie nights or holiday-themed parties. Your bank can also use the information learned about financial exploitation to become a community leader in prevention education. Many banks in the CRA Partners program have presented the



company's Preventing Elder Financial Abuse video toolkit or similar financial literacy materials at churches or community centers in order to further engage and educate the local public.

- April is Financial Literacy Month
- May is Older Americans Month
- June 15 is World Elder Abuse Awareness Day
- July 11 is Cheer Up the Lonely Day
- August 21 is Senior Citizens Day
- September 12 is Grandparents Day
- October is Crime Prevention Month
- November is National Caregiver Month and National Alzheimer's Month
- November 11 is Veterans Day

Many seniors are lonely and looking for social interaction. Even a small gesture from your bank, like asking questions about topics important to them, or helping them learn to use your banking app, could create a profound impact in their lives and help your bank form new relationships in the process. 

Endnotes

- ¹ Lifespan of Greater Rochester, Inc., Weill Cornell Medical Center of Cornell University, & New York City Department for the Aging. (2011). Under the Radar: New York State Elder Abuse Prevalence Study (PDF).
- ² National Committee for the Prevention of Elder Abuse, Virginia Tech, Metlife Mature Market Institute (2011). The metlife study of elder financial abuse: Crimes of occasion, desperation and predation against America's elders. Westport, CT.
- ³ U.S. Dept. of Commerce, U.S. Census Bureau. (2014). An Aging Nation: The Older Population in the United States (PDF).
- ⁴ Gunther, J. (2016, Feb). AARP's BankSafe Initiative: A Comprehensive Approach to Better Serving and Protecting Consumers. <https://www.aarp.org/content/dam/aarp/ppi/2016-02/banksafe-initiative-aarp-ppi.pdf>

With the 65-plus population projected to be 85 million by 2050, it's important to have your bank engaging and protecting these customers with products and services relevant to their needs.

PHOTO: SHUTTERSTOCK



Unlocking meaningful compensation to keep essential talent



KEN DERKS*
Consultant,
NFP Executive Benefits



BRENT LONGNECKER
Chairman and CEO,
Longnecker & Associates

MORE FROM NFP

NFP Executive Benefits (NFPEB) provides banks with customized solutions for designing and financing benefit programs to recruit, retain, and reward key officers and directors. Our services include the implementation and administration of both BOLI and nonqualified benefit plans. For more information, call David Shoemaker* at 901-754-4924 or email him at david.shoemaker@nfp.com.

Banks are no strangers to using nonqualified deferred compensation plans to attract, retain and motivate their employees and strengthen their succession plans.

According to the American Bankers Association's 2019 Compensation & Benefits Survey, nearly 65% of banks report utilizing deferred compensation plans. These plans can include supplemental executive retirement plans, or SERPs, which are typically designed for the seasoned bank executive talent. Unlike a 401(k) plan, a SERP has no contribution limit or rules that mandate that all employees must be able to participate. They are purposely designed for highly compensated executives and key employees for whom the 401(k) contribution limits act as a form of "reverse discrimination" toward retirement. These limits can cause a whole host of problems if not addressed by the introduction of a SERP.

Meaningful, thoughtful compensation will be essential for banks interested in motivating and retaining key executives and talent as they continue navigating through these unprecedented times. Guaranty Bancshares's CFO Cappy Payne called the SERP a "cornerstone" of the Addison, Texas-based bank's compensation approach.

"[W]e have a wide variety of executive compensation and benefit plans for our senior level management," he says. "We purposely diversify their compensation such that it increases our ability to attract, retain and motivate the talent we need to differentiate in this incredibly tough economic environment."

SERPs are often offered alongside several other types of long-term incentive compensation vehicles. Long-term plans can

include stock options, stock appreciation rights, phantom stock, restricted stock, restricted units, performance shares of units and combinations of two or three plans. All of these programs are also a form of deferred compensation, like a SERP, but don't offer as much customization as a SERP. Additionally, most institutions use bank owned life insurance as an indirect funding approach.

A bank may design the SERP so the executive receives a benefit at a later date—like retirement or after 15 years of service. The benefit of the SERP may be issued as a lump sum, a series of payments or combination thereof. It can also have performance criteria added as a motivational incentive. And because there are no contribution limits, this ability to customize and design around one executive team generates a significant ROI. Payne says Guaranty "strongly believes" in the customization of its long-term compensation plans.

"We find customization increases the appreciation of our efforts. In addition, when used with other plans like the annual incentive plan, and other stock-based long-term incentives, we believe we are able to sustain bank leadership that creates a successful banking atmosphere," he says.

But SERPs aren't perfect; just like any other executive compensation and benefit plan, it's critical that bank executives and boards understand their disadvantages. One disadvantage is the funds that accumulate for a SERP are not protected from bankruptcy and creditor claims in the event of insolvency. SERP participants become general creditors of the bank. Still, the plans offer significant advantages and can be incredibly attractive to banks as employers.

1. They are easy to implement.
2. They don't require IRS approval.
3. They can be customized to the executive team and included as a retirement benefit.
4. Banks can use BOLI to help recover their costs and offer a split-dollar life insurance benefit while employed.

