

THE TENNESSEE BANKER

MEMBER FEATURE

First State Bank of the Southeast

*How a community bank came to own
a community hospital*

PLUS

Q&A with Senator
Bill Hagerty

AND

Q&A with Comptroller
of the Treasury
Jason Mumpower

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Sparks Lane in Cade's Cove in
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National Park.

Photo: Dave Allen
Photography



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COLIN BARRETT
President/CEO,
Tennessee Bankers
Association

THREE THINGS TO DO THIS MONTH

1.

Zoom in on the first Wednesday of each month for the TBA Fintech Sessions. And let me know what fintech solutions you want to learn more about.

2.

Make plans to attend the TBA *Credit Conference* that will be held April 22-23 at the Omni Nashville. Register now at TNBankers.org/credit.

3.

Join us for the TBA *Annual Meeting* that will be held June 13-15 at the Belmond Charleston Place in Charleston, S.C. For more information, contact Penny Powlas at ppowlas@TNBankers.org.

Exploring FinTech with TBA's 'FinTech Sessions'

Having visited with bankers and economists over the past year, it is apparent there are a lack of answers to many of the questions surrounding our industry—the future of branches, unemployment, working from home, and commercial real estate, to name just a few. However, one principle everyone agrees on is that the fintech adaption trend that has accelerated in the banking industry will not slow down.

Few topics in the banking industry can generate more varying emotional range from optimism to doom and gloom to a collective shoulder shrug than the topic of fintech. However, there is always agreement from bankers that they must work to create operational efficiencies and improve the customer experience through new technology to remain competitive.

A recent study conducted by the American Bankers Association highlights how quickly technology is expanding in the banking industry. "Nearly two-thirds (65%) of banks improved their technological capabilities in response to the pandemic. Among these, 70% developed APIs specific to the Paycheck Protection Program (PPP); 39% developed customer facing virtual technology or interactive teller machines (ITMs); 35% enabled digital loan applications for consumer or business loans; and 32% enabled digital deposit account opening for their retail and small business customers. More than half of banks also adjusted their technology road map due to the pandemic. Of these banks, 74% plan to further enhance their mobile and online capabilities."

At the national level, the ICBA has done a tremendous job with their Venture Center incubator located in Little Rock where they cultivate nonbank fintech partnerships to help community banks thrive into the future. ABA's efforts around core accountability and their must-read Fintech Playbook are significant, and much needed, undertakings.


At the state level, the fintech question I receive most often from our members is how to practi-

cally digest all of the information available, especially when new government programs and personnel challenges are occupying so much of bankers' time.

To address this challenge, the TBA, under the leadership of Independent Division Chairman Terry Eastwood and the Independent Division Board, is diving into our industry and customers' most pressing fintech wants and needs. Also leading us on this journey is Dave Hunkele. Dave is the founder of Kreativelabs, a company that focuses on fintech development and implementation. He's also been a past speaker at *Credit Conference* and the *TBA Community Banking Conference*, and his background as a banker means he fully understands our industry's needs.

Their efforts have led to the creation of TBA Fintech Sessions, which are held the first Wednesday of every month. Each 45-minute virtual session consists of two fintech presentations that address topics selected by member of the Independent Division board. They cover everything from developing internal efficiencies to meeting customers' ever evolving experience demands. Our goal is to give you an opportunity to quickly digest these offerings with the opportunity to learn more on your own if you so choose.

During a recent interview, Jamie Dimon, CEO of JPMorgan Chase admitted he was "scared" of fintech and he sees a "very, very tough, brutal competition in the next 10 years," before adding "I expect to win. So help me God."

I am also confident Tennessee banks can "win" when it comes to fintech by embracing new technologies to best serve your banks and customers. I look forward to working with you to implement fintech strategies that will allow you to successfully serve your customers and communities well into the future. 

-Colin



CREDIT CONFERENCE

April 22 & 23, 2021 | Omni Nashville Hotel



Join hundreds of peers—whether you attend in-person or virtually—as we navigate today’s economic and regulatory environment to prepare you for lending opportunities and challenges that lay ahead.

If you’re attending in-person, feel secure knowing TBA and the Omni Nashville Hotel are following all the CDC and Tennessee Department of Health guidelines including requiring face coverings, social distancing, and more.

If you’re attending online, the virtual experience will match the quality you know and trust, just as TBA has always taken great care and pride in delivering a best-in-class learning experience.

Acquire skills from proven business leaders, strategists, and practitioners, and stay up-to-date with latest news in credit and banking.

Visit [*TNBankers.org/credit*](https://TNBankers.org/credit) to register online.

TBA Online

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



/TNBankers, March 4, 2021

TBA has been hard at work prepping for a safe return to in-person banker education—and it's here! And for those who prefer to learn remotely, we're happy to offer a virtual option for a majority of our events this year. Glad to have y'all back!



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: Moving to the Cloud: Remote Management of Risks to Customer Data April 8

"Cloud computing" has been around for over a decade and has gained traction in financial institutions of all sizes and system complexity. With the move to cloud computing comes new risks and considerations. The cloud is not a silver-bullet solution to outsourcing system risk and safeguarding accountholder data. Learn what financial institutions should do to ensure the necessary steps are being taken to secure accountholder information, comply with industry regulations, and leverage the benefits of cloud computing.

Commercial Loan: Workouts, Restructuring & Loss Mitigation April 20

The COVID pandemic continues to impose significant adverse impacts on most commercial businesses. Financial institutions have worked prudently with commercial borrowers who have been unable to meet their loan obligations due to the COVID pandemic. But, where do we go from here? This webinar will cover all aspects of each alternative and the related risks. Understanding the proper steps for each scenario will help you properly evaluate which option is the best for your institution. In addition, the webinar will address what constitutes a troubled debt restructuring for reporting purposes related to the COVID pandemic.



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

TBA presents three bills, pushes back against sales tax burden shifting to banks

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.

As we enter the second full month of legislative session, it continues to be proven that the business of the General Assembly can carry on despite COVID-19 and limitations on in-person business. Leading up to session, there was some uncertainty about what session would bring; specifically, whether groups would pursue full legislative agendas or streamline their initiatives due to limited ability to attend hearings and lobby in-person.

The uncertainties of session, however, were quickly cleared up as bills began to be filed in early January and groups started reaching out to TBA to discuss their initiatives. No one seemed to be letting the pandemic slow down their work, even on issues that have been controversial and met with resistance in the past.

TBA stands in similar posture—continue pursuing our legislative agenda just like any other session. With three of our own bills this year, we will modestly increase the state's homestead exemption; update the state's trust laws; and extend the time a bank may hold non-real property from six months to 12 months. Initial feedback from legislators and other groups whom these bills may affect indicates TBA should not encounter much, if any opposition, in passing them.

But as I have mentioned several times prior, its oftentimes more difficult to defeat someone else's bill than to pass your own. This year will be no different. The legislation that has much of our focus is one that would prohibit interchange fees from being charged on the sales and use tax portion of retail transactions. The legislation was brought for the second year in a row by a coalition of businesses—grocery stores, convenience stores, big box retailers, and some in hospitality—that primarily argue that they collect these taxes and remit them to the state without any compensation for their work.

Seems like an easy bill to defeat, right? Just explain that the payments systems are not capable of segregating the tax amount from the sales price at the point of sale; that interchange supports the use of plastic, which guarantees 100% payment to the retailers while the bank bears the costs of fraudulent transactions; and this would make Tennessee the only state in a complex national payments network to allow for this.

However, it's not so easy. Legislators heard last year from a strong grassroots network of retailers from across the state and they are sympathetic to their arguments, including that this would save small business thousands of dollars each year, if not more.

At a time when many retailers are struggling financially due to the pandemic, the notion of passing legislation to help cut down on business's operating costs could be very appealing. But this legislation that would simply shift the cost burden of sales tax collection from retailers to banks is not a viable solution.

I've heard from some proponents and the sponsor of the bill that they just want to have a conversation about the issue, but we are not taking this issue lightly. It was difficult to defeat last year and if we sit back and do not express opposition, it could pass. And if it doesn't pass this year, I expect it will become a perennial issue. Our approach is to have as strong of a showing of opposition as possible in hopes the retailers and legislators will retreat from putting this bill up for a vote this year and years to come.

To do this, we need the help of every banker. Please continue to stay engaged on this issue and call your legislators to explain the complexities of the payments systems and necessity for banks to receive interchange fees to offset the costs of issuing and servicing plastic cards, which are of great benefit to consumers and retailers. 🇺🇸

