

THE TENNESSEE BANKER

MEMBER FEATURE

John Rose

*U.S. Representative for Tennessee's
6th Congressional District*

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PLUS

**111th General Assembly Wrap Up
Tennessee Financial Literacy Week**

Photo recaps of:

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- *Day on the Hill*
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TENNESSEE BANKERS ASSOCIATION

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At 256 feet, Fall Creek Falls
in Spencer, Tenn., is one of
the highest waterfalls in the
eastern United States..

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COLIN BARRETT
President/CEO,
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Expanding the scope of financial literacy

THREE THINGS TO DO

1.

Make it a priority to get to know your state representative and senator and let them know the role your bank plays in serving their district.

2.

Head over to page 14 to learn more about U.S. Rep. John Rose, a former bank director and the newest member of the House Financial Services Committee.

3.

Register a student for *The Southeastern School of Banking* that will be held July 7-12 at Belmont University. For more information, contact Monique White at mwhite@TNBankers.org.

For many years, the Personal Economics Program was the backbone of TBA's financial literacy efforts. During PEP's tenure, thousands of bankers taught financial education in classrooms across Tennessee. When I hear the words "financial literacy" my mind goes to my father, who each year would come to my elementary school to speak about the importance of personal financial responsibility. I think to many of us, financial literacy is seen as bankers in the classroom, and that has been a valuable role the banking industry has played over the decades.

However, it has become apparent that our industry must expand the reach of financial literacy efforts. This was a significant reason the TBA evolved the PEP program into the inaugural Tennessee Financial Literacy Week which was held April 8-12. And the response exceeded our expectations with double the number of banks participating than had been involved in PEP the year before. During the week, banker-conducted education programs went beyond schools to include assisted living facilities, special needs programs, churches, and programs held at bank branches throughout the state.

And while bankers were educating across Tennessee, TBA's legislative team was active conducting their own "financial literacy" in the halls of the state capitol. After all, our lobbying can be summed up as educating legislators on how their decisions impact the financial well-being of all Tennesseans. And this legislative session has brought a number of educational opportunities.

A great example presented itself this session

when the Home Builders Association of Tennessee moved legislation to increase the homestead exemption. It took bankers throughout the state to quickly step in and educate legislators how the unintended consequences of an increased homestead exemption to benefit a select few would increase the cost of credit for all Tennesseans. For more information on the homestead exemption legislation, see Amy Heaslet's column on page 12.

Each Congressional and State Legislative session presents an opportunity to educate lawmakers and members of their staffs about the business of banking, and the critical role that bankers serve in fostering a strong and dynamic economy. These educational opportunities present themselves in lobbying against misguided legislation, advocating for bank customers, and supporting lawmakers' general understanding of the banking business model.

If we are going to be successful as an industry, and as a state, we must expand our view of financial literacy to include educating our elected officials as well as our local communities. And it must be a priority throughout the year. Ultimately, this will determine the long-term financial success of our state and fellow Tennesseans. 🇺🇸

-Colin



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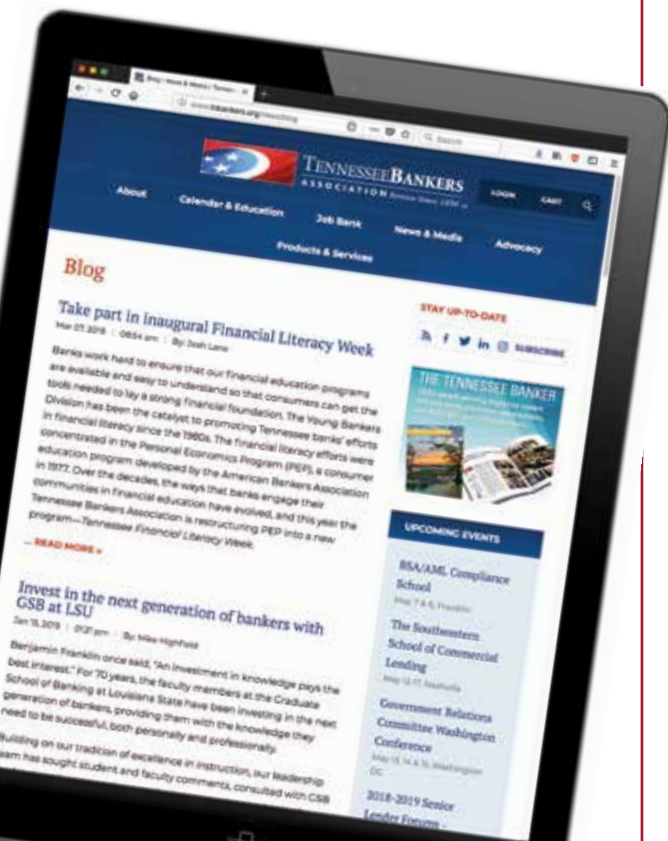
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From networking to epic games of Jenga/ corn hole, we're having a blast at the #TBALeadership Opening Night Reception.



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TBA WEBINARS

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Mortgage Lending Hot Spots Series: Construction-Only & Construction-to-Permanent Lending June 6

Financial institutions continue to struggle with residential construction loans. The CFPB has had different points of view since the inception of TRID, which has further complicated the process. There are pros and cons to construction-only versus construction-to-permanent financing and issues that financial institutions need to consider for each, including real-life implications. This, coupled with TRID disclosure issues, make construction and construction-to-permanent lending a potentially difficult proposition. This webinar will delve into the disclosure requirement issues and real-life implications using the latest CFPB information and industry best practices.

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AMY HEASLET
Executive
Vice President/
General Counsel,
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Legislative victories summarize 111th General Assembly

With the May 2 adjournment of the first session of the 111th General Assembly, I am proud to say TBA had one of its most successful legislative sessions. Three key pieces of legislation mark our biggest victories—establishing an annual Tennessee Financial Literacy Week, updating our trust laws, and defending against a significant increase to the homestead exemption.

We owe much gratitude to the involvement and support of TBA members for each of our legislative wins.

One of TBA's two bills this year was SB 233/HB 87, which establishes the first full week of April each year as Tennessee Financial Literacy Week. The legislation was signed by Governor Bill Lee on March 23—just in time to mark the inaugural week. It was tremendously successful, and is fully recapped on page 28.

TBA's second legislative initiative—SB 699/HB 676, which updates and amends our state's trust laws—passed with unanimous support by the House and Senate on April 22 and April 24, respectively. The legislation, which will ensure that Tennessee remains one of the top three trust jurisdictions in the country, is the product of a working group TBA established last fall comprised of members representing trust companies, commercial banks, and associate law firms working in the trust area.

After lengthy discussions on ideas submitted by the working committee on the laws that could be updated or amended in order to improve Tennessee's standings in national trust rankings, the committee members spent countless hours working with TBA's government relations team drafting the legislation and negotiating with other stakeholder groups. It was a laborious process, but their

input was invaluable, and thanks to their volunteer efforts Tennessee will remain a leading trust jurisdiction.

TBA's third major legislative success was amending legislation brought by the Home Builders Association of Tennessee, SB 399/HB 236, to dramatically increase the homestead exemption. I've said this before, and it was certainly true in this instance—it is oftentimes easier to pass your own legislation than defeat or amend another person's legislation. In fact, this proved to be one of the most difficult legislative battles we've had in recent years.

In initial talks with representatives of the home builders, they indicated interest in increasing the current \$5,000 exemption for individuals to \$1 million. Although the first subcommittee in the House to hear the bill did not approve an amount that high, the subcommittee did pass an increase of \$250,000 despite TBA opposition. In the short time between that meeting and the vote of the full House Judiciary Committee, TBA's government relations team and bankers around the state worked steadily to gain support for a TBA amendment that would set the exemption at \$35,000.


Against the House bill sponsor's wishes, the committee approved the TBA-supported amendment for \$35,000 by a vote of 13-9-1. In looking at the 13 members who voted with us, I can identify at least one banker in each of their districts whom they heard from. I am confident that without those banker contacts, we would not have been successful.

As a result of the \$35,000 amendment, the House bill sponsor requested the legislation be deferred until the committee's first calendar of 2020, and the Senate sponsor followed suit. While there was a reprieve from additional



votes on the legislation this year, it will return next January. Bankers leading conversations in their districts with legislators during the summer and fall will be crucial to increasing legislators' understanding of this issue and the banking industry's concerns with a significant increase.

Although session has ended for 2019, we

will continue our legislative work and begin building our 2020 legislative agenda. I encourage any members with ideas for possible legislation or issues you run into with current law to let me know as soon as possible so we can include them on the list of potential 2020 legislative initiatives. 

With the first session of the 111th General Assembly adjourned, TBA's legislative successes included making Tennessee Financial Literacy Week the first week of April each year, amending our state's trust laws, and amending legislation regarding an increase in the homestead exemption.