All of these advantages combined make for a powerful compensation cocktail that, when used in conjunction with other plans and communicated appropriately, is dynamite.

Banks are under more pressure than ever before to succeed. The pandemic, low interest rates and political uncertainty all contribute to questions and uncertainty in the workplace—including among top executives.

SERPs can be a powerful tool in the hands of visionary banks. The flexibility afforded in a SERP is second to none. Finally, it's just smart business to make sure banks can differentiate themselves while being sustainable by attracting, retaining and motivating the best talent possible. 📌

This article was originally published on *BankDirector.com*.

**Ken Derks and David Shoemaker are registered representatives with Kestra Investment Services, LLC.*

Investor disclosures – <https://bit.ly/KF-Disclosures>



PHOTO: SHUTTERSTOCK

Event Recap

HR Hot Topics: Conquering COVID Chaos

November 5, 2020 | Virtual Event



The COVID-19 pandemic has affected everyone's life in one way or another but in the work place, it is up to the human resources department to keep staff members safe and compliant. That's why more than 65 HR professionals attended TBA's *HR Hot Topics: Conquering COVID Chaos* on November 5, 2020. Speakers included UNUM's Marcy Ledford, who provided

practical tips for recognizing and addressing mental health concerns in the workplace, and Stacie Caraway of Miller and Martin and Kara Shea of Butler Snow, who discussed a summary of the legal obligations arising under the Families First Coronavirus Response Act and more.

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Don Hillbush

Loan Review Officer,
Atlantic Union Bank
President, Class of 2018

Get the most out of TBA, Financial PSI in 2021

From continuing education to monitoring state and federal legislative agendas, the Tennessee Bankers Association and Financial Products and Services, Inc, are here for you. With the New Year upon us, here are some TBA and FPSI “resolutions” to get the most out of your 2021.



1. Make reading *This Week* part of your Monday morning ritual. To sign up, email Caroline Latham at clatham@TNBankers.org
2. Identify an Endorsed Partner that would be a good fit for your bank. These companies are officially endorsed by the TBA and have a proven record of success in the Tennessee banking industry.
3. Expand your peer network by joining a forum. Forums give attendees an opportunity to learn through moderated peer exchange in a small group setting. Email Sheena Frech at sfrech@TNBankers.org to learn more.
4. Identify, or volunteer to be, the Tennessee Financial Literacy Week champion in your bank. Visit TNBankers.org/finlitweek to see how you can use your unique set of skills and expertise to help address a serious problem—the lack of financial know-how.
5. Find out how *BankCareers.org* can help your bank connect with the next generation of talent.
6. Reach out to the FPSI team to make sure your bank is fully protected. Their highly skilled, professional agents know the banking industry as a result of their daily involvement with professionals in the banking community. To get a quote, call 1-800-456-5191.
7. If you're an alumni of one of TBAs Southeastern Schools, share your experience and encourage a colleague to attend.
8. Attend a new TBA conference for the first time. There's something for everyone whether it is *Credit Conference*, *Young Bankers Leadership Convention*, *Women in Banking Conference* or *Annual Meeting*. 

Adapting to the needs of the community

First Horizon Foundation adjusted their investment decisions to best answer the needs of communities due to the impact of the pandemic.

BETH ARDOIN

Senior Executive
Vice President and Chief
Communications Officer,
First Horizon
National Corporation

The rapid response by philanthropic organizations in Tennessee during the coronavirus pandemic has showcased our community at its best and highlights how quickly charitable groups can move to aid those in need.

The economic downturn caused by the pandemic affected nearly every nonprofit in our state. Nonprofits and community service groups were dealt a devastating blow that impacted their fundraising efforts and reduced their ability to provide critical services to the communities they serve. That's where both banks can step in.

To help address the growing need for support, many foundations, including First Horizon Foundation (FHF), the charitable organization established by First Horizon National Corp., have stepped up to ease the funding gap in Tennessee and across the company's footprint. Since the beginning of the pandemic and through the end of September, nearly \$5 billion has been donated toward COVID-19 relief efforts in the U.S., far exceeding the amount donated in previous natural disasters, according to Candid, a nonprofit that tracks global philanthropy. Around \$86 million had been awarded to organizations in Tennessee.

To ensure we were being responsive to the needs of our communities, we honed in on four key areas to help guide our investment decisions:

1. Adjusted grant restrictions

In the throes of an unexpected and unprecedented crisis, it was critical for the Foundation to adapt to the changing needs of our communities. In early March, when programs and events were cancelled, we evaluated our grant requests through a

new lens. By lifting some restrictions, we provided our grant recipients with greater flexibility to spend the money on what was most urgent (paying rent, salaries/wages, supplies or other program-related expenditures not approved in the original grant).

2. Fast tracked the grant approval process

We recognized during the early days of the pandemic that it would be vital to distribute funds quickly and that our standard grant approval process would not be fast enough to help grant recipients. For small organizations with limited staff, the grant application process can be time consuming. We streamlined the approval process so that our community partners could quickly get the funds into the community.