Saving a *HOSPITAL'S* life

*How a community bank
came to own a community hospital*

STORY BY **ROGER SHIRLEY**

PHOTOS SUBMITTED BY **FIRST STATE BANK OF THE SOUTHEAST**

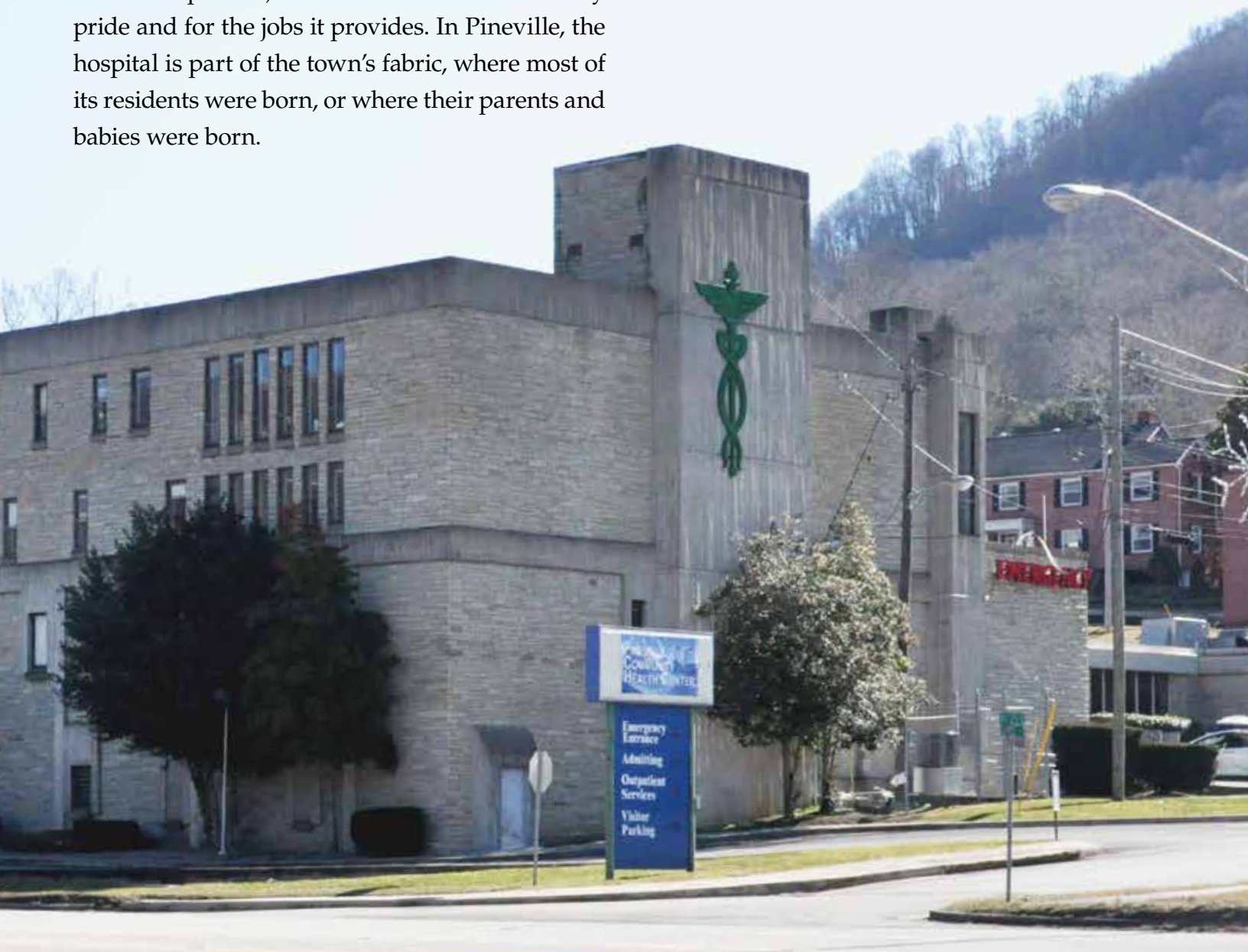


Pineville is a small town in Southeastern Kentucky, just a few miles from the Tennessee and Virginia borders, the kind of place where most people know most everyone. It's the kind of place where a small community bank can play an outsized role for its businesses and residents, where small loans can be huge deals for those receiving them.

It is also the kind of place that needs its hospital, not just for the health care services (although that is most important) but as a source of community pride and for the jobs it provides. In Pineville, the hospital is part of the town's fabric, where most of its residents were born, or where their parents and babies were born.

It's also where Katherine Reese was born. And when the local hospital was forced to declare bankruptcy, and after the City of Pineville acquired it but could not sustain the debt, Reese, the CEO, chairwoman and sole shareholder of First State Bank of the Southeast, felt a calling to do what community banks do—step in and help.

The bank bought it.





First State Bank President and COO Ken Jones with First State Bank CEO, chairwoman, and sole shareholder Katherine Reese.

For Reese and First State Bank President and COO Ken Jones, the acquisition of the hospital's assets and licenses, which have subsequently been sold back to the nonprofit organization now operating it, was more than just a simple business decision.

"Sometimes, the most important decisions are the ones that come from your heart," Reese said. "And the hospital decision that my bank and I made was truly from the heart."

"It was a critical choice," said Jones, who is a past chairman of the TBA's Independent Bankers Division. "To have lost the hospital would have essentially meant losing the community."

Family Affair

First State Bank, a member of both the Kentucky and Tennessee bankers associations, opened its doors in downtown Pineville in 1898, when George Reese, Katherine Reese's great-grandfather, began his family's legacy with the bank as a cashier. By 1917, he was the CEO. His son, George Jr., was an executive of the bank until 1967, and George Reese III joined the bank in 1960, working his way

through several positions and eventually serving as Chairman of the Board until his death in 2009. He also got a chance to work with his daughter.

Katherine Reese returned home to work for First State Bank in 1998 after an early banking career in Louisville and Jacksonville, Fla., becoming CEO in 2004. The bank grew in Kentucky after acquisitions of small banks in Lexington and Williamsburg, and was able to expand into Tennessee through its acquisition of a Kentucky thrift, which it relocated to Jellico, Tenn. It later collapsed the thrift into the bank and moved its Tennessee branch to New Tazewell, Tenn., just over the mountains from Pineville. Jones knows the area well, having been CEO and president at Citizens Bank in New Tazewell before joining First State Bank in 2018.

Reese says the bank is hoping to expand further in Tennessee, adding that a good number of its customers in Pineville are already in Tennessee.



'Up To The Bank Or Else'

Like many small hospitals across the country, the former Southeastern Kentucky Medical Center—referred to locally as “the hospital”—was hanging on by a thread in 2018, and its board of directors was working on ways to keep it open. Nothing worked, and in December of that year the board voted to begin Chapter 7 bankruptcy liquidation.

That process went on for about six months, Jones said. “It became obvious that an entity had to acquire or run the hospital as the liquidation proceeded, or Pineville would lose its hospital. The city formed Pineville Community Health Center (PCHC), a 501(c)3, to operate the hospital.

“The city operated the hospital in that capacity for about three months. The city did a great job stepping in, but the hospital was losing money, and it became clear the city did not have the resources to sustain it,” he said.

So the situation went back to square one and time was running out; workers were not being paid and a closure seemed imminent. Enter First State Bank.

“We already had a significant loan to the en-

tity that was being liquidated, and it appeared to be in our best interest, and certainly in the community’s best interest, for us to step in,” Jones said. “It was really up to the bank or else there wasn’t another option.”

Despite the dire situation, it was not an easy decision for a bank to buy the assets of a hospital. But for Reese, Jones and the bank’s board, it was the right thing to do.

“I knew the town needed the hospital because it was a big employer, and because it provided needed health care services for many people,” Reese said. “I felt, and still do, that the hospital is a valuable part of life for the people who live here. The jobs are good jobs, not just low-paying jobs, and it takes a certain level of education to be able to work there. That really makes a difference in a community the size of Pineville which is in the heart of an economically challenged region.

“So I felt compelled to take a chance to help the hospital survive, to keep the jobs in the community and keep the health care services here,” she said. “It wasn’t just my decision, it was the board’s decision, but if it had gone bad, it would have been all mine.”

Pineville Community Health Center Executive Team with Kenneth V. Jones and Katherine J. Reese in front of the hospital

Rainbow Affirmation

On Aug. 12, 2019, Reese and Jones met with the board to discuss next steps. A green light was given, and First State Bank acquired the hospital's assets and licensing while PCHC continued to run it.

Later that day, Reese was driving back home with her children when she approached the hospital. "It was a gloomy day, and it had just stopped raining. As I was driving toward the hospital, as I looked up to turn, this rainbow comes across the sky. I knew that was God's affirmation to me that I was doing the right thing."

About a year later, a coordinated effort by the bank brought together community stakeholders and business leaders that shared the

vision of restoring the hospital and putting it on a strong path to recovery. A plan was developed to pool the assets and resources of the of the hospital and match those with the expertise of each stakeholder with the sole purpose of keeping the hospital and its services in the community. With the assistance of Kentucky Highlands Community Development Corporation, the U.S. Department of Agriculture (which secured low-interest financing) and a businessman named Kelly Upchurch of Horizon Adult Health Care, the nonprofit PCHC was able to buy the assets back from the bank.


"And now it is back to being a hospital like it should be," Reese said. "What we were able to do was give the hospital an opportunity to be successful on their own. Now what they do with it is up to them; but otherwise, it would have been sold off in pieces and parts and no one would have a job there and the community would have lost its main health care provider."

Reese said she and the bank have received a great deal of positive feedback on their efforts to save the hospital, not only from community residents but also from the bank's employees.

"Hardly a week goes by that someone doesn't message me or stop me in the hallway or grocery store and express their gratitude," she said. "And for our employees, it has given them a lot of pride that they work for a company that would have stepped in to save another business, especially one the size of the hospital."

"Only a community bank that is invested in their community would have done that," Jones said. "I contend that every loan we make is a CRA loan because in a lot of cases, they are loans that no one else would make."

"Ken's right," Reese said. "The hospital agreement was on a much bigger scale. But as far as community banks go, there are little bitty successes all the time that don't get noticed. That's what we are supposed to do, help small business and individuals that don't get the front-page news. There are the unspoken success stories that community banks are involved in that no one hears about."

"What comes to mind is service over self for community bankers." 



The photo Katherine Reese took as she drove past the hospital after the bank acquired the hospital.

The day the bank acquired the hospital, Reese passed it on her drive home. "As I looked up to turn, this rainbow comes across the sky. I knew that was God's affirmation to me that I was doing the right thing."

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Crowe LLP, Franklin, Tenn.—*Coffee Bar Day 1*
Dixon Hughes Goodman, LLP, Charlotte, N.C.—*Photography Session*
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FirstBank, Nashville, Tenn.—*Refreshments at Opening Registration*
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PCBB, Walnut Creek, Ca.—*Agenda-at-a-Glance*
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Q&A with Bill Hagerty

Tennessee Senator

Senator Bill Hagerty was elected to the U.S. Senate in 2020 and represents Tennessee. Prior to his election to the U.S. Senate, Hagerty served as the U.S. Ambassador to Japan, the world's third largest economy and America's closest ally in the region.

Hagerty is a life-long businessman. He started his business career with the Boston Consulting Group, where his work took him to five continents. He later became a venture capital and private equity investor where he invested in and served as an executive and board member of a wide range of companies. From 2011–2014, Hagerty served as a member of the Governor's Cabinet and Commissioner of the Tennessee Department of Economic and Community Development.

Hagerty is originally from Sumner County, Tenn. Today, he and his wife Chrissy live in Davidson County, Tenn., and have four children.

As Commissioner of Economic and Community Development, you spent a lot of time working with communities throughout Tennessee. However, running for office is a different experience all together. What is something you learned about the state or that has stuck with you from that time on the campaign trail?

One thing that really struck me on the campaign trail was actually a lesson I learned when I served as the Commissioner of Economic and Community Development. As I traveled across my home state, I saw once again how critical good-paying jobs are to the overall health of a community. A good-paying and fulfilling job gives workers a sense of purpose and a sense of hope that tomorrow can be better than today. A good job can cure a lot of other problems a family may encounter. For

decades, politicians in Washington allowed globalist trade deals to hollow out once-thriving American communities. As U.S. Senator, I intend to fight every day to make America—and especially Tennessee—the most attractive place in the world to invest capital and grow our economy. This is the formula to bring back good-paying jobs and strengthen our great nation in the process.

As a former bank director, you bring first-hand knowledge of the vital role that banks play as the economic engines of their communities, which will bring a lot of value to the Senate Banking Committee. What stood out to you from your time on the board that you would not have realized about banking without that experience?

Early on in my career, I learned to focus on analyzing trends in data to see how well banks were performing and driving economic growth in their communities. As a bank director, I developed an acute appreciation for the importance of our banking community and its critical role of providing the capital necessary for a community's survival and growth. My time as a director also gave me great perspective on the need for sound risk management, and the importance of tailoring regulations to ensure banks' ability to catalyze growth without making these regulations an unnecessary burden on growth.

What are some key issues that you anticipate being a priority of the Senate Banking Committee in the next few years?

The issues that come before the Senate Banking Committee touch almost every sector of our economy. I intend to utilize this position and my private sector experiences for the benefit of Tennessee.

The Committee's near-term focus will likely—and appropriately—be on doing everything we can to ensure that the United States has a full economic recovery from the pandemic-induced recession.