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

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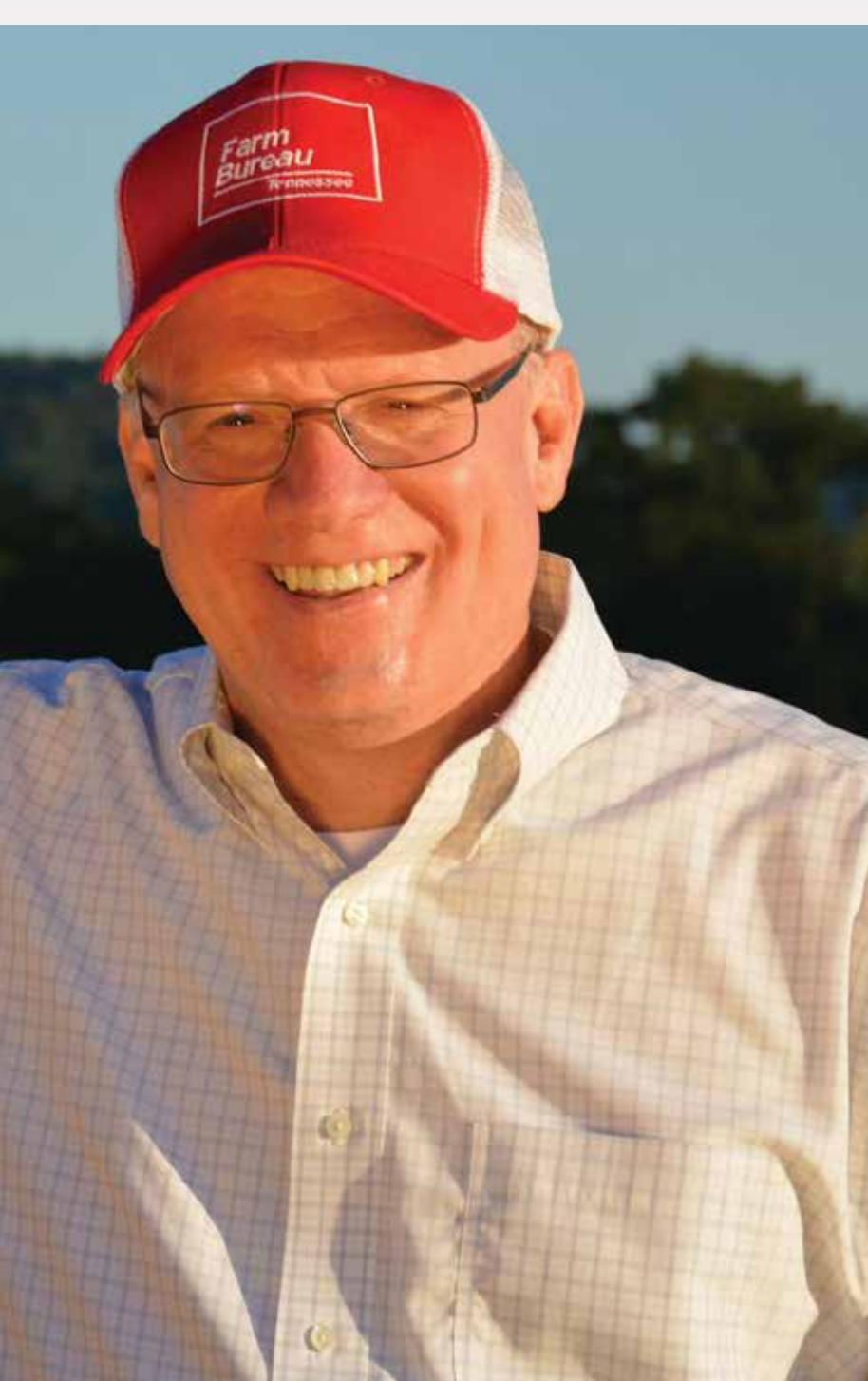


ABOVE: Rep. Rose with his wife, Chelsea, and son, Guy.

RIGHT: Rep. Rose with family and friends who made the trip to Washington, D.C. for the swearing in ceremony last January.



John Rose brings life, business, banking experiences to Congress



Sixth district representative wants 'big government' out of the way

STORY BY ROGER SHIRLEY

As John Rose was mapping out what he might do as a career, his primary goal was to keep the family farm just that—in the family.

As he has done with many aspects of his life, Rose succeeded.

He's earned degrees in agribusiness economics from Tennessee Tech (undergraduate) and Purdue University (master's degree), got his J.D. degree from Vanderbilt University Law School, practiced at a well-regarded Chattanooga law firm, started and sold an IT training company (and then helped start another one), became Tennessee's Commissioner of Agriculture in Governor Don Sundquist's administration, served for eight years on the board of directors for First National Bank of Tennessee in Livingston, and has chaired the Tennessee State Fair Association since 2010.

With his track record, then, it's not surprising that Rose was elected to Congress in the first political race he ever ran in, winning the Sixth Congressional District seat formerly held by Diane Black with 70% of the vote in 2018.

Rose, a staunch conservative whose appointment to the powerful House Financial Services Committee gives him a platform to push back on what he calls "the onerous federal regulation of community banks," and wants to bring an outsider's perspective to the committee and the Congress.

Continued on next page



Above, a group of Tennessee bankers met with Rose in October of 2018. In the middle, he is seen meeting with Ann Schneider, Mayor of Springfield and VP/Branch Manager of The Farmers Bank in Springfield. At far right, he is with Robby Moore, John McDearman, Tommy Bates, and Colin Barrett in Washington D.C.



It was his drive to make a difference in Tennessee and the nation, and his disillusionment with the disparities between political promises and actual outcomes, that convinced him to run for Congress. That, and a nudge from his wife, Chelsea.

"I married late in life when I was 45, and my wife is quite a bit younger than me, and in 2016 we were discussing starting a family," said Rose, who became a father in October 2017. "We were also watching the presidential campaign and the politics around that and we both came to the conclusion that the country was heading in the wrong direction. We were thinking that our generation was going to leave the country worse off for the next generation than our parents left it for us. And if we did that, we'd be the first generation in the history of our country to do that."

"And so we talked about that a lot. And I talked about it too much, I guess. One day Chelsea said to me, 'I wish you'd either shut up about this or do something about it.' And I said, 'Well, I am doing something. I've supported other candidates and that sort of thing.' And she said, 'No, if you don't do it yourself, you're not really doing anything.' So I asked her if she was serious."

She was.

Learning about hard work

The Rose Farm, located in Smith County about 30 miles west of Cookeville, has been in John Rose's family for eight generations. The soil was hilly and rocky and unfit for large row crops, but the farm had beef cattle, a dairy operation, and produced Kentucky 31 tall fescue—the predominate pasture and hay turf in the area. At one time burley tobacco grew as a cash crop.

Rose spent many days and hours on the farm with his family, especially his father, Jerry Rose, who moved to Cookeville to work at the local Production Credit Association (PCA) office as agriculture lender. As the youngest of four siblings, John Rose began going to the farm with his dad at an early age, often just the two of them. He learned about farming and, most of all, about hard work. At the same time, he often accompanied his father back to the PCA office after supper in Cookeville, watching and learning. He learned about lending and could read a financial report by the time he was 10.

Rose knew at an early age that he wanted to keep the farm in the family. He also knew he would have to come up with a way to pay for it, and Rose's planning began while he was studying agricultural economics at Tennessee Tech. After getting his undergraduate degree, he received an assistantship at Purdue and obtained his master's degree, getting a few job offers in the corporate agriculture industry in New Jersey and Iowa. He decided, however, to come back to Tennessee, go to law school at Vanderbilt, and become a country lawyer to finance his goal of owning the farm.

By the time he finished law school in 1993, however, he had racked up a substantial student loan debt. He knew being a country lawyer was out of the question. So he took a job in Chattanooga at Stophel & Stophel (now Chambliss, Bahner & Stophel). Rose worked at the prominent firm for about a year and a half and decided practicing law was not for him.

Then a couple of things happened: his grandmother, who lived on the farm, died; and an IT training company he had previously co-founded in Nashville with a fellow Vandy law student (in which he was a passive participant) needed his attention. He took his father's "last dibs" offer to



move to the farmhouse and buy out his older siblings after they turned down the opportunity, and received 15 acres of land. He would later buy out the entire farm operations from his father.

Back On The Farm

While at Vanderbilt Law School, Rose and a fellow student came up with an idea to start an IT training company to help professionals and educators strengthen their skills and prepare them for certification exams. They started Transcender in 1992 while still in law school and by 1994, Transcender had taken root. Rose's partner signaled that the company needed Rose full time, so Rose moved to the farm and went to work full time with Transcender.

After much internal deliberation between the two partners, the company in 2000 was sold in an all-cash deal to Information Holdings Inc., later becoming part of Kaplan Inc., a subsidiary of Graham Holdings Company (formerly the Washington Post Company). "By that time, I had bought all the farm operation from my dad. And so I came home with the intention of being a farmer."

Rose, along with three other business partners, also went on to launch a new company, Boson Software LLC, which essentially competes in the same space as Transcender, and he remains the company's president.

In 2002, Rose got his first inside look at government after receiving a call from then-Commissioner of Agriculture Dan Wheeler, a friend of Rose's, who was leaving Gov. Don Sundquist's administration during the final year of his term.

The governor wanted to know, Wheeler asked, if Rose would like to be Commissioner of Agriculture. Rose took the offer, knowing it would be short-lived. "I almost be-

came the youngest commissioner," Rose said. "(Former Tennessee Congressman) Ed Jones was a month younger than me when he became commissioner (in 1949)."

Rose also answered the call when he was asked to join the board of directors at First National Bank of Tennessee in Livingston in 2010. He had come to the board's attention while working closely with bank owner Millard Oakley on the Tennessee Tech Foundation board.

"John Rose was a phenomenal board member," said Randy Graham, FNBT's chief executive officer. "He had a strong interest and desire to clearly understand all the details so he could make a highly informed decision. He was usually the last board member to leave a meeting because he always had follow-up questions, and he often would call a day or two after meetings with more."

"That approach is going to make him a great Congressman, and he will be an effective advocate for the interests of banks and their customers on the committee," Graham said.

'Jump Out There'

Around the time of the 2016 presidential election, reports were circulating that Diane Black would not run for re-election and instead seek the GOP nomination for governor. "I was thinking she might announce that any day. So I called her and asked if she was really considering it, and she confirmed she was. I told her I was thinking about running for her seat if she didn't, and she encouraged me to do so."