3. Leaned on our bank's market leaders

To help identify organizations that would have the greatest positive impact on our communities, we relied heavily on input from our bank's market leaders and their teams. Our established relationships with local nonprofit organizations helped assure that our missions were aligned and that our funds were directed to those with the greatest needs.

4. Became creative in our communications

Because of social distancing and work-from-home mandates, we had to find alternative ways to stay in touch with our community partners. We leveraged the latest technology—Zoom conference calls and workplace collaboration applications like Slack, for example—to stay in touch with grantees. We participated in online tours and virtual



events to talk with organization leaders about how they were managing their programs.

While there is always more work to do, these adjustments helped us respond quickly to the needs of our community partners across the state and provide help that was outside of the Foundation's normal practices. A few examples:

West Tennessee

The Memphis office of a well-known national organization used FHF funds to provide three meals per day for children and to provide day care services for essential workers.

Middle Tennessee

A local college used FHF funds to provide free COVID-19 tests for Nashvillians.

East Tennessee

A local college used FHF funds to purchase laptops for students who could not afford one for remote classes/online classes.

Recognizing that the impact of the pandemic is still to be determined, the First Horizon Foundation will continue to be positioned to help meet the changing needs of the state of Tennessee and the communities it serves.



ABOVE: Exodus Homes Executive Director Rev. Reggie Longcrier (left) is seen with First Horizon Bank Senior Vice President Darrell Johnson as he presents a check for \$10,000 to help the faith-based United Way agency in the COVID-19 pandemic.

LEFT: The First Horizon Foundation presented a \$500 donation to Girls, Inc. for their continued work in the Morristown Area. Pictured from left is First Horizon Vice President for Community Banking Julie Rex and Girls, Inc. Executive Director Lise Bender.

SECOND: The First Horizon Foundation presented a \$1,000 donation to ALPS for their continued work for special needs citizens in the Morristown Area. Pictured from left is Program Director Geraldine Miller, Chief Financial Officer Kim Ratcliff and First Horizon Vice President for Community Banking Julie Rex.

Partnering-up: Structuring a successful bank partnership lending model with fintechs



CHRISTOPHER FRIEDMAN
Associate,
Bradley Arant
Boult Cummings LLP



BRIAN EPLING
Associate,
Bradley Arant
Boult Cummings LLP

Over the last several years, banks of all sizes have successfully partnered with emerging fintech companies to offer innovative loan products to a broader range of customers. Under a typical form of this partnership, a fintech, which is subject to the policies of the partner bank, will market loan products, take and process loan applications, and will service those loans once they are funded. The bank will determine customer eligibility standards, underwrite and fund the loan, and will often sell a controlling interest back to the fintech or a third-party investor.

Partnership with a fintech gives banks a cost-effective way to leverage technology to reach new markets and satisfy the technological expectations of current customers. In turn, fintech companies benefit from a bank's existing customer base as well as the bank's experience handling the ever-increasing complexity of the regulatory environment. Customers also benefit from these partnerships by enjoying increased access to credit and convenient, internet-based channels through which to obtain credit.

Despite its benefits, this model has faced legal challenges. These partnerships often involve a partial sale of the loan to either the fintech or a third-party investor, and downstream purchasers expect to be able to receive interest at the rate agreed by the parties in the loan contract—even if the purchaser lives in a state where that interest rate might be considered usurious. Interest rate exportation rules, sometimes referred to as the “valid-when-made” doctrine, allow a loan's original interest rate to remain valid and not rendered usurious by a subsequent transfer. Some private litigants and state regulators have filed suit against fintech partners related to the banks' ability to export their home-state interest rate, including a recent notable “safe

harbor” settlement in Colorado.

Recently, the FDIC and OCC have issued final rules designed to provide clarity regarding interest rate exportation, as well as rules designed to identify whether the bank is the “true lender” in a bank-partnership loan transaction. However, some Attorneys General have filed suit challenging the FDIC's and OCC's final rules. As a result, banks and their fintech partners should continue to carefully structure their partnership in a manner that tends to lower the risk of a legal challenge by regulators and private litigants. Although not an exhaustive list, banks and their partners should keep the following issues in mind when structuring their partnership:

• The Bank is “In Charge”


Your partnership with a fintech company allows your bank to benefit from that company's technological expertise and access to potential new customers. However, when push comes to shove, the bank is the ultimate lender of record. Under this model, the bank should apply its underwriting standards to all loan applications received through the partnership and make the final decision regarding whether to fund the loan.

• Apply your Compliance Program

The bank will almost always have more compliance expertise than its partner and will be expected by regulators to monitor its service providers. Indeed, fintech companies often depend on their bank partners to ensure compliance with the myriad state and federal laws and administrative guidance governing consumer loans. When developing a partnership, the bank should implement its compliance program to all aspects of the loan products offered through the partnership.

• The Bank Must Have Skin in the Game

A critical piece of good bank balance sheet management involves selling loans. This is no different when working with fintech companies, and banks engaged in this model will often sell these loans to their fintech partners, or to third-party investors. However, in order to mitigate some of the legal risk, the bank should maintain an economic interest in the loan. Similarly, the bank should consider assuming the first payment default risk.