As we hopefully put the pandemic further in our rearview mirror, some key issues for the Committee may include improving access to capital for all Americans; addressing the rise of digital assets and cryptocurrencies; improving housing and our housing finance system; and ensuring that our financial system is secure.

The coronavirus pandemic continues to cause economic hardship across the country and poses considerable risk to the economic outlook over the medium term. What economic factors globally or nationally are you watching for signs of strength or increased risk?

Americans need to be and feel safe to resume normal activities to ensure that the strongest economic outlooks come to fruition. National and global health metrics—such as the number of vaccinated people relative to the number of cases and hospitalizations—are therefore front-of-mind. As those metrics improve, I hope to see a complete and quick return to our historic economic numbers achieved before the pandemic—including fifty-year lows in the unemployment rate, the highest number of employed Americans, all-time low poverty rates, record median income levels, and, importantly, a blue-collar boom.



On the banking side, I am watching for signs of responsible and robust growth in consumer and commercial lending. I am also monitoring for signals that existing loan performance is holding up even as some stimulus and support programs expire. Given the amount of federal government assistance to help get us through the pandemic, I am also watching closely for signs of inflation and potential asset price bubbles. I am fortunate to have experience in Japan—both in the private sector and most recently as the United States' Ambassador—and have a special appreciation for the risks of excessive national debt.

What sparked your passion for leading the effort to bring a Major League Soccer franchise to Nashville?

It was more about my passion and love of Nashville and to help see our state's economy grow. When the MLS search committee was looking at prospective cities where they could grow, Nashville wasn't even on the list. Though we were dubbed "long shots" in local media, I felt there would be a great fit between the MLS and the growing demographics of our region. We put together a great organizing committee, recruited a phenomenal lead investor in John Ingram, and found our effort quickly accelerate from "long shot" to front-runner. 🇺🇸

Tennessee Senator Bill Hagerty has been named to the Senate Banking Committee and the Senate Foreign Relations Committee, where he is pictured here.



BankDirector.

2021 Bank M&A survey results: Uncertainty stalls growth plans



EMILY McCORMICK
Vice President
of Research,
Bank Director

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Bank Director focuses on the strategic issues most fundamental to a bank's CEO, senior leadership team, chairman and independent directors. Bank Director's board education program is an affordable membership program that combines Bank Director's conferences, their quarterly publication, director training videos and their online library of exclusive articles. For more information, please contact Amanda Wages at 615-777-8461 or awages@bankdirector.com.

Will bank M&A activity thaw out in 2021?

Bank deals have been in deep freeze due to Covid-19 and the related economic downturn, but most of the executives and directors responding to Bank Director's 2021 Bank M&A Survey, sponsored by Crowe LLP, say their bank remains open to doing deals.

More than one-third say their institution is likely to purchase a bank by the end of 2021; this represents a significant decline compared to last year's survey, when 44% believed an acquisition likely in 2020. Branch and loan portfolio acquisitions also look slightly less attractive compared to a year ago.

The barriers to dealmaking may prove difficult to surmount in today's uncertain economic and political environment.

With pressures on small businesses and the commercial real estate market exacerbated by remote work and social distancing measures, the recovery of the U.S. economy—and bank M&A—may hinge on conquering the coronavirus. In response, bank leaders are focused on credit quality: 63% point to concerns about the quality of a potential target's loan book as a top barrier to making an acquisition, up significantly from last year's survey (36%).

Despite concerns about credit quality and profitability, 85% say their bank is no more likely to sell due to COVID-19, and just 7% regret that they didn't sell before the current downturn, when target banks could expect to command a higher price.

This willingness to carry on and weather these challenges may find its foundation in respondents' long-term expectations. More than half anticipate a slow rebound for the U.S. economy. Twenty-eight percent don't expect to return to pre-crisis levels in 2021, and 7%

believe the recession will deepen.

Still, half believe that when the crisis abates, their bank will be just as strong as it was earlier this year. Forty-four percent express even greater optimism, believing they'll emerge even stronger.

Key Findings

Loan Losses: More than half (57%) believe their bank's loan loss allowance will be sufficient to cover expected losses over the next 12 months. Two-thirds say that less than 5% of residential mortgages will default and 64% that less than 5% of commercial loans will default.

Willing to Pay for Quality: When describing their bank's acquisition strategy, 44% indicate that they seek strategic acquisitions, regardless of price. One-quarter look for low-priced acquisitions of historically well-run banks; 27% are comfortable paying a premium for well-managed banks.

Tech Acquisitions Rare: Just 11% believe they'll purchase a technology company. Of these, 63% express interest in buying a business or commercial lending platform; 63% are open to acquiring a consumer deposit-gathering platform. Almost half seek data analytics capabilities.

Price Remains a Barrier: Potential acquirers' concerns about pricing as a barrier to dealmaking have dropped significantly—from 72% last year to 60% in this year's survey. However, more respondents express concern about their ability to use stock as currency in a deal, as well as demands on their capital should they acquire.

Effects on Capital: Most believe their bank's capital levels are sufficient to weather



the economic downturn, assuming a rapid (98%) or slow (98%) recovery in 2021, or mild recession (97%). Eighty-one percent believe they can weather a deeper recession. Just one-quarter plan to raise capital over the next six months.

High Marks for Trump: An overwhelming majority award President Trump's administration positive marks for the rollout of Paycheck Protection Program loans (90%) and stimulus payments (91%), and its support of the U.S. economy (88%). Two-thirds believe the administration has effectively responded to the pandemic. 🇺🇸

This article was originally published on BankDirector.com.

More than one-third of bank executives and directors say their institution is likely to purchase a bank by the end of 2021.

PHOTO: SHUTTERSTOCK

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It is no secret that insurance companies are in the business of providing coverage for risks, with the most familiar insurance products addressing medical care expenses or property damage. Title insurance deals specifically with title to real property and issues that could impair or encumber said title. As title insurance underwriters, we assess and reduce or eliminate risks.


Risk is not exclusive to insurance companies—lenders take a risk every time they loan funds to a borrower. When the lender has concerns about the prospective borrower's financial affairs, it demands satisfactory explanations or evidence showing that the concern is not necessarily indicative of an increased probability that the borrower will default. Often, the information provided will be sufficient to satisfy the lender's concerns, and the lender will grant the loan; however, if the concerns cannot be addressed to the lender's satisfaction, they may determine the risk is too great and either (i) grant the loan but charge a higher interest rate and/or origination fee; (ii) grant the loan but require additional down payment or collateral; or (iii) deny the loan altogether rather than take on the risk of a default. While it is impossible to eliminate all risk, lenders do everything they can to eliminate any known risks and, therefore, increase the probability that they are making a "good" loan and that the borrower will not default.

So what does the loan underwriting process have to do with title insurance? Loan and title underwriting have a common approach to assessing and treating known risks.

When title insurers issue a title policy, they, like lenders, also take on unknown risks (unknown heirs, fraudulent documents, and forged signatures, for example) that may not be apparent from the public record or found in the required title search. Since it is impossible to eliminate all risk, the title underwriting process, like the loan underwriting process, minimizes potential losses related to or eliminates known issues adversely affecting the title.



The first response to any problematic title issue should not be to turn a blind eye or agree to insure over, in effect taking on the risk of paying a claim. The first response should be to evaluate how the risk could be minimized or eliminated (a recorded document, a corrective instrument, etc.) and make the appropriate requirement in the commitment pursuant to current underwriting guidelines—this will, in general, always be the preference. As an alternative, the risk could possibly be reduced to an acceptable level by satisfactory evidence of payoff, indemnification, passage of time, etc. If the risk is too great, the title insurance company may choose to deny the coverage over the issue but agree to insure with an exception; or decline to insure the transaction altogether.

So, yes, title insurance companies are in the business of insuring risk. But that does not mean they are obligated to automatically insure over any and all concerns reported—their primary purpose is to insure against unknown and undiscoverable title risks. Any reported and known matters should always be addressed and approached from the perspective of how to eliminate or reduce the risk. 



Q&A with Jason E. Mumpower

Tennessee Comptroller of the Treasury

On January 13, 2021, Jason E. Mumpower was sworn in as Tennessee's 35th Comptroller of the Treasury after being elected during a Joint Convention of the state Senate and House of Representatives. Prior to joining the Comptroller's Office in 2010, Mumpower served as the State Representative for Sullivan and Johnson Counties for 14 years.

The Office of the Comptroller was created by legislation in 1836, which deemed it was necessary for a state office to ensure that state and local financial integrity was upheld, taxes were properly accounted for, and the proceeds were spent as authorized by the General Assembly. Today, the Comptroller's Office continues to fulfill its mission "to make government work better" by carrying out these critical financial oversight functions for Tennessee government.

The Office states that its mission is to make government work better. What strategic goals do you have in mind to help further that mission during your term?

Our Office has more than 560 employees, and each of them is committed to our mission and can tell you how they personally contribute to it. I believe we can help accomplish our mission by remaining focused on providing independent audits, objective research, fair and equitable property assessments, and continuing our state's tradition of conservative fiscal management. It is also important to me that we form positive working relationships with our friends in state and local government entities to improve the way government functions at every level.

The pandemic has left no sectors of our economy untouched—what fiscal impacts have you observed in our local governments as a result?

In some ways, Tennessee's local governments were well positioned to handle the challenges of the pandemic. Many Tennessee cities and counties experienced year-over-year growth in sales tax collections because citizens were shopping from home and in their local communities. The pandemic also gave our Office an opportunity to continue educating local government officials about fiscal management and the importance of having at least two months of expenses set aside to respond to cash flow challenges. We have encouraged all local governments to follow the Sevens Keys to a Fiscally Well-Managed Government, which you can find at tncot.cc/7keys.

As a native and current resident of Bristol, what opportunities do you see for that region of our state?

Bristol, and the entire Tri-Cities region, is a great place to live, work, and raise a family. Fortunately, the area has become a destination for retirees and people looking to relocate from other states. Bristol's low cost of living and excellent schools have contributed to a dynamic housing market and strong economy. Our network of excellent community colleges and universities are preparing our workforce for job growth in both new and existing companies. Tennessee's banks can be a key part of the region's success by providing lending and capital resources for industries and new residents.

The Office recently announced that since January 2016, the division has uncovered \$25.8 million of fraud, waste, and abuse in Tennessee and published 218 reports in that timeframe that have resulted in the indictments of 131 people on 819 separate counts. Was there a shift in policy or resources that led to that milestone, and do you expect to see that trend continue?

One of our Office's most important responsibilities is to investigate fraud, waste, and abuse in government. Last year, we received nearly 1,100 allegations involving the misuse of government funds and/or property. While the Comptroller's Office has investigated fraud for many years, we have recently hired additional investigators and devoted more resources to this important function. It is important to me that our investigations not only describe the fraudulent activity but also educate government leaders about the internal controls that can be strengthened or put in place to help prevent future crimes. We also publicize our investigations with the hope that other government entities and groups adopt the same controls to stop fraud before it happens.

You were first elected at age 23 to the Tennessee General Assembly as the State Representative for Sullivan and Johnson counties, an age when many are just beginning to figure out what they want to do in life. What was most appealing to you about serving in the legislature, and looking back, what were some of the challenges or benefits that came from serving at such a young age?