Rose won the Republican primary against four other candidates, running as a strong supporter of President Trump and his policies, and then went on to handily win the general election.

Continued on next page

His background and experience in business and at the bank led to him receiving a rare appointment for a freshman Congressman to the House Financial Services Committee, and he hopes to use that honor to help get what he calls “burdensome Obama-era regulations and mandates” off the books.

Despite his frustration with the partisan bickering currently ongoing in Congress, he takes the optimistic view of a new father that he can make a difference in the direction of the country and advance the next generation’s opportunities for a good job, the promise of a safe and secure nation, and greater freedom.

“That’s my inspiration,” he said. “To fight for the next generation of farmers, entrepreneurs and all young Americans for a better future, and to get big government out of the way.”



Rose joins the House Financial Services Committee

John Rose was appointed to the powerful House Financial Services Committee, a rare honor for a freshman Congressman, due in large part to his experiences in business, farming, and serving on the board of First National Bank of Tennessee in Livingston for eight years. He resigned from his board seat after his committee appointment.

Your father was a lender, you have degrees in agribusiness economics, and you've served as director of a community bank. How did those experiences help prepare you for serving on the House Financial Services Committee?

Serving on the board of First National Bank of Tennessee in Livingston was a real eye-opening experience. I gained a much keener awareness and understanding of how damaging regulation can be to the industry. Certainly those regulations protect the public to a degree. But I don't think customers fully appreciate how overregulation harms not only banks but ultimately their customers, who pay for it one way or the other.

How is it going on reform efforts to get smaller banks relief?

There was some modest reform that passed last year, but there are Democrats who claim that any change to Dodd-Frank is a step in the wrong direction. I got into a little fracas with Rep. Carolyn Maloney (D-NY), who's on the committee, because she said, as we were talking about reforms for the CFPB, “This is settled law, we've been here and done this, it's in place, it's all settled.” I gave a little sermon because I'm tired of this. I said, “That's not the way government works. Nothing is settled. It's only settled until the next election.

If voters don't like the way it's going they can un-elect us. If voters don't like the way it's going, they get to change it.”

What's on your priority list to change?

I think in the area of the Bank Secrecy Act, currency transaction reports, SARs, we need to make changes. The current CTR level for reporting transactions is \$10,000. But that number has been the same since 1970, I believe. In addition, increasingly, depositing cash or withdrawing cash from banks is not the way illicit transactions happen. One fairly modest change would be to adjust the level of what requires or triggers a CTR just to account for inflation over the last 50 years. That would have a meaningful impact just because it would reduce the burden.

Similarly we have banks filing suspicious activity reports. But banks don't know what happens to that information. There's no feedback system. So banks report what they deem to be suspicious activity based on very ill-defined criteria, and then that information just goes into a black box somewhere.

Republicans advocated for the creation of a bipartisan commission to oversee the CFPB not unlike you have at the SEC, or the Federal Reserve, or the other regulators. We also proposed that the CFPB be brought on budget, in other words give to the Congress the ability to set the regulatory budget.

I suspect that what you're going to see is the struggle play out over the next few years, where when there's a Republican in office, the Democrats will be unhappy with the manner in which they're running the agency (and vice versa). Probably at some point, everyone will come to the conclusion that maybe we need to restructure this a little.

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PHOTO RECAP



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The Young Bankers Board volunteered to sort items at a local Chattanooga food bank on Sunday before the conference officially got underway.









Young Bankers elect new leadership

During the Monday afternoon business session at the Young Bankers Division's Leadership Convention, members of the division elected new officers and directors to lead the division during 2019-2020. Division Chairman Josh Lane, First National Bank of Oneida, Knoxville, presided over the business activities of the convention.

NEW OFFICERS

Delegates elected the following bankers to serve as officers:

- **Chairman—Samuel L. Short**, Senior Vice President/Senior Lender, Southern Bank of Tennessee, Mount Juliet
- **Chairman-elect—Derrick Whitten**, Vice President, The Hardin County Bank, Savannah
- **Vice Chairman—Michael J. Saporito, II**, Senior Vice President, Mountain Commerce Bank, Knoxville
- **Immediate Past Chairman—Joshua D. Lane**, Vice President & Knoxville Market Executive, First National Bank of Oneida, Knoxville

Executive officers for 2019-2020 are Chairman-elect Derrick Whitten, Vice Chairman Michael J. Saporito, II, Chairman Samuel L. Short, and Immediate Past Chairman Joshua D. Lane.

As chairman of the division, Short will serve as an ex-officio member of the Tennessee Bankers Association board of directors. "It is an honor to serve as the chairman of the TBA Young Bankers Division, which has been shaped over the last 50 years by some of the most well respected bankers in Tennessee," Short stated. "As in many industries, banks are looking to identify and groom the next generation of leaders. The Young Bankers Division has a well-established track record of providing the network and professional development skills bankers need to become effective and influential leaders in their banks and communities."

DIRECTORS

In addition to the four executive officers, the Young Bankers Division is governed by a nine-member board composed of three directors from each of the three grand divisions of the state—East, Middle, and West. Directors serve a three-year term with one director from each of the grand divisions rotating off each year and is replaced by a newly elected banker from the same division.

Directors elected to the board during this year's convention were:

- **East Tennessee—Debbie Reid**, Assistant Controller, Citizens Tri-County Bank, Soddy Daisy
- **Middle Tennessee—Coty Grissom**, Loan Officer, Homeland Community Bank, McMinnville
- **West Tennessee—Lauren Smith**, Vice President/Risk Management, Decatur County Bank, Decaturville





Fulfilling one-year of a vacated term in East Tennessee is **Jared Palazzola**, Senior Vice President, Bank of Tennessee, Knoxville.

Bankers who completed their three-year terms and rotated off the board were:

- **Middle Tennessee—Justin Nipper**, Assistant Vice President/Risk Officer/Credit Analyst, The Farmers Bank, Portland
- **East Tennessee—Mark Bryan**, Vice President, Commercial Lending, SouthEast Bank, Farragut

Directors continuing to serve out their terms on the board are:

- **James J. Fuller**, Branch Manager/Lender, SmartBank, Tullahoma
- **Billie Jo Parker**, Managing Director, Renasant Bank, Memphis
- **John Seiber**, Business Development Manager/Loan Officer, Peoples Bank of the South, Clinton
- **Misty Sharp**, Vice President/Marketing Director/Internal Audit BSA, Centennial Bank, Medina
- **Race Wilson**, Branch Manager, First Farmers and Merchants Bank, Lewisburg

The Young Bankers Division was established in 1960 and is devoted to preparing Tennessee's young bank officers to become the industry's next generation of leaders.



ABOVE (L to R): Members of the 2019-2020 board of directors are Misty Sharp, Debbie Reid, Jared Palazzola, Billie Jo Parker, Derrick Whitten, James Fuller, Race Wilson, Michael Saporito, Josh Lane, Lauren Smith, John Seiber, Coty Grissom, and Sam Short.

LEFT: Bankers rotating off the board are Justin Nipper and Mark Bryan.

The members of the division represent financial institutions across the state of Tennessee. In addition to the two-day professional development conference, *Leadership Convention*, the division hosts the *Young Bankers' Day on the Hill*. This program reinforces the importance of involvement in the TBA's government relations activities. During this annual event, bankers spend a day at the Capitol in Nashville engaging in the legislative process and learning about how the General Assembly functions. 🇺🇸



Q&A with Sam Short

*2019-2020 Young Bankers Division Chairman,
Senior Vice President/Senior Lender
Southern Bank of Tennessee, Mount Juliet*

Samuel Short, a senior vice president and senior lender at Southern Bank of Tennessee in Mount Juliet, was recently elected as the new Young Bankers Division Chairman at the 2019 *Leadership Convention*. He has worked in banking for the past 17 years and is a graduate of Middle Tennessee State University and the Graduate of Banking School at LSU. Samuel and his wife, Brooklyn, have two boys, Ashton (15) and Camdon (9).



Sam Short took over as Chairman of TBA's Young Bankers Division at the 2019 *Leadership Convention* held in Chattanooga at The Westin in April.

Banking runs in your bloodline, but growing up did you consider another career? And what ultimately attracted you to banking?

Banking is in my bloodline, but I did not have much interest in it when I was growing up. I actually wanted to teach and coach basketball. About halfway through college several things happened that had me second guessing my future career. First, I found myself really enjoying some general business courses I was taking such as economics, accounting, and finance. Also around that time my father was a part of selling a bank, and then not long after, starting a de novo. I was really intrigued about the process of starting a bank and what that entailed. The more I talked to my dad about banking, the more I realized how much I liked the idea of becoming a banker.

What is some life or career advice that you've gotten and still influences you today?

"Stay humble, be respectful, and have patience." You can apply it to business or life but these are good traits to have as a leader, husband, father, manager, employee, etc. Some of the better leaders I have been around in life or banking exuded these characteristics.



You were just getting established in your banking career as we entered the financial crisis; how did that experience influence how you approach banking and lending today?

It was a tremendous learning experience for a young banker. I spent the first part of my career in the early 2000s examining banks when 95 percent of the banks across the state were performing well and had very few problem loans. I then transitioned into working at a community bank where I was lending money. I had not been through a recession and had not seen many problem loans or problem banks so it was easy to have a very naïve outlook when it came to evaluating credits. The Great Recession forever changed that way of thinking. That financial crisis will always be a reminder of how the economy can change quickly, turning good loans into problem loans, and how those problem assets can cripple a bank.