Bank partnerships offer a prime opportunity to expand your bank's market by efficiently leveraging another company's technological expertise. And while there are certain legal challenges facing the model, there are methods to reduce risk and make the model mutually beneficial for both the bank and the fintech partner. If your bank is considering offering loan products with a partner, it would be well worth your time and energy to carefully structure your partnership. 

• Find the Right Partner

There are plenty of fintech companies and loan funders looking for banks with whom to partner. Although this model provides excellent benefits for everyone involved, banks should take care to find the right partner. Look for companies that share your bank's values and goals, and who are willing to work with your bank to make sure that your business strategies are aligned.





People on the Move

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

Apex Bank has named **Tammy Kinser** as the **Tusculum** office manager.



KINSER

CBBC Bank, Maryville, has named **Robert Carter** as a senior vice president and commercial relationship manager.



CARTER

Community Trust Bank Inc., Pikeville, Ky., has promoted **Nicholas T. King** to vice president, staff attorney.



KING



BUCKLEY



BRADSHAW



THOENY



HIMES



JERNIGAN



NIVISON



GILLOTT



FUQUA

Cumberland Trust and Investment Company, Nashville, has promoted **Chris Buckley** to senior vice president

and managing director, head of administration; **Caroline Bradshaw** to senior vice president and managing director, administration; and **Lori Thoeny** to senior vice president and managing director, corporate strategy. **Chase Himes** was promoted to vice president and director, distinctive care trust administration; **Dan Jernigan** to senior vice president and managing director, operations/audit; **Asha Nivison** to senior vice president and managing director, operations/technology; **Mark Cavender** as vice president and operations manager; **Alex Gillott** as vice president and director, personal trust administration; and **Rachel Fuqua** as vice president, director, estate administration.



BRUMMETT



SCHAAR



BUCKHANON



ROBERTSON



DEWITT



HOGG



MAX



DIN



HEARN



JOHNSON

Evolve Bank & Trust, Memphis, has welcomed new teammates: **Floyd Brummett** as process improvement manager; **Josh Schaar** as mortgage servicing manager; **Ron Buckhanon**

as an account support analyst; **Brad Robertson** as assistant vice president, credit analyst; **Delois Dewitt** as account support analyst; **Stephen Hogg** as a disclosure desk analyst; **Heather Max** as deposit operations analyst; **Allara Din** as a disclosure desk analyst; **Maria Hearn** as a mortgage loan closer; and **Tawana Johnson** as a loan shipper.

F&M Bank, Clarksville, has named **Grady Payne** as branch manager/lender at its **Murfreesboro** branch office.



PAYNE

Fifth Third Bank, Cincinnati, Ohio, has promoted **Tim Spence** to president, in preparation to succeed CEO Greg Carmichael.



SPENCE



AYERS



MCWHORTER

FirstBank, Nashville and **Jim Ayers** announced he was stepping down as executive chairman of the board of directors of FirstBank and its parent company FB Financial Corporation effective Jan. 1, 2021. The board elected **Stuart McWhorter** as chairman and named Ayers as vice chairman and founder.



METTEE

GODFREY

FirstBank, Nashville, named **Michael Mettee** to chief financial officer of the bank and its parent company, FB Financial Corporation. The bank also added **Leslie Godfrey** as a private banking relationship manager at its **Green Hills** financial center.



CRADIC

KEY

REESE

First Community Bank of East Tennessee, Rogersville, has promoted key staff: **Matt Cradic** to vice president of finance and accounting; **Jordan Key** to assistant vice president and system and security administrator; and **Emily Reese** to assistant vice president and technology operations manager.



RETZER

ROUNDTREE

First Community Mortgage, Shelbyville, has named **Tracey Retzer** as vice president of its wholesale and correspondent divisions; and **Antonio Roundtree** as vice president, community engagement.



KEY

SHOUP

First Farmers and Merchants Bank, Columbia, has promoted **Nick Key** to branch manager of the Port Royal location; and **Lindsey Shoup** to branch manager of the **Mount Pleasant** office.

First Freedom Bank, Lebanon, has promoted **Phillip Vance** to vice president.



VANCE



PAVAN

BOYD

BUTLER

First Horizon Bank, Nashville, has promoted **Mason Pavan** to banking center manager at the Concord Hills office in **Brentwood**. **Becky Boyd** and **Maurice Butler** were named as **West Tennessee** regional market managers.



SISSOM

LAYTON

SHELTON



TAYLOR

BELL

WALKER

First Vision Bank of Tennessee, Tullahoma, has promoted several staff: **Patrick Sissom** to chief credit officer; **Matt Layton** to community president in the **Tullahoma** market; **John Shelton** to vice president and office manager; **Renee Taylor** to vice president. At the **Franklin County** office, **Kristie Bell** was promoted to community president; **Dan Walker** to vice president; **Cary Boyd** to relationship manager and banking officer. In **Manchester**, **Nancy Clement** was promoted to banking officer.



BOYD

CLEMENT



TABB

CARTER

Fourth Capital, Nashville, has welcomed two teammates: **Debbie Tabb** as vice president, process improvement manager and **Michelle Carter** as loan documentation specialist.