The Tennessee House of Representatives is often referred to as the "The People's House," and I have always believed there is strength in its diversity. This diversity not only en-



Jason Mumpower with wife, Alicia, and son, Max

compasses gender and race but also age, and the inherent differences among communities in East, Middle, and West Tennessee. I was the youngest member of the House for eight consecutive years, and I was a voice for my generation as our nation entered the internet era. The benefits from this time far outweighed the challenges. As a young man, I was able to fully dedicate myself to serving my constituents and attending nearly every event in my home district. It was a great privilege to represent the people of Upper East Tennessee in our State Capitol, and I am pleased to have an opportunity to work for the good of all Tennesseans today.

In closing, how can bankers across the state help your office to achieve your goals?

Tennessee's local governments depend on the support and security of our state's banks. I believe banks are one of our essential partners in preserving the fiscal health of our cities, counties, utility systems, and many other government agencies. We encourage Tennessee bankers to be aware of our state's laws and rules surrounding the lending of money. Many transactions require local governments to receive approval or file debt reports with the Comptroller's Office. You can help us make government work better by continuing to provide dependable service, competitive products, and practical advice to local governments. 📄

Four ways to update your hiring strategy this year



JOHN RADEBAUGH
*Director,
Finance and Banking,
Angott Search Group*

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Angott Search Group's John Radebaugh will speak at TBA's *Human Resources Conference*, held April 6 & 7 at the TBA Barrett Training Center in Nashville. Register now at TNBankers.org.

The new World of Work has compelled companies to take a fresh look at the way they do just about everything. And while making necessary adjustments, they've come away with insights that will prevail well after the crisis has passed. From how they schedule meetings and manage teams to how they fill open positions and promote their culture, they are adjusting to the demands of the hybrid workforce.

This world of remote work on such a large scale is still unfamiliar territory for many companies whose management cultivated the work-in-the-office mentality. However, from my experience, we are seeing indications that business leaders are pivoting into the direction that will help them successfully move forward.

Here are four ways leaders can optimize their talent attraction and retention strategies for the new World of Work:

Clarify Job Descriptions

Job seekers are looking for security and safety, which often translates into work-from-home opportunities. The scale of remote work should be clearly outlined right from the get-go. Communicate expectations for the position and outline what you're doing to keep your team safe and supported. You'll build trust in the company and increase the likelihood that strong candidates follow through with the entire recruitment process.

Update Priority Skill Sets

Recruiters and hiring managers are already closely monitoring the traits in employees that will determine long-term hybrid success, but those key traits are shifting as the World of Work moves increasingly online. You need people who can communicate well and maintain a team approach even when they're not able to be together in a shared setting. Remote working requires discipline and a proactive, self-motivated approach—something all workers don't necessarily possess. When reviewing candidate resumes, Radebaugh suggests that it can be helpful to determine if candidates have worked remotely in the past, perhaps on interim assignments, and how successful they were in those situations.

Implement Digital Hiring Practices

As companies look to fill open positions, recruiters and hiring managers are turning to digital hiring tools to make the most effective decisions, including programs used to facilitate pre-hire assignments and virtual interviews. Digital, remote-ready recruitment and candidate screening tools were in use before the pandemic, but now they can help you even more effectively seek out and engage talent. Properly applied, they can also cut down on time-to-hire and encourage enduring employee satisfaction. Digital hiring and remote work eliminate geographic restrictions, giving companies access to a larger and more diverse talent pool than ever before.



Identify Reskilling Opportunities

The pandemic has accelerated the need for employees to undergo reskilling in order to meet the demands of our new World of Work. It's up to leaders to help their hybrid employees adopt the technologies they need to drive productivity by prioritizing their reskilling efforts. These may include company-wide training sessions on specific tools, individually selected courses, or one-on-one mentoring. There's an added responsibility for managers to pay close attention to how their people are faring, including from a professional development standpoint, and to anticipate their needs before problems arise.

Flexibility and resilience are paramount in adapting to change. The companies that not only adapt to the new World of Work but also learn from it and improve upon their old ways of doing things are the ones that will survive, prosper, and grow. 🌐

COVID-19 has caused many pivots, including how we hire. Clarifying job descriptions, updating priority skill sets, implementing digital hiring practices, and identifying reskilling opportunities are ways to improve the hiring process.

PHOTO: SHUTTERSTOCK

The dual roles of a CIO during a pandemic



MICHAEL GOOD, CISM, ITIL
Managing Consultant,
BKDCyber

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BKDCyber's Cy Sturdivant will speak at TBA's Strategic Technology, Risk & Security Conference, held May 11 & 12 at the Embassy Suites Cool Springs, Franklin. Attend so you learn how to increase safety, secure your data, reduce your overall risk, and save time and money by learning how to prevent disruptions or respond swiftly when they occur. Register now at TNBankers.org.

Already faced with rapid changes to their IT Infrastructure to maintain some level of operation, chief information officers (CIO) have had an opportunity to reinvent strategies to meet the demands of growing companies and emerging technologies, particularly in the last five years. With the onslaught of COVID-19, CIOs have had to take on a secondary role of making massive changes in a short amount of time to allow for remote workers while also thinking about unwinding these changes when organizations hopefully return to a new normal.

The pre-COVID-19 role had the CIO evaluating ways technology can be used within the financial institution and become a more significant part of the business unit. Digital transformation was a topic that many board members shied away from, and the CIO now has the stage to gain support for relocating the data to a cloud environment and developing strategies to improve the business continuity and resumption plan. The CIO's dual role focuses on current operations while planning for the future of digital transformation and growth.

One emerging benefit in the last five years was the switch to cloud computing, which has made it easier for the transformation to work from home in this new environment. The CIO's mindset today includes reducing the likelihood of failure and boosting service delivery. The business continuity and resumption plan must be in the forefront and, moving forward, considered as a strategic plan rather than an operational afterthought.

The COVID-19 pandemic is generating a host of challenges for CIOs from large and small financial institutions alike. Amid a health crisis, CIOs must respond quickly and

securely, transitioning to a work-from-home environment for their employees. This sudden need for most employees to work remotely exposed areas to various network security issues that in the past were addressed by limiting off-site access to a small number of users. Now, faced with changing operations from a once secured location, CIOs must quickly and resourcefully coordinate efforts to supply remote access to their off-site employees without compromising security. Large and small financial institutions have arrived at a crossroads regarding which decision to address first: implement a solution now and worry about network security later, or improve the business continuity plan now and implement technology for future situations? These recommendations from the CIO must be swift and decisive.

Evaluating vendor responses during these difficult times is critical, and their responses to the current situation help determine how vendors could be used in the future. It is beneficial to keep detailed documentation on each vendor used to assist in this crisis, noting the results of their performance in their pandemic post-incident reporting. At the same time, CIOs must plan and resolve current issues with vendors, and they should collect data to help expedite the transition of data transformation to a digital environment.

The CIO must think about how to resume business in this "new normal" and be mindful of how these solutions would look if outsourced.

- How will network security be enforced on these new devices, and how can the financial institution accomplish network monitoring and see what users are doing to help them remain secure?



- What level of encryption and multifactor authentication should be used?
- How will the financial institution provide patch management to remote users and keep anti-virus software updated?

Financial institutions should follow existing information security policies and procedures and add addendums as they develop new procedures that are required during this crisis.

Bad actors are aware of the struggles IT departments are facing and working overtime to exploit vulnerabilities left unchecked. CIOs have had to balance security and availability in their planning and implementation, and the financial institution could be exposed to data loss, ransomware or malicious viruses. It is necessary to document all changes made to the network, policies and procedures. When the pandemic is over, detailed documentation will be essential to return configuration settings to their original state before the crisis and help plan for future pandemics and disaster recovery scenarios.

During this crisis, the safety and well-being of the IT team, users and vendors assisting the financial institution have been first and

foremost in any decisions made, and the CIO needs to be forward-thinking and ensure the decisions related to technology use continue to be made with a safety-first mindset. 🇺🇸

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With the onslaught of COVID-19, CIOs have had to make massive changes in a short amount of time to allow for remote workers while also thinking about unwinding these changes when organizations hopefully return to a new normal.

PHOTO: SHUTTERSTOCK

Principles of preparedness



SAM MCALLESTER
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COVID-19 has left American businesses battered due to operation limitations and “stay at home” orders. Business closures have also wreaked havoc on individual incomes. Due to the overall economic conditions, it has been predicted that business and consumer bankruptcies would soon skyrocket.

Continued government relief programs, eviction moratoriums and lender deferments have helped delay defaults and potential bankruptcies. These delays may continue as further stabilization efforts are considered by Congress; however, a wave of consumer and business bankruptcies is still predicted.

By November 2020, more than 300 companies that had received PPP funding had filed for bankruptcy. Even though the total consumer and business filings fell more than 40% in January 2021 compared to January of last year, there was still an increase in commercial Chapter 11 filings from December 2020. The Small Business Reorganization Act of 2019 (SBRA) became effective Feb. 19, 2020, and the eligibility limit was increased March 27, 2020; but there could be an increase in small business filings before March 27, 2021, unless the eligibility limit is further extended.

Creditors need to protect themselves

Creditors should prepare for the coming wave of defaults, bankruptcies and collections. The burden is on creditors to protect themselves through strong and enforceable documentation, including obtaining guaranties or security interests to enhance their position. Customers are not sitting on their hands. They are developing business plans, meeting with financial and/or bankruptcy counsel, deciding on whom they intend to pay, and working to protect their assets and make it more difficult for their creditors to collect. Critical creditors with strong documentation with guaranties and valid security interests

will be treated better. Creditors should be similarly proactive in seeking counsel and protecting themselves.

Based on my experience, here are “Principles of Preparedness”:

1. Correct any document issues now

Review all loan documentation, security agreements and financing statements for issues that could impact enforcement and collection efforts. This includes:

- A. Correctly listed borrower names and signatures and sufficient evidence of corporate borrowers’ authority and collateral descriptions.
- B. Clearly defined and provided-for events of default, a definite period of time to cure the default, whether notice of default is required in writing, and default remedies.
- C. Liens and security interests perfected by the proper documents and timely filings.
- D. Necessary documents to enforce the loan and collateral interests securing the loan.

Contact your customer/borrower and propose amendments or corrective documents before your debtors’ situations worsen. Don’t be afraid to ask for assurance of performance, including additional signatures, guaranties or security interests.

2. Strengthen your hand wherever you can

Improve the collectability of loans by:

- A. Adding “makers” or guarantors and security interests or additional collateral to secure the debt. This will increase the ability to enforce your documents and collect.
- B. Obtaining financial statements and information that spell out borrowers’ ability to pay and assets from which payments can be made. (Well-drafted transactional documents provide the creditor with the right to request this information.)

- C. Including cross-default and cross-collateralization provisions in documents if you have more than one loan.
- D. Including default rate of interest or penalties and provision for payment of attorney fees, expenses and court costs.