What goals do you have for the Young Bankers Division over your term as Chairman?

My primary goal is to see our Division grow. I believe there is tremendous value in the Division, and I think the strength is in numbers. The more people we have attending our various events, the more educated and bonded to the Association they will become, which in



return strengthens our industry. Management succession is an important topic among senior management and regulators, so now is a great time for the next generation of bankers to be actively engaged and taking advantage of learning and networking opportunities so they can be prepared to fill those leadership roles.

What is the value proposition for attending an event like Leadership Convention, the flagship conference of the Young Bankers Division?

While we always have excellent speakers, I think the best value is in the networking. If you attend our Convention, you have the opportunity to meet and build relationships with so many good young bankers from all over the state. Many of the relationships I have developed through the Division have helped me and my bank. I have participated loans with bankers I met through Young Bankers, talked about various bank policies with out-of-market bankers, gotten referrals on vendors my bank was considering, and discussed lending strategies, among other things. The Division has been active since 1960, so most banking leaders today can personally attest to the benefits from engaging in TBA and the Division, and I encourage both young bankers and those in leadership roles to prioritize engagement and attendance for the benefit of the banker, and the bank. 🇺🇸

ABOVE, LEFT: Sam Short with his wife Brooklyn and sons Ashton and Camdon.

ABOVE: At Young Bankers Day on the Hill in 2018, Sam Short attended the Bone McAllester Norton lunch with (right to left) Michelle Bing, Trace Blankenship, Stacey Langford, and Robert Bradley.

Bankers turn out for Financial Literacy Week



JOHN MUSE

Chairman, Tennessee Bankers Association, Chairman, President, and CEO, Farmers State Bank, Mountain City

As a long-time member and current chairman of the Tennessee Bankers Association, I know firsthand the contributions that bankers make to help their communities grow and prosper and help people succeed individually.

Simply put, bankers do a lot more than just keep your deposits safe, keep track of your balances, and lend money for homes, businesses, and personal needs. They are actively involved in their communities in a number of ways—all aimed to improve the quality of life not just for their customers but also in their hometowns.

A case in point is bankers' outreach on improving financial literacy in the state, something that was on full display April 8-12 as part of Tennessee Financial Literacy Week.

There were hundreds of presentations across the state made to a variety of groups, from elementary students to senior citizens and to people at all stages in their financial lives.

Bankers spoke to important lessons about money, how to think about it, what to do with it at any given time, and how to plan for the future. That is what financial literacy is all about. For many, these presentations may have been their first taste of financial literacy. But it's up to us in the banking and finance industries, educators, and others to make sure we are providing greater education and resources for consumers, young people, retirees and parents.

While we often tend to emphasize lessons for students and young people, financial literacy is a constant learning process. The knowledge and skill that a person has to use to manage their financial resources properly and responsibly is integral to success in school and in life. Each lesson you learn builds on another as you move from one life stage to the next.

For young students, financial literacy can mean learning to save an allowance or money from a gift and identifying wants versus needs. High school students need to learn how to handle paychecks for the first time. As a college student and young adult, living within your means, using credit wisely, and paying student loans are top of mind. Financial literacy then starts to look further ahead, starting and maintaining a 401k, saving for a new car or your first home, and eventually avoiding financial scams that prey upon our elderly neighbors.

To my fellow bankers across the state, thank you for dedicating time and resources to shine a spotlight on the importance of financial literacy. 🇺🇸



TENNESSEE BANKERS ASSOCIATION

Financial Literacy Week

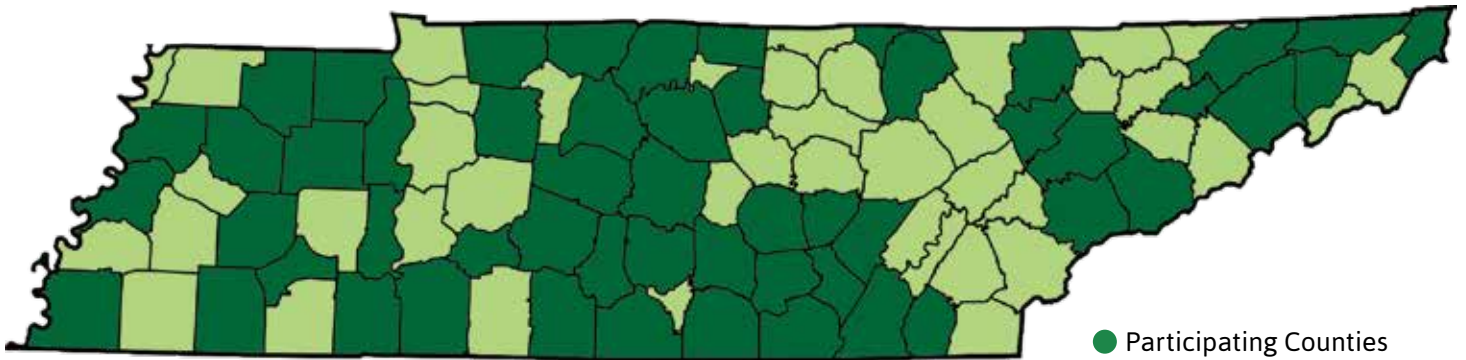
APRIL 8-12
2019



73 Participating
Banks



166 Participating
Branches



56%

**of Counties in the State
had Financial Literacy Events**

244+

**Financial Literacy Events Held for Groups
Ranging from Elementary Students
to Senior Citizens**

LIST OF PARTICIPATING BANKS

- | | | |
|--|---|---|
| 1. American Bank & Trust of the Cumberlands | 29. First Farmers and Merchants Bank | 59. The Hardin County Bank |
| 2. Andrew Johnson Bank | 30. First National Bank of Middle Tennessee | 60. The Peoples Bank, Sardis |
| 3. BancorpSouth Bank | 31. First National Bank of Pulaski | 61. TNBANK |
| 4. Bank of America, N.A. | 32. First Tennessee Bank, N.A. | 62. Traders Bank (Citizens Bank of Lafayette) |
| 5. Bank of Bartlett | 33. FirstBank | 63. Tri-State Bank of Memphis |
| 6. Bank of Lincoln County | 34. Heritage Bank & Trust | 64. TriStar Bank |
| 7. Bank of Ripley | 35. IBERIABANK | 65. Triumph Bank |
| 8. Bank of Tennessee | 36. Independent Bank | 66. Trustmark National Bank |
| 9. Carroll Bank and Trust | 37. Johnson County Bank | 67. Ubank |
| 10. CB&S Bank Inc. | 38. Legends Bank | 68. Union Bank |
| 11. CBBC Bank | 39. Macon Bank and Trust | 69. United Cumberland Bank |
| 12. Centennial Bank | 40. Mountain Commerce Bank | 70. Volunteer State Bank |
| 13. Chester County Bank | 41. New Peoples Bank | 71. Wayne County Bank |
| 14. Citizens Bank of Lafayette | 42. Paragon Bank | 72. Wells Fargo Bank, N.A. |
| 15. Citizens Bank of Lewis County (Wayne Co. Bank) | 43. Peoples Bank & Trust Co., Manchester | 73. Wilson Bank & Trust |
| 16. Citizens Tri-County Bank | 44. Peoples Bank of East Tennessee | |
| 17. Commercial Bank & Trust Company | 45. Peoples Bank of the South | |
| 18. Decatur County Bank | 46. Progressive Savings Bank | |
| 19. Evolve Bank & Trust | 47. Reliant Bank | |
| 20. F&M Bank | 48. Security Bank | |
| 21. Farmers State Bank | 49. Sevier County Bank | |
| 22. Financial Federal Bank | 50. SmartBank | |
| 23. First Capital Bank | 51. Studio Bank | |
| 24. First Century Bank | 52. Sumner Bank & Trust | |
| 25. First Citizens National Bank | 53. SunTrust Bank | |
| 26. First Community Bank of East Tennessee | 54. Tennessee State Bank | |
| 27. First Community Bank of Tennessee | 55. The Bank of Fayette County | |
| 28. First Community Bank of the Heartland | 56. The Bank of Jackson | |
| | 57. The Farmers & Merchants Bank | |
| | 58. The Farmers Bank | |



Visit TNBankers.org/finlitweek
for a full list of
participating banks and branches

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







Questionable incoming wires and what to do about them



JAMES MCGUIRE
Associate General Counsel,
Compliance Alliance

ABOUT THE AUTHOR

James McGuire has worked as an attorney and legal researcher in the financial industry since 2010. Prior to joining Compliance Alliance in July of 2015, James assisted a major mortgaging servicer with the OCC's independent foreclosure audit and was an SEC filing researcher for a major financial and legal research firm. He has extensive experience with open records, mortgage servicing, consumer law and securities regulation. Learn more about membership with Compliance Alliance at TNBankers.org.

One topic we continue to hear about is the prevalence of questionable wires coming into customers' accounts at the bank. Whether it's part of the classic "Nigerian Prince" scam—where a fraudulent wire temporarily hits the customer's account in exchange for a smaller payout from the customer's own funds—or a con artist is wooing an unsuspecting elder from afar, these suspect transactions seem to be showing up more and more. A common question we receive is, "How can I stop these kinds of shady wires, or put a freeze on them, before they cause the customer (and by extension the bank) a whole lot of pain?" While the answer to that question is not straightforward, a solution may be simpler than one realizes.