SMITH

FISHER

SELF

Heritage Bank & Trust, Columbia, has welcomed **Marty Smith** as a commercial relationship officer. The bank welcomed **Diane Fisher** as client banker and **MacKenzie Self** as a loan processor at the **Lawrenceburg** office.

HomeTrust Bancshares Inc., Asheville, N.C., parent company of **HomeTrust Bank** has named **C. Hunter Westbrook** as president and chief operating officer, while Dana L. Stonestreet will continue to serve as chairman and CEO of the bank.



WESTBROOK

Macon Bank & Trust Company, Lafayette, has named **Chad Coley** as vice president/commercial lender and city executive at the **Gallatin Nashville Pike** office.



COLEY

Oakworth Capital Bank, Brentwood, has welcomed **Glenn Shorey** as managing director, commercial banking for the Middle Tennessee market.



SHOREY

People on the Move *continued*



ATKINSON

DONALDSON

Pendleton Square Trust Company, LLC, has welcomed **Holley Atkinson** as associate & marketing coordinator in **Nashville**; and **Matt Donaldson** as senior trust associate in **Chattanooga**.



CERTA

FRIESCH



INGRASSIA

MOORE

PNC Bank, N.A., Franklin, has promoted **Alexa Certa** to solutions center manager at **Nashville's** Midtown Broadway office. **Mike Friesch** was named as senior vice president/relationship manager in the corporate banking group. **Jake Ingrassia** was named solutions center manager in **Franklin/Cool Springs**; and **Sherrye Moore** was named solutions center manager in **Hendersonville**.



PRICE

PORTEN

SmartBank, Cookeville, has promoted **Anthony Price** to area market executive, for the Cumberland Plateau; and **Mike Porten** to market executive for Putnam County.



BOYD

HARRIS

STUBBLEFIELD

SmartBank, Knoxville, has promoted **Becca Boyd** to executive vice president and chief people officer; and **Tanner Harris** to senior vice president, Knox County market executive. In addition, the bank has named **Bryan Stubblefield** as senior vice president of retail sales.



SHORT

CARY

Southern Bank of Tennessee, Mount Juliet, has named **Samuel Short** as chief executive officer, and **Justin Cary** as the bank's president. Both have been officers of the bank since its inception. David Major and Sam Short, senior members of Southern's leadership team will assume the roles of chairman and vice chairman respectively, while Ed Davenport will continue as executive vice president.

Stites & Harbison, PLLC, Nashville, has named **Marjorie Farris** the new chairperson, succeeding Robert Connelly, who will remain with the firm as a litigator.



FARRIS

The Trust Company of Tennessee, Knoxville, has welcomed **Henry Davis** as an accountant.



DAVIS

Truist Bank, Nashville, has named **Cameron Wells** market president in Nashville.



WELLS

United Community Bank, Knoxville, has named **David Howard** as portfolio manager in its commercial lending group in East Tennessee.

Waller, LLP, Nashville, has named **Lee Johnston** as a partner in its corporate practice.



VANCE

WOODS

Wilson Bank & Trust, Lebanon, has promoted **Amelia Vance** to senior vice president of service and support at the bank's operations center; and **DeJeay Woods** was promoted to loan officer.



Bank Notes



Apex Bank opened new offices in **South Knoxville** and **Rogersville** in October.

Seneca, S.C.-based Community First Bancorp. has agreed to acquire **Elizabethton, Tenn.-based SFB Bancorp Inc.** for about \$8.3 million in cash. The merger will combine **Community First Bank** and **Security Federal Bank** with combined assets of about \$575 million and 12 banking locations across South Carolina, North Carolina and Tennessee. The companies' boards unanimously approved the deal, which is expected to close in the first quarter of 2021.

Community National Bank and SimplyBank, both in **Rhea County**, with shared common ownership, have announced plans to combine. Each bank was acquired separately in the mid-1980s by George Calfee when plans to unite the organizations were first developed. The banks will continue to operate separately until spring 2021 when Community National Bank customers, employees, and locations will become part of SimplyBank.

2020 Women on Boards tracks, analyzes and publishes the gender composition of the boards of directors of Russell 3000 companies, the largest US-traded stocks, representing 99% of all incorporated equity securities in the U.S.

The 2020WOB Gender Diversity Index (GDI) 2020 ranking included the following TBA member banks as Winning 'W' Companies, with 20% or more women on their boards of directors: **Bank of America**, **Cadence Bancorporation**, **Community Trust Bancorp**, **FirstBank**,

Fifth Third, **First Horizon**, **Franklin Financial**, **JPMorgan Chase & Co**, **Regions Financial**, **Reliant Bancorp**, **Republic Bancorp**, **Synovus Financial Corp**, **PNC Bank**, **Truist**, **US Bancorp**, **United Community Banks**, and **Wells Fargo**. Learn more at 2020wob.com.



Pictured are **Sammy Stuard**, CEO, and **Charlie Koon**, vice president, of **F&M Bank, Clarksville**, holding the 2020 ABA Foundation Community Commitment Award that the bank received for its Operation: Partners Serve program, supporting military families.