3. Monitor troubled accounts

Check borrowers' payments and compliance, including financial covenants. Promptly contact borrowers with late payments or events of default. Request current financial information evidencing their ability to pay and meet agreements. Potential issues include:

- A. Lack of insurance.
- B. Unauthorized transfers of collateral.
- C. Customer death or dissolution.
- D. Bankruptcy, insolvency or receivership of a customer/borrower.

4. Avoid pitfalls in borrower interactions

Do not allow a pattern of late or missed payments or breaches of agreements, which establish a "waiver" of default. Be clear in expectations and timing of responses, and do not let payments get so far behind that you

are moved to the end of the payment line. Preserve and establish your rights.

5. Leverage events of default

Identify opportunities to restructure debt and obtain new collateral, guaranties or additional financial information.

6. Never be afraid to collect

Move quickly to preserve and establish your rights, including through legal action, if necessary.

7. Don't be afraid of bankruptcy

Borrowers use the threat of bankruptcy to leverage creditors into forbearance or leniency. Do not delay taking action to get repaid. If you have documented loans and perfected security interests, then you are prepared to deal with debtors inside or outside of bankruptcy court.

Using "Principles of Preparedness" will help weather any economic storm. 🌩️



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Open banking —what you should know



DENNIS FALK
SVP & Regional Manager,
PCBB

MORE ABOUT PCBB

Dedicated to serving the needs of community banks, PCBB's comprehensive and robust set of solutions includes: cash management, international services, lending solutions, and risk management advisory services. PCBB is using open banking with our vendor ecosystem to add value for our customers. If you would like to continue the discussion or need additional information, contact Dennis Falk at dfalk@pcbb.com.

Open banking allows financial institutions to stay competitive as they engage their customers. Bank customers are now familiar with digital banking and the seamless nature of information flow. For this reason, it is important for community banks to understand the elements of open banking, to ensure that they can continue to provide their customers with offerings that give them the speed, value, and convenience they expect.


What is open banking?

In its most basic form, open banking is where financial institutions (FIs) share customer data digitally with their consent with third parties to provide a more seamless customer experience. The way that data is shared is through application programming interfaces (APIs). APIs are technical interfaces that have become increasingly sophisticated, representing integral components of the Internet of Things (IoT), which includes smart devices like Google Home and Apple watches. APIs make communication between devices and third parties more convenient and efficient.

There are three main types of APIs right now, private, partner, and open/public. Private APIs share information solely within an FI to boost efficiency. Partner APIs are used with preferred third-party partners such as clearinghouses, brokerages, and custodian banks. Lastly, open or public APIs are less commonly used. Yet, an example of this type of connection is with a loan-comparison app that could engage new customers shopping for a new loan.

Why is open banking important for community banks?

- 1. Customers expect it.** Customers expect coordinated and convenient banking interactions these days. Interfacing with third-party applications to allow access to more complete financial information for your customers allows this to happen. With more comprehensive access to their financials on your app, your customers can make better financial decisions using your tools and additional services from your institution.
- 2. Levels the playing field.** APIs are actually quite cost-effective for all FIs. So, you don't need to be a big bank to deploy open banking. Community banks can add value and enhance customer experience too, which helps retain and even gain customers. Open banking levels the playing field.

Prior to the pandemic, research found that 86% of global banks were considering APIs to enable open banking capabilities in the coming 12 months. While that number and level of commitment are likely to be higher today as customers' expectations have risen, the US lags behind other countries. Still, open banking is here to stay. 

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or 800-964-5525.

Order deadline: July 16
Directories will ship in August.

Update Your Bank's Info.

The Tennessee Bankers Association along with BLR sent a form for you to update your bank's information.

Return the form(s), with any revisions noted, to BLR by May 6, 2021. Return revisions by email to RRankin@blr.com or if you did not receive a form for updating, contact Rhonda Rankin 1-800-274-6774 ext. 8081.

Order the 2021/2022 Edition.

The Bankers Directory, published by the Tennessee Bankers Association, contains a listing of all Tennessee commercial banks, thrifts, and savings banks along with their officers, directors, mailing addresses, telephone numbers, and highlights of their "Statement of Condition." You can also find routing numbers and info on TBA associate members and endorsed products—including contact person and product descriptions.

Community bankers play a vital role in America's pandemic response



CARL WHITE
Senior Vice President
Supervision,
Federal Reserve Bank
of St. Louis

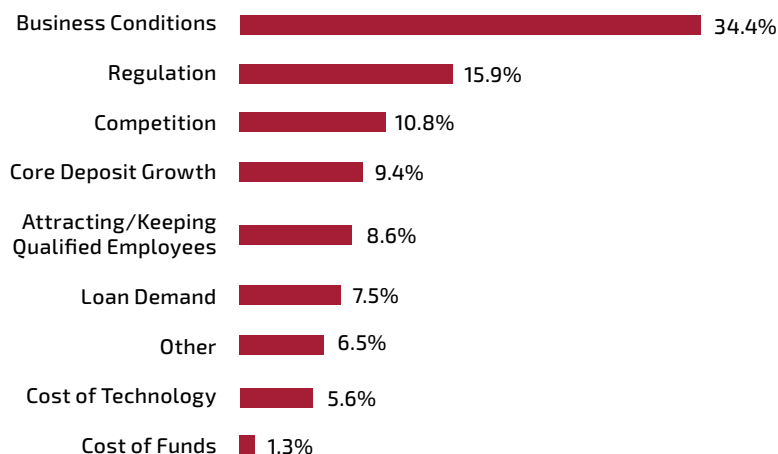
Proud. Overwhelmed. Frustrated.

These sentiments and others expressed by bankers come from the 2020 *National Survey of Community Banks*, conducted annually by the Conference of State Bank Supervisors (CSBS) and state banking regulators for the past seven years. The survey is released each year during the annual Community Banking in the 21st Century research and policy conference; the event is sponsored by the Federal Reserve, the CSBS and the Federal Deposit Insurance Corporation. In this year's

survey, the effects of COVID-19 dominated and colored typical industry concerns related to regulatory burden, small business lending, industry consolidation, competition and technological innovation.

In last year's survey, funding—its cost and availability—was cited as the greatest challenge by the bankers surveyed. This year, “business conditions” took the top spot. Community bankers faced a changed and daunting banking environment and had workplace issues of their own to manage, but they were also able to take advantage of their deep community connections to step up and help their local economies. Regulatory burden, competition and core deposit growth still remain important concerns, but the uncertainty created by the COVID-19 pandemic certainly impacted community bank views on the challenges they would be facing in the months ahead.

WHAT IS THE SINGLE GREATEST CHALLENGE FACING YOUR BANK TODAY?



SOURCE: 2020 *National Survey of Community Banks*.

A Changed Landscape

While banks of all sizes faced myriad challenges from the pandemic and its economic consequences, community banks played a large role in one of the major strategies to mitigate the damage: the Paycheck Protection Program (PPP). The PPP—established under the Coronavirus Aid, Relief and Economic Security Act—was administered by the Small Business Administration (SBA) and guaranteed the extension of potentially forgivable loans to allow participating employers to keep

workers on their payrolls. PPP loans were made by qualified lenders to small businesses with fewer than 500 employees.

PPP loans made by community banks accounted for nearly 40% of the total extended under the program. But it wasn't easy. Bankers surveyed detailed numerous challenges, including changing rules and procedures for loan processing, glitches with the SBA website and issues related to the "first-come, first-served" approach to approving customer requests. Community banks incurred numerous costs from program participation, such as inefficiencies because of the small size of many loans, and some reputational damage from disgruntled customers who held banks responsible for any glitches. Nevertheless, a number of surveyed bankers said the struggles were worth it. As one banker put it, "Despite a rollout that was disjointed and frustrating, we were able to support our small business customers."

Beyond the PPP

Community bankers took other steps to help their customers. More than a third of those surveyed reported they reduced or eliminated late-payment penalties on credit cards or loan payments. A similar percentage reduced or eliminated fees on deposit accounts. Many banks took less traditional steps to help out their customers and communities, such as boosting their Wi-Fi hotspots so students without adequate internet access could do homework from the bank parking lot.

While community banks helped businesses in their communities stay on their feet, they also needed to protect their own financial interests. Many community banks increased their loan loss reserves, with three-quarters of surveyed bankers citing economic conditions and credit repayment issues as primary motivators. Almost a quarter of surveyed bankers report at least a temporary closure of a branch. Nearly three-quarters of community banks implemented a work-from-home policy in response to COVID-19, and almost 95% reported no layoffs. Some bankers noted that these transitions were easier than expected, partially because they had made prior investments in technologies that facilitated the changes.



Looking Ahead

The near-term outlook for community banks is highly dependent on the speed of economic recovery, which is tied to suppression of the pandemic through public health measures and medical interventions like vaccines. While many institutions will no doubt suffer losses, some bankers are choosing to accentuate the positive, like the advantages that come with relationship-based banking. One surveyed banker summed it up like this: Loans during the pandemic "were never transactional matters. We were presented with several opportunities by bank customers who simply couldn't get a loan from their large corporate-style banks. Their loss is our gain." 🇺🇸

Paycheck Protection Program loans made by community banks accounted for nearly 40% of the total extended loans under the effort.

PHOTO: SHUTTERSTOCK

Optimizing digital lending



REBECCA BACON
Vice President
Investor Group,
Upgrade

MORE FROM UPGRADE

Upgrade partners with community banks to give them access to prime consumer assets for income goals, customer base growth as well as co-branded digital solutions. For more information, visit www.upgrade.com/landing/institutions or call Jim Quinn at 919-306-1211.

An unpredictable economic climate calls for increased balance sheet flexibility.

Financial institutions are currently facing challenges to manage liquidity, improve digital channels, and adapt services to survive and thrive in a rapidly changing environment. When planning ahead, financial institutions should consider alternative investment and loan portfolio diversification strategies as well as new point-of-sale product solutions to supplement and enhance revenue.

We've identified some best practices for banks to focus on in 2021, including sourcing higher-yielding loans and focusing on income-producing products. Instead of dipping into near-prime for returns, banks should instead evaluate external options (purchasing loan assets). It's important to also maintain flexible credit criteria and modify underwriting guidelines as needed to respond to a quickly changing market environment.

FinTech partnerships offer a compelling value proposition—providing banks with high yield, short-duration assets, par pricing on personal loans. This enables banks to deploy

liquidity quickly, with no minimums or commitment schedules. Because there is no black box, bank partners can overlay credit criteria and have full oversight of the program.

From a marketing perspective, there is also the ability to geo-target and purchase in the desired footprint or perhaps target new markets if the bank so desires. Customers acquired through such channels are ideally “co-owned” and banks have the ability to cross-sell to borrowers.