Article 4-A of the UCC generally only requires domestic (not international) wires to be considered final once they are "accepted"¹ by the receiving bank; beyond that, there is not any prohibition we're aware of on a receiving bank freezing or sending back wired funds, even if they are not recalled by the sending bank first. Nevertheless, a receiving bank should be aware that there may be some risk with freezing and/or sending back wire funds without some sort of investigation into the circumstances beforehand. First of all, for incoming domestic wires, there's Regulation CC—wired funds are generally required to be made available to checking account customers "not later than the business day after" the wire is received (not necessarily "accepted" under the UCC!) by the incoming bank. Granted, it's always possible to place an exception hold on the wired funds with proper notice to the customer, but the bank should make sure to do at least a rudimentary investigation before placing such a hold in order to substantiate that it is reasonable. Secondly, beyond the outer time limits stated in Regulation CC, an institution's own funds availability policy may provide for an even quicker turnaround

time for incoming wired funds to be made available, such as the same day the funds are received. An institution would want to check with their availability policy to make sure there is nothing in there that would legally obligate them to provide wired funds more promptly. Thirdly, even if neither Regulation CC nor the bank's funds availability policy come into play (like for international wires), there are reputation risk and fairness issues to consider. Especially in service areas with a large international population, it may be seen as an unfair banking practice to, say, place a 'writ large' freeze or hold on all incoming international wires no matter what.

Ultimately, though, beyond the Regulation CC, funds availability policy, and reputation risk/fairness issues noted above, we know of no restriction on a bank placing a hold/freeze or returning incoming wired funds before "accepting" them. In fact, in light of things like Office of Foreign Assets Control (OFAC) monitoring requirements under the Bank Secrecy Act (BSA), it may be desirable for an institution to hold or return an incoming wire it's not sure about, especially if that institution isn't used to receiving incoming wires as a regular part of their business. In the end, it will come down to an overall risk determination in light of the bank's practices. But having checks in place on incoming wires—especially international wires coming in from other countries—generally is not prohibited and may even be recommended, as internet-related wire scams continue to increase in popularity. 🌐

1. "Acceptance" is generally defined in §4A-209(b) of the U.C.C. as the earlier of: (1) when the bank actually pays the beneficiary or notifies them of the payment, (2) when the bank actually receives final settlement of the funds through Fedwire or whatever wire process that is used; or (3) the next business day following the payment date of the order if the sender's account actually has the funds to cover the order.



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Monkey business: what two gambling monkeys can teach us about risk



MICHAEL BERMAN
Founder/CEO,
Ncontracts

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Did you hear the one about the monkey gambling for drops of juice in a casino?

It's not a joke with a punchline. It's an actual experiment conducted by scientists at Johns Hopkins University in Baltimore, and one that gives us insights into risk and decision-making.

The experiment

Scientists taught two monkeys to play a computer game that rewarded them with drops of juice when they won. (There was no need to force the monkeys to play. Apparently monkeys just really like to gamble.)

The monkeys were inherently risk seekers, choosing gambles with higher rewards even if playing it safe would have netted them more juice in the long run.

Once this pattern was established, the scientists deactivated an area of the monkeys' prefrontal cortex by cooling it. This particular area of the brain is linked to eye movements and would light up every time the monkeys won. Once this area was deactivated, the monkeys became much less comfortable with risk and were far more likely to choose an option that gave them small amounts of guaranteed juice.

Scientists concluded that this was because monkeys found reward uncertainty less appealing. It did not change their estimate of the size or probability of the reward.

What does this mean for risk assessment and risk management?

This study reminds us that our view of risk is elastic. It's not just the environment around us that changes. Our brains are capable of changing how we interpret the value of risk and whether it's worth taking. Who knows

what decisions we might make in a brain that's constantly changing? Risk preference isn't a mere personality trait. It's something that can be altered.


That's good news, especially when you consider how many risk-based decisions we make by relying on mental biases. An earlier study uncovered that monkeys are subject to something called "hot-hand bias." Like humans, monkeys believe in winning streaks. Whether playing a game with two choices and a clear pattern or playing a randomized game, the monkeys make decisions as though they are on a winning streak.

Both monkeys and humans tend to look for and see patterns even when they don't exist.

That's why risk management can't be a fly-by-the-seat-of-your-pants activity. We need structure, including a system for identifying, assessing, measuring, monitoring, and mitigating risk.

When we examine risk at a "gut" level, we're making decisions based on how we feel instead of using logical assessments and measurements. A cursory review of risk lets our brain biases make decisions instead of providing tools to help it see things from different perspectives.

Our brains are capable of changing how we interpret risk and whether it's worth taking. We need systems with tools and guidelines that help us ensure that risk is evaluated consistently and compared to a well-thought-out risk tolerance, no matter what state our brains are in or who at the organization is conducting the review.

It's natural for an organization's risk tolerance to change over time. Just make sure you understand the reasons why that decision and how it impacts your overall strategy. 

Annual Meeting elections

Under the Tennessee Bankers Association bylaws, the TBA board of directors functions as the nominating committee in the process for electing officers and directors each year. In accordance with the bylaws, these nominees must be announced in advance of the meeting.

The TBA board has nominated the following bankers for election during the 2019 *Annual Meeting* in June:



VICE CHAIRMAN

ALLEN McCLARY

President/CEO
UBank, Jellico



EAST TENNESSEE DIRECTOR

CHRIS WHITE

President/CEO, Peoples Bank
of East Tennessee, Madisonville



MIDDLE TENNESSEE DIRECTOR

MARK HAYES

Chairman/CEO
First National Bank of Pulaski, Pulaski



WEST TENNESSEE DIRECTOR

RANDY HUFFSTETLER

CEO, Greenfield Banking Company
Greenfield

Elections will be held during the Tuesday, June 18, general session. Each member bank charter is entitled to one vote.

If you have questions about the nomination or election process, please contact TBA President Colin Barrett at cbarrett@TNBankers.org.

2018-2019 OFFICERS AND DIRECTORS



CHAIRMAN

JOHN MUSE

Chairman,
President and CEO,
Farmers State
Bank,
Mountain City



CHAIRMAN-ELECT

**R. MOLITOR
FORD, JR.**

Vice Chairman/CEO,
Commercial Bank
& Trust Co.,
Memphis



VICE CHAIRMAN

CHRIS HOLMES

President and CEO,
FirstBank,
Nashville



PRESIDENT/CEO

COLIN BARRETT

Tennessee
Bankers
Association,
Nashville

DIRECTORS

GEORGE SHIRLEY, Chairman/President/CEO, Citizens Bank
and Trust Company of Grainger County, Rutledge

MARK HAYES, Chairman/CEO, First National Bank of Pulaski, Pulaski

H. McCALL WILSON, JR., President/CEO, The Bank of Fayette County, Piperton

BRANDON HULL, President/CEO, Greeneville Federal Bank, FSB, Greeneville

DEVAN ARD, President/CEO, Reliant Bank, Brentwood

ANDREA BROWNING, CEO, Centennial Bank, Trezevant

DAVID REYNOLDS, President/CEO, Peoples Bank of the South, LaFollette

TED WILLIAMS, President/CEO, TriStar Bank, Dickson

GENE HENSON, President, Memphis/North Mississippi Region, Trustmark
National Bank, Memphis

PAST CHAIRMEN - EX-OFFICIO DIRECTORS

DAVID C. VERBLE, President/CEO, Citizens National Bank, Sevierville

GORDON MAJORS, President/CEO, The Hardin County Bank, Savannah

LEE MOSS, President, Franklin Synergy Bank, Murfreesboro

DIVISION CHAIRMEN - EX-OFFICIO DIRECTORS

Independent Bankers Division

MATT DANIELS, President/CEO, Apex Bank, Camden

Young Bankers Division

SAMUEL L. SHORT, Senior Vice President/Senior Lender, Southern Bank of
Tennessee, Mount Juliet

Large Bank Representative

RONALD G. SMITH, Mid-America Regional President, Regions Bank, Nashville

ABA State Chairman

JAY ENGLAND, President/CEO, Decatur County Bank, Decaturville

ICBA State Chairman

THOMAS BATES, JR., President/CEO, Legends Bank, Clarksville

Financial PSI Chairman

RADFORD WEST, President/CEO, Macon Bank and Trust Company, Lafayette

Government Relations Committee Chairman

MIKE EDWARDS, President/COO, Paragon Bank, Memphis

Trust Committee Chairman

CHUCK MCDONALD, Senior Trust Executive, First Farmers and Merchants
Bank, Columbia



Follow Pat Summitt's lead on talent development



DAVID SHOEMAKER
CPA/PFS, CFP®,
Consultant,
Equias Alliance,
an NFP Company

With unemployment at its lowest point since 1969, the competition for top talent is as fierce as it has been in years.

While many experienced banking professionals know well that the industry offers challenges, rewards and opportunities, many millennials and Gen Z'ers remain reluctant to pursue a career in banking.

The high-performing banks of the future will be those that can translate those benefits to attract, develop, reward and retain top talent.

There are two places your bank can start this process.

Banks already provide strong salaries, bonus opportunities, healthcare coverage and retirement plans. The challenge the industry now faces is how to make the banking industry more attractive to today's generation of younger recruits.

What a bank should consider includes flexible work hours, the ability to work remotely and cross-training. If the bank can demonstrate a track record and policy of promoting from within, the job opportunity will be even more attractive to a potential hire.

Another recruiting tool we have often used successfully, particularly for younger recruits, is a deferred compensation program aimed to help pay down student loans, with vesting provisions that encourage continued employment at the bank.

But once you acquire top talent, how do you develop them as future leaders?

First, an ongoing coaching and mentoring program is critical.

Pat Summitt, the legendary University of Tennessee women's basketball coach who won more games than any other NCAA Division I coach, recruited talented players.