The Federal Reserve Bank of St. Louis approved Lineage Financial Network Inc., Franklin, to become a bank holding company by acquiring Bumpushares Inc., Atwood.

Rob Barger, president/CEO of **Tazewell's First Century Bank**, was named president of the Walters State Community College Foundation Board.



BARGER

FirstBank Forward, an initiative of **FirstBank, Nashville**, has been recognized as a 2020 Diversity and Inclusion Residential Leadership Award recipient by the Mortgage Bankers Association.

Brenda Nunley, former branch manager of **First Community Bank of East Tennessee, Kingsport's Colonial Heights** office, has retired after 20 years with FCB and 46 years' service in the banking industry.



NUNLEY



Heritage Bank & Trust, Columbia, invited Columbia Central High School student **Shelley Lyn** to job shadow the bank's marketing director **Claire Hill** because Lyn expressed an interest in a career in communications or marketing.

JPMorgan Chase Bank, N.A., Nashville, is building a new branch in Bellevue, located at 7655 Highway 70 South near Coley Davis Rd. with an expected opening during the second quarter of 2021.

Betty Burchett, senior vice president of IT & IS with **Legends Bank, Clarksville**, has earned her CBVA credentials.



BURCHETT

Bank Notes *continued*



WEEMS

ANDERSON

Patriot Bank and Patriot Bank Mortgage, Barretville, held a grand opening and ribbon cutting ceremony in November for their new **Raleigh Springs** office, located at 3535 Austin Peay Highway, and led by **Angelina Weems** as assistant vice president, branch manager, and loan officer and **Cedric Anderson** as mortgage loan officer.

Pinnacle Financial Partners, Memphis, has opened a new office in **Bartlett** at 3070 Kirby Whitten Rd., led by **Christie McCormack**.

Pinnacle Financial Partners, Nashville, has opened a **Murfreesboro** office on Medical Center Parkway with **Courtney Chavez** as office leader, client service advisors, **Kim Fisher** and **Scott Smith**, and financial specialists, **Sarah Fann** and **Jill Heath**.

Reliant Bank, Brentwood, was named Best Small Bank in Tennessee by Newsweek in its first ranking of financial institutions.

RockPoint Bank, NA, Chattanooga, (in org) has completed its equity raise of more than \$30 million and has met the initial approvals from the OCC and FDIC. RockPoint Bank's planned opening is in the first quarter of 2021.

Dennis Herrin, formerly vice president, branch manager of **TNBANK's** Turnpike office in **Oak Ridge** has retired after 17-plus years.



HERRIN



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pharrison@bancard.com

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 America, N.A., in partnership with the Arbor Day Foundation, has awarded \$50,000 to the Nashville Tree Foundation to increase tree planting efforts in North Nashville.

Bank of America N. A., has given a \$1 million grant to Tennessee State University, to support a jobs initiative partnership to help students finish college and find employment in a competitive workforce.



Citizens Bank of Lafayette, Lafayette, honored veterans of their community with a Tribute to Veterans and Drive-Thru Breakfast Event at the bank's main office.



Citizens National Bank, Sevierville, has sponsored the annual Sporting Clays Tournament that will help veterans through the Habitat for Heroes program.



First Century Bank, Tazewell, has donated several used copiers and printers to the Heritage Christian Academy in Claiborne County.



First Community Bank of the Heartland, Dyersburg, partnered with the Dyersburg Police Department's Shop with a Cop program for Christmas.



First Community Bank of Tennessee, Shelbyville, served lunch to the staff working at the Meharry Dental mobile clinic.



First Farmers and Merchants Bank, Columbia, was one of the community sponsors of the virtual 16th Annual Hike for the Homeless to benefit the Safe Haven Family Shelter, and the event was advertised on The Nashville Sign located in downtown Nashville at the junction of Broadway and West End Ave.

First Horizon Bank, Memphis, through their Military Coalition Program offers a free program for service members and veterans to help with their finances.



First National Bank of Middle Tennessee, McMinnville, to honor veterans in their community, provided sausage and biscuits at the bank's main office.

Community Building *continued*



First Volunteer Bank, Chattanooga, provided 179,569 meals across its footprint during the COVID-19 pandemic after their successful canned food drive, Tailgate-A-Palooza. The bank partnered with the community, customers, schools, churches and local businesses to raise money and collect as many non-perishable food items as possible.



Hollie Holland, branch manager of **Guaranty Bank & Trust, Oakland** office, provided lunch to the teachers & staff at Fayette Academy in Somerville, as well as lunch for the Fayette Baptist church staff and Fayette Christian School.

JPMorgan Chase Bank selected **Nashville** as one of six cities nationwide to receive a \$7 million grant help high school students in economically disadvantaged areas go on to study at local community colleges, such as Nashville State Community College, as part of the firm's national work skills training program.

Legends Bank, Clarksville, sponsored Game Changer Charity Clay Shoot to benefit Habitat for Humanity of Montgomery County.



Macon Bank & Trust Company, Lafayette, honored veterans in their community with a drive-thru breakfast at two different locations and on different dates.