Banks should focus on borrower technology features that enhance credit performance. The mainstream U.S. consumer is seeking a frictionless, easy to use, fast, digital experience. Creating new customer product features that enhance the customer experience and improve their satisfaction while enhancing performance is ideal. This allows financial institutions to “positively select” themselves with users that have self-selected with a credit positive feature. The data has shown that consumers with one of the below features perform better than those without. 📱

KEY CONSUMER TOOLS

Joint Application

Places two borrowers credit/income on the line

Credit Health App

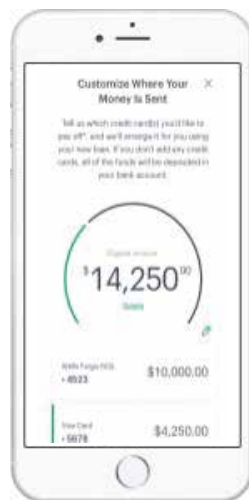
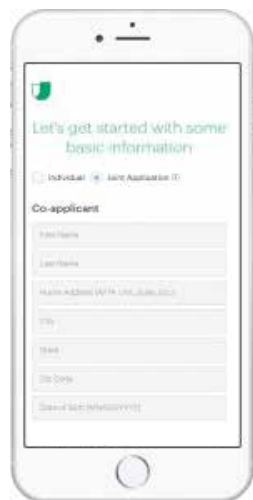
Borrowers who simulate scores signaling they care about credit

Direct Pay

Loan proceeds go directly to pay off outstanding debt

Secured Personal Loan

Applicants may add collateral to reduce interest rate





Strategies become successful decisions with proper guidance.

Bankers Alliance

We're now a family of services

We continue to support and guide community banks of all sizes across the U.S.

Virtual Compliance Officer

A remote-based service linking your bank with experienced compliance officers ready to help how, when and where you need it.

Compliance Alliance

Guidance from our attorneys and compliance officers; on our highly-regarded hotline, in our unlimited document reviews, or with our library of tools webinars and training videos.

Review Alliance

Our bank audit service starts with transactional look-backs, but keeps right on going by identifying root causes and best practices.

Talk to our team today to find out how your group can partner with us.

Call (833) 683-0301 or info@bankersalliance.org



Holding Company of Compliance Alliance
and Review Alliance

bankersalliance.org



A Division of Bankers Alliance

compliancealliance.com



A Division of Bankers Alliance

reviewalliance.com

New Associate Members

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

APPRAISALS



Tennessee
Chapter

Tennessee Chapter of the Appraisal Institute

2405 Willinghurst Dr
Germantown, TN 38139-6514

Phone: 615-515-9700

www.tnappraiser.org

Contact: Myra Pitts - myra@tnappraiser.org



Pitts

The Appraisal Institute is a global professional association of real estate appraisers, with nearly 20,000 professionals in almost 60 countries throughout the world. Its mission is to advance professionalism and ethics, global standards, methodologies, and practices through the professional development of property economics worldwide. Organized in 1932, the Appraisal Institute advocates equal opportunity and nondiscrimination in the appraisal profession and conducts its activities in accordance with applicable federal, state and local laws. Individuals of the Appraisal Institute benefit from an array of professional education and advocacy programs, and may hold the prestigious MAI, SRPA, SRA, AI-GRS, and AI-RRS designations.

COMPLIANCE SERVICES



ImageQuest

815 Airpark Center Dr
Nashville, TN 37217-2942

Phone: 615-499-7800

Toll-free: 888-979-2679

www.imagequest.com

Contact: Milton Bartley - mbartley@imagequest.com



Bartley

ImageQuest is a SOC2 Type 2 certified organization and one of the fastest growing cyber security and managed IT services

firms in the Nashville area. At ImageQuest, we want our banking friends to thrive with strong technology, IT compliance, cybersecurity and be proactively ready for any IT examination you face. Our services include Managed IT Services, IT Risk Assessment, Security Information and Event Management (SIEM), Vulnerability Assessments, Penetration Testing, Security Training, Examination Preparation and Support, Virtual CISO and Consulting. You need someone who 'gets' IT requirements. Regulators now suggest you seek third-party expert help in protecting your data and operating in a crisis. Do-It-Yourself is time-consuming and often incomplete. We can give you a better end result, get you audit-ready, and provide the best solutions for your bank. To learn more contact Milton Bartley at 615-499-7800 or mbartley@imagequest.com.

CONSULTANTS

WolfPAC Integrated Risk Management

99 High St

Boston MA 02110-2320

Phone: 617-261-8148

www.wolfpacsolutions.com

Contact: Chelsea Pritchard - cpritchard@wolfandco.com

WolfPAC Integrated Risk Management is a secure, web-based Enterprise Risk Management solution used to automate the identification of risks, threats, and control gaps.

INFORMATION TECHNOLOGY

Doxim

2200 Production Dr

Indianapolis, IN 46241-4912

Phone: 205-401-6768

Toll-free: 800-755-2440

Contact: Jennifer Deaver - jdeaver@doxim.com

Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. From physical to digital communications,

Doxim empowers banks to transform and modernize how they engage and communicate with their customers, creating conversations in the channels they prefer while ensuring security and regulatory compliance. Unlike other solutions, the Doxim platform is designed to be a full suite of Customer Communications Management services delivered through one platform, at one price, on any channel.



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815 Airpark Center Dr
Nashville, TN 37217-2942
Phone: 615-499-7800
Toll-free: 888-979-2679
www.imagequest.com
Jay Mallory - jmallory@imagequest.com



Mallory

ImageQuest is a SOC2 Type 2 certified organization and one of the fastest growing cyber security and managed IT services firms in the Nashville area. ImageQuest provides fully managed IT for banks that do not have internal resources or cannot support a bank's current IT team. At ImageQuest, we believe you should not have to think about your business technology. It should run behind the scenes, keeping your team productive and your bank growing. Our service is transparent - meaning you always know what you need, what it will cost, and why you need it. And if a hiccup happens, our friendly, professional remote support center is just a phone call away to immediately resolve your issue. Keeping your data secure and your systems and applications running is critical to your business operations. Yet ever-increasing sophisticated attacks by criminals create a challenging operational environment. Your clients, employees, and regulators expect world class protection for your bank. And you must be able to recover your systems rapidly from a disaster. You can count on us to provide you this protection. To learn more, contact Jay Mallory at 615-488-7800 or jmallory@imagequest.com.

MARKETING



Onovative

118 East Main St, 6th Floor
Louisville, KY 40202-1368
Phone: 866-380-4816
Contact: Cynthia Glover - cglover@onovative.com



Glover

Onovative, an automated marketing and communication software provider, put controls back in the hands of bank marketers. Onovative's affordable marketing software for planning, automation and execution empowers you to manage data for strategizing throughout the consumer lifecycle and engage with consumers through multiple channels. With software that integrates directly with your existing core banking systems, Onovative helps banks drive results by

bolstering growth with their current account holders and within their markets.

PROCESSING SERVICES

Windsor Advantage, LLC

444 N Wells St, Ste 201
Chicago, IL 60654-4522
Phone: 312-667-0109
Contact: J. M Chuck Evans - cevans@windsoradvantage.com

Windsor Advantage, LLC is the nation's largest SBA lender service provider. We process, close and service SBA and USDA B&I loans for clients nationwide.

SOFTWARE/COMPUTERS

Backbase USA Inc

10 10th St NE, Ste 325
Atlanta, GA 30309- 3829
Phone: 714-872-1110
Toll-free: 866-800-8996
Contact: Anna Smith - annas@backbase.com

Backbase is on a mission to transform the broken banking system, so financial institutions don't just interact—they engage—with the people they serve. That's made possible with the Backbase Engagement Banking Platform—powering all lines of business on a single platform, including Retail, SME & Corporate and Wealth Management. From digital sales to everyday banking, the platform's entire design focuses on a seamless and captivating experience for both customers and employees. Industry analysts Forrester, Ovum and Celent continuously recognize Backbase's front-runner position, and over 150 large financials around the world are powered by the Backbase Engagement Banking Platform.

Numerated Growth Technologies

177 Huntington Ave, Ste 1703, PMB 86152
Boston, MA 02115
Phone: 857-254-4193
Contact: Pamela Leskar - pamela@numerated.com

Numerated digital lending and sales platform helps banks create faster, simpler, and more efficient buying experiences in business banking. Banks with Numerated create exceptional customer experiences by offering businesses: Simple applications for any business banking product leveraging rich data integrations. Fast decisions with digital account opening and digital lending solutions that keep banks in control. Personalized offers with sales and marketing tools that identify product eligibility and customer needs. 🇺🇸



People on the Move

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

PROMOTIONS

Bank of Tennessee, Kingsport, has named **Christopher "Chip" Higgins** as its Middle Tennessee president.



HIGGINS

Bone McAllester Norton PLLC, Nashville, has named **Quan Poole** as an attorney.



POOLE



BARRINGER



BARKER



WEBB



O'CONNOR

CapStar Bank, Nashville, has named **Wesley Barringer** as senior vice president and commercial relationship manager. **Evan Barker** was named as senior vice president, healthcare, and commercial relationship manager. **Ken Webb** was named Middle Tennessee chairman and **Tom O'Connor** has been named Middle Tennessee market president.

CBBC Bank, Maryville, has named **Robert Carter** as senior vice president/commercial lender.



CARTER



Commercial Bank & Trust Co., Jackson, has promoted **Clint Davis** to president and chief operating officer. **Elizabeth Marks** was added as a customer service representative.

Decatur County Bank, Decaturville, has named **Joy Tillman** as a loan assistant.



TILLMAN



WILLIAMS



HERRERA



B. SMITH



WOOD



R. SMITH



COTTA



ROUSE



MCKEE



NASSER



REEKS



SUMMERS



PHAUNEF



BARNETT



EDDINGER



WADDELL

Evolve Bank & Trust, Memphis, has named **Becky Williams** as an SBA loan closer; **Tamera Herrera** as an SBA loan coordinator; **Brian Smith** as vice president, business systems administrator in the corporate mortgage department; **Anthony Wood** as a secondary marketing lock desk analyst in the corporate mortgage division; **Ronnie Smith** as an Encompass administrator in the corporate mortgage division; **Bonnie Cotta** as corporate transition manager in the corporate mortgage division; **Tuwanna Rouse** as an underwriter in the corporate mortgage department; **Mary McKee** as an associate underwriter in the corporate mortgage division; **Avril Nasser** as an implementation manager in the payment processing solutions division; **Seth Reeks** as the digital marketing coordinator; **Brendon Summers** as a treasury analyst; **Christina Phaunef** as a loan closer; **Brenda Barnett** as a post closer; **Deanna Eddinger** as a deposit operations analyst in the bank operations department; and **Tierra Waddell** as a personal banker.



ANDERSON

PUCKETT

Fifth Third Bank, Nashville, has named **Paul Anderson** as senior vice president and managing director for private bank for Tennessee and **William (Will) Puckett** as the bank's mortgage area sales manager for Tennessee.

First Bank & Trust Company, has named **Jimmy Millsaps** as vice president and commercial loan officer in **Morristown**.

First Community Bank of the Heartland Inc., Martin, has promoted **Kinsey Pinion** to a loan assistant at the **Martin Skyhawk** branch office.



PINION



MOORE

YAROSZEWSKI

First Farmers and Merchants Bank, Columbia, has promoted **Dawn D. Moore** to chief wealth management officer. The bank has named **Joseph E. Yaroszewski** as a senior credit officer.