Once they joined the team, she delivered an individualized plan to improve each player's weaker areas. She also provided regular feedback and monitoring. This method of coaching and mentoring led to 1,098 career

victories and Hall of Fame success as a coach and leader.

So, how can Summitt's approach help your bank?

When developing the bank's future senior management, the board and the CEO should ensure they agree on both the long-term strategic plan and the necessary skills to execute that plan.

They should then identify the internal candidates best suited to develop and provide them with opportunities for growth. It is important the bank develop a culture of honest assessment of strengths and weaknesses and provide ongoing mentoring and feedback.

Even with top talent, it is unlikely that Summitt would have achieved the success she did had she provided her players with feedback only once a year.

In addition to an ongoing assessment and coaching program, the bank should discuss a career path for potential leaders, and the company should provide the necessary training and cross training, when feasible, to allow promising employees to learn each facet of the bank's operations. Thorough training programs can be very attractive in recruitment and are invaluable to the development of a leader.

Once the bank has invested in developing up-and-coming leaders, rewarding them appropriately and incenting them to remain with your bank are critical.

No doubt, your competitors will recognize the strong leaders you are developing and actively recruit your talent, requiring your bank to maintain not just competitive salaries but also methods of keeping your compensation programs unique and desirable.

An example is a nonqualified deferred compensation plan that pays in-service distributions at the end of certain periods, such as three- or five-year time frames. This




BETH TAYLOR
Senior Plan Design Analyst,
Equias Alliance,
an NFP Company

type of plan typically would include performance-based compensation tied to specified goals.

Additional amounts can be credited to the deferred compensation account and distributed at the end of a longer period (such as 10 years), providing even more incentive to stay with the bank.

If the individual terminates before the applicable distribution period(s), undistributed funds could be allocated to hire a talented replacement or credited back to the bank's income.

We have found these flexible deferred compensation arrangements, when combined with the other tools, to be helpful in recruiting, developing and keeping top talent.

An active career development program bolstered with proper financial incentives can help ensure your bank has the right leaders for the future. 

This article was originally published by Bank Director.



Former UT women's basketball coach Pat Summit cultivated talent with individualized plans and regular feedback. This is a good approach to mimic when developing talent within your bank.

Good leadership requires two things.

Successful leadership means knowing both the strategies that work today and the people who will implement them tomorrow. To help you, your business and its future leaders succeed, tap into these forward-looking leadership development opportunities from ABA.

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HUMAN RESOURCES CONFERENCE

PHOTO RECAP

April 2 & 3, 2019
Embassy Suites Hotel & Conference Center, Murfreesboro

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Chairman Maliea Oakley (right) receives an engraved clock for her service from past chairman Renee Morris (left).



COMPLIANCE CONFERENCE PHOTO RECAP

EMBASSY SUITES BY HILTON NASHVILLE SE
Murfreesboro, Tenn.
March 5 & 6, 2019

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LEFT: Chairman Lauren Smith (right) receives an engraved clock for her service from past chairman Tina Cline (left).



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for more photos



The Southeastern School of Consumer Lending

43 bankers graduate from the 2019 session.

Forty-three bankers recently completed requirements for graduation from the 2019 session of *The Southeastern School of Consumer LendingSM* held at the TBA Barrett Training Center in Nashville.

The Southeastern School of Consumer Lending is an intensive four-day school that exposes students to the major issues consumer credit managers face on a daily basis.


In addition to bankers from Tennessee, this year's graduates included bankers from Mississippi and Alabama.

Students finishing in the top 10 percent of the class are recognized through the school's honors program. Honor students are selected on the basis of scores on the mid-term exam, final exam, and faculty and staff evaluation.

Honor Graduates for 2019 are:

- **April Bobb**, TriStar Bank, Columbia
- **Karen Muchewicz**, The Farmers Bank, Portland
- **Daniel Sampson**, Wilson Bank & Trust, Lebanon
- **Jessica Snyder**, Robertson Banking Company, Demopolis, Ala.

Established in 1987, the curriculum addresses the managerial aspect of consumer lending operations, especially how the bank's loan portfolio can increase profitability and improve competitive positions. It also emphasizes the development of both administrative and human relations skills to equip the student to manage bank assets and meet customers' financial needs.

For more information about *The Southeastern School of Consumer Lending*, or any of the other Southeastern Schools conducted by the TBA, please visit TNBankers.org. 

SOUTHEASTERN SCHOOLS OF LENDING TRUSTEES

Co-Chairs: **RICHARD SHAFFER** (East) – First Tennessee, N.A., Chattanooga
LAURA BLACKBURN (Middle) – Volunteer State Bank, Portland
Chairman-Elect: **CHUCK SISSON** (West) – Centennial Bank, McKenzie
Vice Chairman: **TIM SHANKS** (West) – Commercial Bank & Trust Co., Union City

EAST TENNESSEE TRUSTEES

BILL FORBES (2019) – Market President/Commercial Team Leader, U.S. Bank, N.A., Knoxville
BRENT BALL (2020) – Chief Lending Officer, FirstBank, Knoxville
WES FARRAGUT (2021) – Citizens National Bank, Sevierville
TED FIELDS (2022) – Powell Valley National Bank, Kingsport

MIDDLE TENNESSEE TRUSTEES

NICOLE MINNIS (2018) – SVP/Branch Administrator, The Farmers Bank, Portland
BRENT PARSLEY (2019) – Manchester Community President, The First National Bank of Manchester, Manchester
KEITH HATLEY (2019) – President/CEO, Sumner Bank & Trust, Gallatin
J.B. OWENS (2019) – EVP/Director of Commercial Banking, First Freedom Bank, Lebanon
LYMAN COX (2020) – EVP/Senior Lender, First National Bank of Pulaski, Pulaski
JOHN FOSTER (2020) – SVP/Lending, Wilson Bank & Trust, Lebanon

WEST TENNESSEE TRUSTEES

DEE LENDERMAN (2019) – Chief Credit Officer, BankTennessee, Collierville
LEE MCCULLOM (2020) – City President, FirstBank, Henderson
DAVID VAUGHN (2020) – SVP, The Hardin County Bank, Savannah
ED GENTRY (2021) – EVP/Chief Credit Officer, Bank3, Memphis

OUT OF STATE TRUSTEES

KELLY SMITH (2021) – SVP, First National Bank of Griffin, Griffin, Ga.

PAST CHAIRMEN

MITCH HIGDON (2019) – EVP/Senior Credit Officer, First Citizens National Bank, Munford (West)
JEFF LEWIS (2020) – City President, FirstBank, Lexington (West)



2019 TSSCL students

2019 TSSCL GRADUATES

MATTHEW ADERHOLD, Wilson Bank & Trust, Lebanon
ALYSE ANDERSON, Mountain Valley Bank, Dunlap
TRACY BLACKBURN, Wilson Bank & Trust, Mount Juliet
***APRIL BOBB**, TriStar Bank, Columbia
SYDNEY BOOKER, CB&S Bank Inc, Madison, Ala.
JACOB BROWN, Peoples Bank, Collins, Miss.
PEYTON BROYLES, Citizens Bank of Lafayette, Lafayette
RAMONA CAVENDER, Greenfield Banking Company, Greenfield
STEPHANIE COBLE, Bank of Lincoln County, Fayetteville
CHELSEY COLEY, Citizens Bank of Lafayette, Lafayette
STACY CONNATSER, Mountain Commerce Bank, Knoxville
THOMAS COOK, Planters Bank & Trust Company, Indianola, Miss.
ANDREA CRUM, Centennial Bank, Bolivar
KATHRIN DYER, Volunteer State Bank, White House
ANDREW EMBERTON, Macon Bank And Trust Company, Lafayette
DAWN GRANDEY, The First National Bank of Middle Tennessee, McMinnville
KAREN HACKETT, Citizens Bank of Lafayette, Lafayette
JILLIAN HILL, Volunteer State Bank, Goodlettsville
ROBYN HIVELY, First National Bank of Tennessee, Livingston
HAYDEN KELLY, Peoples Bank, Waynesboro
ALLISON LEE, First National Bank of Tennessee, Cookeville
JESSICA MARSHALL, The Farmers Bank, Ridgetop
KATINA MARTIN, The Farmers Bank, Millersville
ALLIE MAYO, Mountain Commerce Bank, Knoxville
DAVID MCGEE, First Community Bank of Tennessee, Shelbyville
DANICA MCLAUGHLIN, Wilson Bank & Trust, Murfreesboro
***KAREN MUCHEWICZ**, The Farmers Bank, Portland
KARISSA NORMAN, Triumph Bank, Memphis
KRISTI PARKER, Robertson Banking Company, Demopolis, Ala.
MONICA REYNOLDS, Citizens Bank of Lafayette, Lafayette
ROY RICHMOND, Powell Valley National Bank, Kingsport
LAVONDA ROBERTS, Volunteer Federal Savings Bank, Madsionville
****DANIEL SAMPSON**, Wilson Bank & Trust, Lebanon
SAM SAVAGE, Centennial Bank, McKenzie

***JESSICA SNYDER**, Robertson Banking Company, Demopolis, Ala.

JANA SPICER, Volunteer State Bank, White House
ELIZABETH ST.ANGELO, Wilson Bank & Trust, Nashville
LOGAN TUCK, Macon Bank And Trust Company, Lafayette
GARY WARREN, Peoples Bank, Clifton
RUSSELL WEST, Citizens Bank of Lafayette, Lafayette
ELIZABETH WILCOX, Triumph Bank, Memphis,
KELLI WILKERSON, First Community Bank of Tennessee, Shelbyville
DANIELLE WORLEY, Greenfield Banking Company, Greenfield

**Denotes Honor Graduate*

***Denotes Top Honor Graduate*

2019 TSSCL STUDENT PROFILE

EDUCATION

(Highest Level Achieved)

High School7
 Some College9
 Bachelors28

SIZE OF BANK'S ASSETS

51 to 100 million2
 101 to 500 million15
 501 million to 1 billion27

YEARS OF BANK EXPERIENCE

Less than 1 Year2
 1 to 5 Years20
 6 to 10 Years5
 11 to 20 Years13
 20+ Years4

GENERAL PROFILE DATA

Tennessee Students38
 Out of State Students5
 Alabama3
 Mississippi2

SIZE OF BANK'S LOAN PORTFOLIO

11 to 50 Million2
 51 to 100 Million1
 Over 100 Million41

Things are changing in the credit card processing world



PHILLIP HARRISON
Regional Vice President
of Sales
Banc Card of America, Inc.