Mauldin & Jenkins, LLC, Chattanooga, sponsored the Ronald McDonald House Charities of Greater Chattanooga golf tournament, and four staff members from the Chattanooga office competed in the tournament



Paragon Bank, Memphis, partnered with the Make-A-Wish Mid-South Foundation to grant the wish of four-year-old Reniya, who wished for a shopping spree. Paragon team members gathered at the Saddle Creek banking center for a drive-thru fall festival with a pumpkin carving and decorating contest, flash mob dance party with team members dressed in fall costumes, and it concluded with a big reveal of her wished for gifts.

Regions Foundation of Tennessee, a philanthropic arm of **Regions Bank, Nashville**, has donated \$250,000 to the Barnes Housing Trust Fund, a program that creates or preserves affordable housing in Nashville.



SmartBank's Lisa Messier (right) with homeowner, Tracy Haire (left)

SmartBank, Chattanooga, with the help of the **Federal Home Loan Bank's** Disaster Reconstruction Program, found a way to help one of their clients, Tracy Haire, get a loan to rebuild after her house was destroyed by the April tornado in the Chattanooga area.



Southern Heritage Bank, Cleveland, hosted its 22nd annual "Cleveland Helping Cleveland" food drive to help The Caring Place, a community nonprofit agency in the Cleveland area.



Triumph Bank, Memphis, through The Triumph Community Development Foundation has continued to support the Frayser Community Development Corporation with a series of grants to fund the construction of a new community room at their headquarters.

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

2012-4 FINANCIAL SERVICES BANKER

Reliant Bank is currently seeking a Financial Services Banker at their Nashville Pike Branch in Gallatin, TN location. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=335706112>.

2012-3 CREDIT ANALYST

First Volunteer Bank is seeking a qualified Credit Analyst. Interested candidates may apply at My Job Search (ultipro.com).

2012-2 BSA SPECIALIST

First Volunteer Bank is seeking a qualified BSA Specialist. Interested candidates may apply at My Job Search (ultipro.com).

2012-1 FINANCIAL REPORTING ANALYST

First Volunteer Bank is seeking a qualified Financial Reporting Analyst. Interested candidates may apply at My Job Search (ultipro.com).

2010-18 FINANCIAL SERVICES BANKER

Reliant Bank is currently seeking a Financial Services Banker for their Madison Street Branch in Clarksville, TN location. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=335688580>.

2010-17 SYSTEMS SUPPORT MANAGER

Reliant Bank currently seeking a Systems Support Manager in Franklin, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318962753>.

2010-16 PORTFOLIO MANAGER

The Housing Fund is seeking a qualified Portfolio Manager. Please submit cover letter and resume to David Parrish at dparrish@thehousingfund.org.

2010-15 FINANCIAL SERVICES BANKER (FLOAT)

Reliant Bank is currently seeking a Financial Services Banker (Float) for their Maury/Hickman County branches. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318958530>.

2010-14 IT SERVICE DESK MANAGER

Reliant Bank is currently seeking an IT Service Desk Manager in Franklin, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=318956427>.

2010-13 RETAIL BANKING OPERATION MANAGER

Tri-State Bank of Memphis is seeking a qualified Retail Banking Operation Manager. Please provide resume in TXT formats to: pjones@tristatebank.com or aprice@tristatebank.com.

2010-12 ASSISTANT CONTROLLER

CapStar Bank is seeking a qualified Assistant Controller for their DT Gulch office in Nashville. Interested parties may send their resumes to Charles.walker@capstarbank.com.

2010-11 PERSONAL BANKER I, II, III

Legends Bank is seeking qualified a Personal Banker I, II, III. Interested parties may send their resumes to dadkins@legendsbank.com.

2010-10 PART-TIME PERSONAL BANKER

Legends Bank is seeking a qualified Part-time Personal Banker. Interested candidates may send their resumes to dadkins@legendsbank.com.

2010-9 BRANCH MANAGER/PERSONAL BANKER

Legends Bank is seeking a qualified Branch Manager/Personal Banker. Interested candidates may send their resumes to dadkins@legendsbank.com.

2010-8 ACCOUNTING ASSISTANT


Legends Bank is seeking a qualified Accounting Assistant. Interested parties may send their resumes to dadkins@legendsbank.com.

2010-7 MORTGAGE LOAN ADMINISTRATOR

Legends Bank is seeking a qualified Mortgage Loan Administrator. Interested parties may send their resumes to dadkins@legendsbank.com.

2010-6 VETERANS BUSINESS OUTREACH CENTER INSTRUCTOR (PART TIME)

Pathway Lending is seeking a qualified Veterans Business Outreach Center Instructor (part time). Please submit a resume and cover letter to

Ashley.verbert@pathwaylending.org 

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

**MARCH
3**

INTRODUCTION TO BANKING

TBA Barrett Training Center, Nashville

Virtual option available

In-Person Early Registration Deadline: February 17

TBA Member/Associate Member Early Registration - \$270

TBA Contact: Monique White, mwhite@TNBankers.org

This program is designed for anyone wanting an overall view of the banking industry. Led by banker and consultant Craig Holland, this program is a great resource for obtaining the essential principles, concepts, and operations of banking. It will cover the local and global impact of banking's role in the economy and how economic trends, both historical and current, have impacted the industry and the economy. You will become familiar with banks' structure, federal and state regulating agencies, bank terminology overview, etc.