CULBERT

RAMSEY

WOOD



CANTRELL

JOHNSON

First Freedom Bank, Lebanon, **Amanda Culbert** was promoted to financial services representative at the **Providence** office; **MaKayla Ramsey** to FSR manager at the **Algood** office; and **Kailey Wood** to a full-time FSR at **Cookeville**. **Kimberly Cantrell** was named FSR at the main branch; and **Kasey Johnson** as a FSR at the **Mount Juliet** office

First Horizon Bank, Memphis, has named **Charly Dena** as banking center services manager, supporting more than 20 banking centers across Chattanooga, Cleveland, and Jackson, Tenn.



DENA



HAYS

BENNETT

First Horizon Bank, Nashville, has named **Greg Hays** as senior vice president-mortgage market manager for Middle and East Tennessee. **Amy Bennett** was named as a mortgage loan originator.

First Horizon Bank, Chattanooga, has named **Darren Strickland** as a mortgage loan originator.



STRICKLAND

First National Bank of Middle Tennessee, McMinnville, has welcomed **Adam Carney** as vice president/loan originator in the mortgage department.



CARNEY

First Peoples Bank of Tennessee, Jefferson City, has named **Steven D. Amos** as president and CEO.



AMOS



HEINRICHS

BRADLEY



DICKSON

WISE

Fourth Capital, Nashville, has elevated **Brian Heinrichs** to president and CEO, while **Dan Andrews** will continue as chairman. The bank has named **Clark Bradley** as vice president, relationship manager on the commercial banking team, and **Christian Dickson** was added to the commercial banking team as a relationship manager. **Vic Wise** was named as a relationship manager.

IBERIABANK/FHB, Memphis, has named **Kelvin Martin** as a mortgage loan originator.



MARTIN

Mountain Commerce Bank, Knoxville, has named **Andrew Barrett** SVP, Relationship Manager.



BARRETT

People on the Move *continued*

Ncontracts, Brentwood, has named **Cathy Guthrie** as executive vice president for human resources.



GUTHRIE

Paragon Bank, Memphis, has named **Chris Waggoner** as senior vice president of mortgage banking. Previously, Waggoner served as the manager of correspondent lending for a bank based in Mississippi.

The Peoples Bank of Tennessee, Henderson, has named **Todd Chapman** as CEO.

Powell Valley National Bank has promoted **Roy Richmond** to assistant vice president and loan officer at the **Kingsport** office.



RICHMOND

Reliant Bank, Brentwood, has named **Olivia Hill** as executive director of human resources.



HILL

Security Bank, Dyersburg, has promoted **Lisa Waller** to operations officer, e-banking.

Security Federal Savings Bank of McMinnville, McMinnville, has promoted **Lisa Hillis** to senior vice president.



HILLIS



UEBELHOR



GREER

ServisFirst Bank, Nashville, has named **Steve Uebelhor** as the new executive vice president, chief credit officer. **Brad Greer** was named as senior vice president, commercial banking.



SMITH



LASTORIA



JEFF



PATTERSON

SimplyBank, Dayton, has named **Kevin J. Smith** as chief lending officer; **Anthony Lastoria** as senior retail officer; **Courtney Jeff** as senior treasury management officer; and **Angela Patterson** as CRA officer.



A. DAVIS



M. DAVIS

SmartBank, Cleveland, has added **Andrea Davis** as first vice president, relationship manager and **Mollie Davis** as loan administrator.

Southern Bank of Tennessee, Mount Juliet, has named **Dan Ellis** as executive vice president and chief lending officer.



ELLIS

Southern Heritage Bank, Cleveland, has promoted **Jennifer Thomas** to assistant vice president, regional operations manager.



THOMAS



MERIDIETH



KISSINGER

Sumner Bank & Trust, Gallatin, has promoted commercial lenders **Haley Meridieth** and **Jesse Kissinger** to senior vice presidents.

Tri-State Bank of Memphis, Memphis has named **Mike Edwards** President/CEO.



EDWARDS

The Trust Company of Tennessee, Knoxville, has promoted **Cassandra Caldwell** to client services associate.



CALDWELL

The Trust Company of Tennessee, Chattanooga, has promoted **Zach Hurst** to vice president and managing director.



HURST

United Community Bank, Lenoir City, has named **Chelsea Shananahan** as financial advisor for East Tennessee.



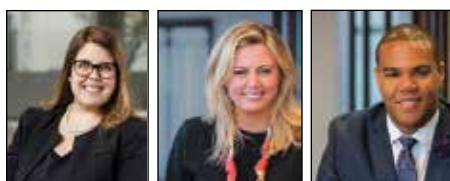
SHANAHAN



ATANDA

BUNGE

HERTZOG



HOOPER

WEINSTEIN

WOOD

Waller, Nashville, has named new partners: **Tayo Atanda, John Bunge, Nathan Hertzog, Stacy Hooper, Leanna Weinstein,** and **Josh Wood.**



BAKER

ESCOBAR

Wilson Bank & Trust, Lebanon, has promoted **Curt Baker** as senior vice president/Lebanon market leader and named **Janella Escobar** as senior vice president/marketing and communications.

CELEBRATIONS

Dr. Larry R. White, professor of finance in the department of economics and finance and Chair of Banking at **East Tennessee State University, Johnson City,** has announced his retirement at the end of the 2021 spring semester after 14 years of service.



WHITE



Bank of Lincoln County, Fayetteville, recognized **Chairman Charles Glegghom's** 60 years in banking with a reception in December 2020.



FAIR

BARRETT

The board of directors of **Bank of Tennessee, Johnson City,** has announced that **Dale Fair,** president and CEO, was promoted to chairman of the board and will retain his CEO duties until his retirement later in 2021. **Will Barrett,** COO, was promoted to president.

David Flowers, retired president and chief operations officer of **Commercial Bank & Trust Co., Paris,** was named vice chairman of the board of directors, and **Bruce Reed,** formerly executive vice president and chief credit officer has retired.



FLOWERS

Sharon Bradberry, former branch manager of **Commercial Bank & Trust Co., Jackson, Mineral Wells Ave.** office, has retired after 41 years of service.



Kathy Bowers, formerly chief financial officer of **CBBC Bank, Maryville,** has retired after 44 years of service.

Carolyn Valentine, former employee of **Commercial Bank, Harrogate,** has retired.



Decatur County Bank, Decaturville, former employees **Debbie Livingston, Christie Pope,** and **Suzanne Keeton** have retired after serving 25 years, 31 years, and 41 years respectively.

Celebrations *continued*



MCKEE

MCCAGE

Carol McKee, formerly with **INSOUTH Bank, Atoka office**, has retired after serving 26 years, and **Barbara McCage** from the bank's E-banking department has retired after 16 years' service.

Sally Roark, formerly with **Macon Bank & Trust Company, Lafayette**, has retired after serving 48 years.



ROARK

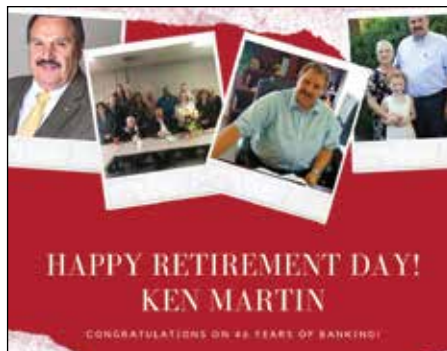
Imogene Webb, formerly with **Newport's Newport Federal Bank**, has retired after 46 years of service.



WEBB



Peoples Bank, Clifton, celebrated **Chairman J. Autry Gobbell's** 80th birthday and his 59 years in banking in January.



Ken Martin, formerly with **Security Federal Savings Bank of McMinnville, McMinnville**, has retired after 46 years of service.



Virginia Kibble, former executive vice president of **Southern Heritage Bank, Cleveland**, has retired after serving 20 years.



FOX



MUDD



SPIEGL

Sumner Bank & Trust, Gallatin, has announced changes to its board of directors, following the retirement of **Ronnie Fox**, chairman since the bank's formation in 2005. **Reggie Mudd** was named the new chairman and **Bonita Spiegl**, the bank's CFO & COO, was appointed to the board.



Virginia Weaver, formerly of **Union Bank, Jamestown**, has retired after 52 years of service.

Patsy Litchford, formerly with **Volunteer State Bank, Portland**, has retired after 48 years of service.



LITCHFORD



Bank Notes

CapStar Bank, Nashville, in partnership with the Tennessee Bankers Association, has announced the launch of *The Southeastern School of Banking CapStar Diversity Scholarship*. The scholarship will award three eligible junior or senior level undergraduate students, residing in Tennessee, with full tuition and housing to attend *The Southeastern School of Banking* beginning in 2021.

Citizens Savings Bank & Trust Company, Nashville, is one of six Minority Depository Institutions in the U.S. to receive an equity investment from **Wells Fargo, N.A.** The announcement is part of Wells Fargo's pledge to invest up to \$50 million in MDIs.

Clarksville's F&M Bank will create its first, full-service **Davidson County** branch at 1701 West End Ave., pending regulatory approval.


First Community Bank of Tennessee, Shelbyville has agreed to buy a mortgage lender in **Murfreesboro**, A Mortgage Boutique (AMB). Closing is expected in the first quarter, pending regulatory approval. AMB works in Tennessee, Florida, Alabama, Kentucky, Virginia and Ohio. As part of the deal, FCM's wholesale division will rebrand as A Mortgage Boutique.



Home Federal Bank, Middlesboro, Ky., with **Tennessee** offices in **Harrogate**, **New Tazewell**, **Jacksboro**, and a loan production office in **Knoxville**, has announced that it is rebranding to **Hearthside Bank** effective July 1, 2021.

Ncontracts, Brentwood, has acquired California-based QuestSoft Corporation, a provider of compliance software and services for the mortgage and banking industries.



Peoples Bank of East Tennessee, Tellico Street office, has moved to a new office in **Madisonville**, (4768 New Hwy 68). 

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's Shamrock Shuffle, a celebration of St. Patrick's Day, will be held in 2021 virtually, offering individuals the opportunity to take part in an 8K run, 2-Mile walk or The Mile in their own communities.



Commercial Bank, Harrogate, supported Second Harvest Food Bank of East Tennessee Fresh Pantry program with a \$10,000 donation.



First National Bank of Middle Tennessee, McMinnville, treated Warren County School System nurses to lunch and breakfast to Warren County healthcare workers.



First National Bank of Middle Tennessee, McMinnville, employees recognized "Goes Red for Women" heart health campaign.



Pictured is **First Community Bank of East Tennessee, Rogersville, West Main St.**, assistant vice president and branch manager Ashley Lawson presenting a donation to Chief David Jackson for the Rogersville Fire Department Christmas baskets.



Pictured are **First Community Bank of the Heartland Inc., Martin**, associates preparing to deliver nearly 300 food items to We Care Ministries. **Dresden** branch manager, Josh Pirtle, delivered breakfast to workers at the local post office.



First Horizon Bank, Memphis, presented a \$25,000 Community Development Grant to Greene County Habitat for Humanity to support the rehabilitation and construction of affordable housing for families in Greeneville.