ABOUT THE AUTHOR

Phillip Harrison serves the Tennessee market at Banc Card of America, Inc. as regional vice president of sales. Headquartered in Nashville, Banc Card provides merchant services to small to medium sized businesses and markets their products primarily through community banks across the country.

Similar to other areas of the banking and technology industries, Banc Card is constantly evolving to better serve the needs of its customers. Heraclitus, a Greek philosopher widely known for his doctrines of transformation, believed “all things change; nothing remains the same.” After 22 years in the credit card processing industry, there is one thing certain at Banc Card—things are always changing!

For years, business owners have paid various fees to accept credit cards. Although there were times when businesses were reluctant to take credit cards, business owners soon realized these benefits:

- Card holders spend more money than cash payers.
- Card holders tip more than cash tippers.
- Card purchases provide more safety and less audit concerns.
- Individuals want to use credit cards because of “points” and “rewards programs.”

Historically, the credit card industry has been able to pass the fees to the card holder for municipalities, colleges, etc., but today, things have changed. Ordinary business owners have a choice. Under new regulations, business owners can continue to pay fees to accept credit cards or pass the fees to the credit card holder (surcharge).

If a business chooses to pass the fees to the credit card holder, the business receives 100 percent of the sale, and the credit card holder pays 100 percent of sale plus the applicable fees. Of course, there are risks to consider,

such as the card holder could decide not to do business because of the surcharge, or use cash, or write a check.

Visa describes a credit card surcharge as a checkout fee that a merchant adds to a consumer’s bill when a credit card is used. It is worth noting that this surcharge only applies to credit card transactions. Merchants in the United States are not permitted to add a surcharge to debit card or prepaid card purchases.


Pursuant to a litigation settlement in January 2013, card brands modified their business practices to allow for surcharging in most states (including Tennessee). Across the country, the number of businesses inquiring about surcharging has risen dramatically over the past several years. Banc Card anticipates that the number of businesses that add surcharge will increase as businesses and business owners become more aware and educated to the opportunity. In other countries with a longer history of surcharging, statistics have shown that roughly half of all merchants pass on the applicable fees to the credit card holder.

In order to pass on the credit card fees, businesses must adhere to the rules set forth by card brands such as Visa and Mastercard. Certain rules may vary from brand to brand. Mastercard caps the maximum surcharge at 4 percent, and Visa requires that a merchant who assesses a surcharge on credit card purchases must disclose and post that rule at the point-of-entry and point-of-sale. Most brands require domestic merchants that surcharge to disclose the additional dollar amount on

every receipt. Visa and Mastercard include additional information and requirements on their websites.

Banc Card recommends that businesses contact their merchant service provider, bank representative, Visa, or Mastercard to better understand the rules and regulations of surcharging. With card brand rules, multiple registrations, and transaction requirements, merchants are seeking solutions that automatically keep them in compliance with all the rules while allowing them to accept credit card payments at a true zero percent cost.

While the opportunity is available to all businesses, Banc Card has noticed a particular interest from businesses with a higher average ticket sale or business with a high amount of card-not-present transactions due to a typically higher interchange rate.

Bankers of Tennessee—let your business customers know that they have a choice. Have your merchant service provider educate your business customers today. 



It is recommended that businesses contact their merchant service provider, bank representative, Visa, or Mastercard to better understand the rules and regulations of surcharging to achieve a true zero percent cost. PHOTO: SHUTTERSTOCK



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Modernized regulatory framework for Tennessee's federal banks takes shape



WENDELL C. WALKER
Assistant Deputy
Comptroller,
OCC Nashville Field Office

Finance and insurance are the largest components of Tennessee's gross domestic product (GDP), according to the U.S. Bureau of Economic Analysis.

Federal banks headquartered and operating in Tennessee have tremendous opportunity to contribute to the state's GDP but must constantly innovate to satisfy the needs of their consumers, businesses, and communities.

The Office of the Comptroller of the Currency's (OCC) regulatory modernization efforts are helping federal banks to support the state's economy by meeting its banking needs. Here's how.

Bankers in Tennessee are beginning to see the regulatory framework of a modernized federal banking system. Indeed, efforts are underway to modernize regulations covering the Community Reinvestment Act (CRA) as well as the Bank Secrecy Act (BSA). In addition, the OCC has clarified its core lending principles related to short-term small-dollar loans so that banks can provide these products to their customers more effectively.

CRA Modernization

The CRA remains an important tool that promotes community development and reinvestment and fosters economic activity. As the regulation has aged over 40 years, it has become dated and overly complex, in some cases hindering banks' ability to fulfill the statute's goals.

The OCC began the initiative to improve implementation of the CRA first by seeking comment in August 2018 from all stakeholders on the best ways to make the law work more efficiently and effectively and promote more activity in areas of greatest

need. Stakeholders submitted nearly 1,500 comments; almost all supported modernizing CRA regulations to make the process more objective and transparent and to preserve activity that helped meet the needs of low- and moderate-income people and geographies.

The OCC has four goals for improving CRA regulations:

- Clarify what qualifies for CRA consideration.
- Adapt assessment areas to fit how banking is done today and where qualifying activities are considered.
- Create a more objective way to calculate and assess CRA performance.
- Improve the timeliness and transparency of CRA reporting.

The agency is working with other federal regulators and expects to issue a proposed rule for comment on an interagency basis later this year.

Bank Secrecy Act

The BSA and the anti-money laundering (AML) regulations present another opportunity to modernize rules while continuing to protect our nation's banks from being misused for illegal purposes.

The OCC wants to update and enhance the nearly 50-year-old BSA/AML regulatory framework to take advantage of modern tools and technology. In 2018, the OCC took the lead to coordinate discussions with the Federal Deposit Insurance Corporation (FDIC), Board of Governors of the Federal Reserve System (FRB), National Credit Union Administration (NCUA), the U.S. Department of the Treasury, and the Financial Crimes Enforcement Network (FinCEN). These agencies formed a working group to promote


innovative and proactive approaches to identify, detect, and report financial crime, and meet BSA/AML regulatory obligations. The working group expects to focus on a risk-based approach to examinations, supervision, and enforcement.

Activity to modernize the BSA/AML regulatory framework is well underway. On September 28, 2018, the agencies, with the concurrence of FinCEN, issued an order granting an exemption from the requirements of the customer identification program rules. The affected loans are those extended by banks and their subsidiaries to commercial customers to facilitate purchases of property and casualty insurance policies.

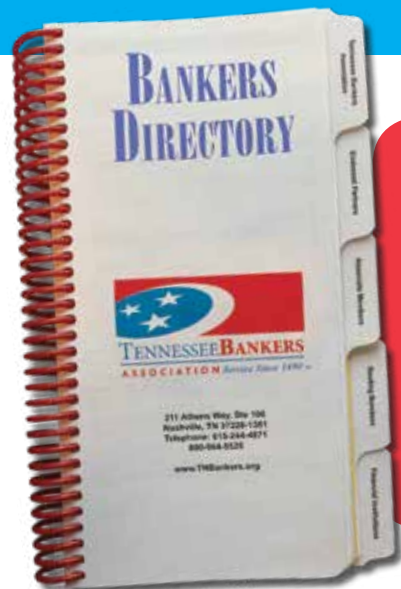
The agencies also issued a joint statement (Bulletin 2018-36 Interagency Statement on Sharing Bank Secrecy Act Resources) that describes the benefits of resource sharing and provides examples of how the use of shared human, technological, and other resources in a collaborative arrangement related to BSA compliance reduces costs, increases operational efficiency, and leverages specialized expertise.

Short-Term Small-Dollar Lending

The OCC is assisting banks with meeting the credit needs of their customers. In May 2018, the OCC issued a bulletin encouraging banks to offer responsible short-term small-dollar installment loans. The bulletin reminds banks of the core lending principles for prudently managing the risks associated with this type of lending and is consistent with the OCC's support for responsible innovation by banks and meeting the needs of underserved consumers. Encouraging banks to offer these products will improve customers' access to additional mainstream financial products that benefit these borrowers and the economy.

Together with other initiatives, the OCC's efforts to help banks offer short-term small-dollar lending and modernize the CRA and BSA regulatory frameworks will foster a safe, sound, and fair federal banking system that is a source of economic strength and opportunity that meets the evolving needs of consumers, businesses, and communities. 

Pre-order the 2019/2020 TBA Bankers Directory



Visit TNBankers.org to order, or contact T'Lanie Luu at tluu@tnbankers.org or 800-964-5525.

*Order deadline: July 19
Directories will ship in August.*

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.