**MARCH
4 & 5**

ESSENTIALS OF COMMERCIAL LENDING

TBA Barrett Training Center, Nashville

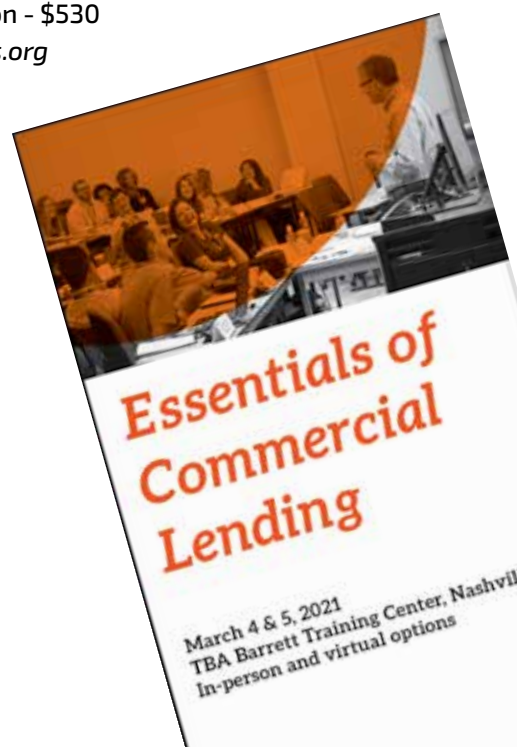
Virtual option available

In-Person Early Registration Deadline: February 18

TBA Member/Associate Member Early Registration - \$530

TBA Contact: Monique White, mwhite@TNBankers.org

This two-day workshop will focus on the basic concepts and techniques of commercial lending, including those that help identify the underlying business reasons for borrowing. You will develop the ability to use financial information to make credit decisions and to structure loans properly. Case studies will be used to illustrate issues.



Tellers taught ins-and-outs of robbery attempts




Dr. Robert M. Foys (left) discusses types of handguns with attendees. The display was set up to familiarize tellers with various guns, enabling them to give more details to police in the event of a robbery.



John Wiedow holds a gun on his audience during one training session.

The next person who walks up to a teller station may be a robber who passes a note demanding money, shows a weapon, or presents a bad check. That's why TBA, Dr. Robert M. Foys, and John Wiedow spoke to more than 2,100 tellers over eight stops about the importance of bank security. During one session, Wiedow and Dr. Foys shared the three steps on how to cope with a robbery, which is just as true today:

- Realize that it can happen to you.
- Recognize that while all robbery attempts must be respected, there is no cause for panic because many factors contribute to your safety during the holdup.
- Understand and practice those techniques and procedures that increase safety during a robbery. 

Originally published in *The Tennessee Banker* in January 1976.

Professional Development Calendar

Due to the COVID-19 pandemic, TBA will offer virtual options in addition to in-person attendance moving forward. Visit TNBankers.org/calendar for specific event information and for the most up-to-date changes to the education calendar.

2021

January 20, 21, 22

2020-2021 Senior Lender Forums,
Session 2 of 3
TBA Gilliam Board Room, Nashville

January 26, 27, 28

CEO Forums, Session 1 of 3
TBA Gilliam Board Room, Nashville

January 26 & 27

Fundamentals of Compliance
Nashville, TBA Barrett Training Center

February 2

2020-2021 Senior Compliance Officer
Forums, Session 2 of 4
TBA Barrett Training Center, Nashville

February 17, 18, 19

CFO/Controller Forums,
Session 1 of 3
TBA Gilliam Board Room, Nashville

February 18 & 19

IT/Operations/Information Security Officer
Forums, Session 1 of 3
TBA Barrett Training Center, Nashville

February 24 & 25

Essentials of Commercial Lending
TBA Barrett Training Center, Nashville

March TBD

Compliance Conference
Location TBD

March TBD

Introduction to Banking
TBA Barrett Training Center, Nashville

March 8 **WEBINAR**

CRA - Review and Update
Online

March 22-25

The Southeastern School
of Consumer LendingSM
TBA Barrett Training Center, Nashville

March 23

The Branch Management and Retail Banking
Leadership Series,
Session 1 of 4
TBA Barrett Training Center, Nashville

March 24

Retail Banking Officer Forums, Session 1 of 3
TBA Gilliam Board Room, Nashville

March 29 & 30, 31 & April 1

Basic and Advanced IRA
Jackson, Nashville

April 6 & 7

Human Resources Conference
TBA Barrett Training Center, Nashville

April 22 & 23

Credit Conference
Omni Hotel, Nashville

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800.318.6272

Contact:

Charles Morris
Regional President

Charles Kown
Relationship Manager

Reaves Crabtree
Capital Markets

Jeff Sands
Correspondent Lending Officer

Jonathan Simon
Correspondent Lending Officer