First Volunteer Bank, Chattanooga, donated \$20,000 to Chattanooga Area Food Bank from their Tailgate-A-Palooza fundraiser.

In Knoxville, Home Federal Bank of Tennessee, Fifth Third Bank, Smart-Bank, Mountain Commerce Bank, The Trust Company of Tennessee as well as Sevierville's Citizens National Bank were among the community sponsors of the virtual 2021 At-Home Evergreen Ball, which raised over \$630,000 to support the Great Smoky Mountains National Park's many programs and projects held throughout the year.



Mountain Valley Bank, Dunlap, raised more than \$1,000 internally to support the Dunlap Food Bank, the Marion County Food Bank, and a local church food bank in Monteagle.



Pinnacle Financial Partners, Memphis, associates collected warm hats, coats and gloves for children in Shelby County Schools and delivered them to the SCS Operation Warm Hearts Winter Clothing Drive.



Pinnacle Financial Partners, Smyrna, associates at the South Lowry office put treats in the drive-thru for World Kindness Day.



Reliant Bank, Chattanooga, donated \$2,500 to The Salvation Army's Angel Tree program.



SimplyBank, Dayton, sent 500 padded, zippered computer sleeves to Rhea Middle School -- one for every student.



SmartBank, Pigeon Forge, has donated \$15,000 to Friends of the Smokies to support its annual fundraising effort for the Great Smoky Mountains National Park.



Tennessee State Bank, Jefferson City and Newport, employees donated \$1 every week so they could wear jeans on Friday. In 2020, they raised a total of \$2,000 that was shared with Appalachian Outreach, Empower Cocke County, and Isaiah 117 House.



Trustmark National Bank, Memphis, through their Sleigh Hunger campaign, partnered with many organizations across their footprint to support local hunger relief efforts, including Mid-South Food Bank, Catholic Charities of West Tennessee, Fayette Cares, and Metropolitan Inter-Faith Association.

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

2103-2 FAIR LENDING COMPLIANCE OFFICER

A community bank in West Tennessee is seeking a qualified Fair Lending Compliance Officer. The Fair Lending Compliance Officer is responsible for maintaining an effective Fair Lending Program to ensure that the Bank remains compliant with all Fair Lending laws, regulations, and guidance. This position will perform Fair Lending monitoring of the Bank's lending portfolios, serve as the Bank's Fair Lending subject matter expert, advise Senior Management and the Board of Directors on Fair Lending risk issues and mitigation, partner with the business unit managers to identify and correct potential Fair Lending risk issues, and ensure that employees are appropriately trained to comply with Fair Lending requirements. This position will develop, implement, administer, and coordinate all aspects of the Bank's Fair Lending program by working with the appropriate internal and external individuals, groups, or business lines to achieve continuous improvement to and ongoing success of the Fair Lending Program. Interested candidates may send their resumes to PatriotHR@downhomebank.com.

2103-1 CHIEF CREDIT OFFICER

First Peoples Bank of Tennessee is seeking a qualified Chief Credit Officer for their Jefferson City location. Qualified candidates may submit their resume to lleonard@firstpeoplesbank.net.

2102-9 LENDING ASSISTANT II

BancorpSouth is seeking a qualified Lending Assistant II for their Franklin, TN branch. Apply at <https://career8.successfactors.com/sfcareer/jobreqcareer?jobid=159322&company=2203091P>

2102-8 FINANCIAL ACCOUNTING ANALYST

Landmark Community Bank is currently recruiting an additional Financial Accounting Analyst who will be based out of their Memphis Operations Center. Apply at <https://www.landmarkbanktn.com/>

2102-7 VP LENDING – CHATTANOOGA

Pathway Lending is seeking a qualified VP Lending for their Chattanooga office. Qualified candidates may email resumes to Ashley Verbert at ashley.verbert@pathwaylending.org.

2102-6 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=352468673>.

2102-4 CHIEF FINANCIAL OFFICER (CFO)

A Community Bank in East Tennessee is seeking a Chief Financial Officer (CFO). Please forward cover letter and resume to Penny Powlas at ppowlas@tnbankers.org.

2102-3 TELLER

Reliant Bank is currently seeking a Teller in Pleasant View, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=352466818>

2102-2 COMMERCIAL BANKER

Reliant Bank is currently seeking a Commercial Banker in Clarksville, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=352465408>.

2102-1 COMMERCIAL LOAN ASSISTANT

Reliant Bank is currently seeking a Commercial Loan Assistant in Clarksville, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=352463858>.

2101-19 REAL ESTATE LOAN PROCESSOR

First Federal Bank is seeking a qualified Real Estate Loan Processor. Interested parties may contact Lauren McCallister via email at lmccallister@ffbtn.com or phone at (615) 446-2822.

2101-18 CREDIT ASSISTANT

Reliant Bank is currently seeking a Credit Assistant in Knoxville, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=352454913>.

2101-17 ASSISTANT BRANCH MANAGER

Reliant Bank is currently seeking an Assistant Branch Manager at their Riverbend Branch in Clarksville, TN. Qualified candidates may submit their resume via <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=352454912>.

2101-15 ESCROW SPECIALIST

Reliant Bank is currently seeking an Escrow Specialist in Knoxville, TN. Qualified candidates may submit their resume to <https://secure.entertimeonline.com/ta/InpReliant.careers?ApplyToJob=335740097>.

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

**APRIL
20 & 21**

BSA/AML COMPLIANCE SCHOOL

Hilton Franklin Cool Springs, Franklin

Virtual option available

Early Registration Deadline: April 20 & 21

TBA Member/Associate Member Early Registration - \$530

TBA Contact: Sheena Frech, sfrech@TNBankers.org

Maintaining or auditing a Bank Secrecy Act (BSA) compliance effort and an anti-money laundering (AML) program, led by Laura Wilson, Pegasus Educational Services, LLC, requires a solid foundation in current regulations and regulatory philosophies. This two-day program addresses the BSA/AML issues of the day. The curriculum is updated annually to include current BSA/AML compliance management issues, in addition to a review of technical compliance requirements. The program is supported by comprehensive materials that serve as a detailed reference for your BSA/AML compliance efforts.



**MAY
24-28**

THE SOUTHEASTERN SCHOOL OF COMMERCIAL LENDING I & II

TBA Barrett Training Center, Nashville

Virtual option available

In-Person Early Registration Deadline: May 3

TBA Member/Associate Member Early Registration - \$1,900

TBA Contact: Monique White, mwhite@TNBankers.org

To grow your commercial loan portfolio consistent with today's business environment, you need specialized education that goes beyond the basics of lending. Enhance your capacity to underwrite profitable loans and manage aggressive portfolios—all while prudently monitoring risk—by attending TBA's The Southeastern School of Commercial Lending.

The first-year curriculum addresses topics such as how businesses operate and the ways their financing needs arise, meeting the multiple financial needs of customers through effective relationship banking, and understanding the role of a company's management.

The second-year curriculum includes discussion on advanced cash flow and loan structure, commercial real estate lending, managing liquidity and capital planning, sales and relationship management, and new approaches to predicting portfolio credit performance and managing portfolio credit risk.



From the Cliffs of Moher to the rolling hills of Houston County



Left to right: Ocie Presley, executive vice president; Laverne Wright, bookkeeper; Byde Simpson, assistant cashier; Margaret Cary, assistant cashier; Jane Summers, teller; and Thomas L. Smith, teller

In 1863, the Tennessee settlement now known as Erin was just a few stores and a camp of Irish railroad workers. It is town legend that the Irish living there declared that the hills and creeks reminded them of their native Ireland and named their town Erin—a common poetic name for Ireland.

One hundred years later, the residents of Erin and the staff of the Erin Bank and Trust Company went all out for the town's inaugural St. Patrick's Day Celebration. A crowd of 3,000 were on hand for the gala celebration on March 16, 1963. All business places were decorated in green bows, Shamrocks and huge letters reading "ERIN GO BRAGH," which translates to "Ireland to the end of time." Since then, the celebration has only grown in popularity, as Erin St. Patrick's Day festivities have become nationally-recognized. 🇮🇪

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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

● March 29 & 30, 31 & April 1

Basic and Advanced IRA
Jackson, Nashville

● April 6 & 7

Human Resources Conference
TBA Barrett Training Center, Nashville

● April 14, 15, 16

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

● April 20 & 21

BSA/AML Compliance School
Hilton Franklin Cool Springs, Franklin

● April 22 & 23

Credit Conference
Omni Hotel, Nashville

● April 27

Real Estate Evaluation
TBA Barrett Training Center, Nashville

● May 4, 5, 6

CEO Forums, Session 2 of 3
TBA Gilliam Board Room, Nashville

● May 4 & 5, 6 & 7

Tennessee Deposit Account Administration
Knoxville, Nashville

● May 11 & 12

Strategic Technology,
Risk & Security Conference
Embassy Suites Hotel & Conference Center,
Cool Springs

● May 24-28

The Southeastern School
of Commercial LendingSM I & II
TBA Barrett Training Center, Nashville

● May 25 **WEBINAR**

Top 10 Most Frequent Flood Issues
Online

● June 3 & 4

IT/Operations/Information Security Officer
Forums, Session 2 of 3
TBA Barrett Training Center, Nashville

● June 9, 10, 11

CFO/Controller Forums,
Session 2 of 3
TBA Gilliam Board Room, Nashville

● June 9

2020-2021 Human Resources Forums,
Session 2 of 3
TBA Barrett Training Center, Nashville



You know the importance of long-term personalized relationships, the advantages of working with people who share your values, and the benefits of deep industry knowledge and experience.

**We know banks.
Let us get to know you.**

The firm Tennessee bankers have known & trusted for over 60 years.

**Financial & Compliance Services
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Proven Solutions Provided by Your Trusted Partner

For over 36 years, FNBB's focus has been helping community banks gain and maintain a competitive edge by providing resources that maximize opportunity and minimize risk. As your trusted partner, you can depend on us to continue providing innovative products and services to help you grow your business and increase profits.

FNBB's full range of correspondent and investment products and services are designed to expand your capabilities and help you adapt to ongoing changes in the banking industry.

Deposit Operations Services

- Cash Management Services
- Image Check Exchange
- International Services
- De Novo Services

Lending Services

- Holding Company Loans
- Loan Participations
- Director Loans
- Interest Rate Swaps

Audits / Reviews

- Compliance Services
- Internal Audit
- IS Audit
- Loan Review

Investment Services

- Asset Liability Management
- Sales/Trading
- Safekeeping
- Portfolio Accounting

FNBB Capital Markets, LLC

- Retirement Benefit Plans
- Bank Owned Life Insurance

FNBB Insurance Agency, LLC

- Insurance Products
- Consulting Services

FNBB Capital Markets, LLC services are offered through an affiliate FINRA broker dealer.
FNBB Services Corp. is not a CPA firm and does not engage in the practice of public accounting.
Insurance products are not insured by any Federal government agency. Not a deposit. Not FDIC insured and not guaranteed by this bank.



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