DAY ON THE HILL



MARCH 6, 2019 • YOUNG BANKERS DIVISION



PHOTO RECAP

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FHLB
CINCINNATI



ABOVE: Bone McAllester Norton hosted a lunch and panel with Reps. Patsy Hazlewood, Cameron Sexton, Chris Todd, and Rick Staples.





ABOVE: Lt. Governor Randy McNally



ABOVE: House Banking Chair, Rep. Dennis Powers



ABOVE: Chris Devaney, Special Asst. to Gov. Lee



ABOVE: Rep. Charlie Baum (R – Murfreesboro)

1.



2.



3.



4.





6.



7.



8.



9.



1. House Majority Leader William Lamberth
2. Senate Commerce Chairman Paul Bailey
3. Senator Dawn White (R – Murfreesboro)
4. Rep. Rush Bricken (R – Tullahoma)
5. Senator Mark Pody (R – Lebanon)
6. Rep. Johnny Shaw (D – Bolivar)
7. Rep. Kelly Keisling (R – Byrdstown)
8. Senator John Stevens (R – Huntingdon)
9. Rep. Bruce Griffey (R – Paris)



People on the Move

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

Diversified Trust, Memphis, has promoted **Vince Chamblee, CPA, CFP**, to senior vice president.



CHAMBLEE



SCHMITZ



WILKINS

Elliott Davis, LLC, Franklin, has named **Jim Schmitz** as the Nashville market leader; and **Chrissy Wilkins** as a manager in the tax practice.



REYNOLDS



ASHWORTH

F&M Bank, Clarksville, has named **Brett Reynolds** as vice president/market manager of Dickson County; and **Julie Ashworth** as a branch manager.



THOMAS



KEMP

Fifth Third Bank, Nashville, has promoted **John (Jack) Thomas** to a retail membership advantage relationship manager; and named **Austin Kemp** as a mortgage loan officer.

FirstBank and FB Financial Corp., Nashville, has named **Beth Sims** as executive vice president and general counsel, succeeding retiring **Will Martin**.



SIMS

First Citizens National Bank, Dyersburg, has named **Andrew Jennings** as community bank president for the Nolensville financial center that will open later in 2019.



JENNINGS

First Farmers and Merchants Bank, Columbia, has promoted **Jennifer Henry** to branch manager of the Brentwood office.



HENRY

First Freedom Bank, Mount Juliet, has named **Kathleen Vincion** as a financial services representative.



VINCION



DOYLE



HOOPER



DOYLE



BARRETT

First Tennessee Bank, N. A., Memphis, has named **Ron Doyle** as vice president/financial center manager for the downtown Nashville office; **Debra Hooper** as a senior vice president, private client services manager; and **Ben Wheeler** as financial center manager for Franklin's main branch. **First Tennessee Bank, N. A., Chattanooga**, has named **David Barrett** as portfolio manager for commercial banking.

Franklin Synergy Bank, Franklin, has named **J. Myers Jones III** as interim CEO; and **Terry Howell** as chief operating officer, following the retirements of Richard Herrington and Kevin Herrington. In addition, **Kelly Fields** was named as private banker at Franklin's Westhaven office.



FIELDS

Gullett Sanford Robinson & Martin PLLC, Nashville, has named **Lisa Bashinsky** as an associate attorney.



BASHINSKY



BOYD

CLARK

HIGGINS



LEE

MATHISEN

THOMPSON



BOTTIGGI

DOWELL

LBMCC, Brentwood, has promoted **Jason Boyd** to senior manager of IT operations; **Steven Clark** to manager, financial systems and processes; **Marc Higgins** to senior systems engineer; **Darryle Lee** to service desk manager; **Tricia Mathisen** to human resources manager; and **Dana Thompson** to senior accountant. In addition, **Alex Bottiggi** was named as senior service desk specialist; and **Carlton Dowell** was named as lead service desk specialist.

Morgan Stanley Wealth Management, Memphis, has promoted **Jason Pharris** to executive director in their Nashville office.



PHARRIS



SAPORITO

CHENG

MAYO



RODZEVICIUS

PORTUESI

Mountain Commerce Bank, Knoxville, has promoted **Michael Saporito** to senior vice president; **Daniel Cheng** to assistant vice president; **Allie Mayo** to private banking specialist and assistant vice president; **Helene Rodzevicius** to assistant vice president; and **Kristen Portuesi** to head teller at the Bearden office.



MARKHAM

MCDERMOTT

Pinnacle Financial Partners, Nashville, has named **John Markham** as senior vice president and financial advisor based in the downtown Nashville office; and named **Kevin McDermott**, CPA, as chief audit executive.

Pinnacle Financial Partners, Memphis, has named **Nick Huber** as senior vice president and mortgage advisor at the Shady Grove Road office.



HUBER

Regions Bank, has named **Nashville**-based **Latrisha Jemison** to serve as the company's regional community development and partnerships manager.



JEMISON

Reliant Bank, Brentwood, has named **Alan Mims** as chief credit officer, following Gene Whittle's retirement. In addition, **Amy Love** was named as an assistant vice president, branch manager of the Franklin office.

Renasant Bank, Memphis, has promoted **Sarah Haney** to associate managing director in the private client group.



HANEY

Simmons Bank has named **Martin Schrodt** as senior vice president and regional retail manager for Tennessee's 46 retail branches.



SCHRODT

SmartBank, Chattanooga, has named **Greg McGuire** as a financial advisor with the investment services.



MCGUIRE

Studio Bank, Nashville, has named **Len Rinehart** as senior vice president and relationship manager.



RINEHART

Wilson Bank & Trust, Lebanon, has named **Greg Sullins** as senior vice president of strategy, quality, and productivity.



SULLINS



Bank Notes



Colin Barrett, TDFI Commissioner Greg Gonzales, and McCall Wilson, CEO of The Bank of Fayette County, Mason are pictured with Miss Louise, who has begun her retirement at age 90 after 71 years in banking.

Bank of Tennessee's Broad Street branch office in Elizabethton has opened, and a virtual tour of the new facility is listed on YouTube.



The Bank of Waynesboro and offices of Waynesboro, Collinwood, and Lawrenceburg are celebrating 115 years of community banking.



Centennial Bank, Trezevant, has agreed to acquire Chester County Bank, Henderson; and Farmers & Merchants Bank, Adamsville. The resulting organization will have approximately \$570 million in assets and 15 branches. The transaction is expected to close in early July 2019.



L-R: DCSM Todd Sims, Charlie Koon, Major General Andrew Poppas (Commander General, 101st Airborne Division, Fort Campbell.)

Clarksville's F&M Bank's Charlie Koon, vice president of corporate and military business development, was recognized as a 2019 Champion of Fort Campbell, and his photo will be added to the Champions of Fort Campbell wall at the Division Headquarters.

Dyersburg's First Citizens National Bank employee Mary Evelyn Ramsey has earned the certified trust and financial advisor professional certification from ABA.



RAMSEY



First Community Bank of East Tennessee hosted a grand opening celebration of the new Surgoinsville office (290 Bellamy Ave.)



Nelson Forrester, formerly the regional president with First Tennessee Bank, Cookeville, has retired.



Legends Bank, Clarksville, hosted **Billy P. Atkins**, his family and friends, at a retirement celebration, and the bank announced a scholarship endowment to Austin Peay State University in his name.

Ron Samuels, currently vice chairman of **Pinnacle Financial Partners** and founder of **Avenue Bank** was named "Nashvillian of the Year" by Easterseals Tennessee.



Reliant Bank, Brentwood, celebrated the retirement of **Tim Jones**, formerly the branch manager of the Franklin office.

Renasant Bank, including the Tennessee offices, celebrates 115 years in business in 2019.

Southern Heritage Bank, (branch of FCNB), Cleveland, celebrated the retirement of **Cornelia Marcrom**, CSR officer at the Keith Street financial center.



MARCROM



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.



The Bank of Fayette County, Piperton, taught high school students about the banking industry at the Fayette Ware High School Career Expo.



Several team members from **The Bank of Waynesboro, Waynesboro,** participated in the inaugural Leadership Wayne County Softball Tournament, donating \$300 to benefit the County Road Animal Rescue.



Bank team members of **CB&S Bank Inc, Savannah,** worked with a group of Savannah dentists to give donations of toothbrushes and dental supplies, distributing and delivering to schools in the local area.



Citizens National Bank, Sevierville, has donated \$10,000 to support the Boys & Girls Club of the Smoky Mountains in Sevier County.



The third annual Lucy115 bike ride from Nashville to Sewanee in April memorialized Lucy Williford, baby daughter of Senior Vice President Judson Williford of **Financial Federal Bank in Memphis,** and benefited the Memphis Le Bonheur Children's Hospital.



First Tennessee Bank, N.A., Jackson, market president **Bill White** (holding check) and other FTB employees presented \$1,000 to RIFA Jackson to fight hunger in the community.



The Hardin County Bank, Savannah, has donated 235 sweatshirts of varied sizes to the Darryl Worley Cancer Treatment Center to help their patients stay warm while they receive treatments.



Heritage Bank & Trust, Columbia, is the 2019 sponsor of these local nonprofits and supports them with monetary gifts: Center of Hope, \$1,000; and The Family Center, \$500.



IBERIABANK, Cordova, associates collected and delivered supplies for Youth Villages.



Pictured is **Alice Hatmaker of Peoples Bank of the South, La Follette,** presenting a check of \$884 from the bank employees to Clarence Lowe of the Campbell County Cancer Association.

Planters Bank Inc, Clarksville, participated in the Bankers Challenge of Bowl for Kids Sake 2019 to support Big Brothers Big Sisters of Clarksville.



Tri-State Bank of Memphis, Memphis, participated in the Asset Based Community Development project in Whitehaven, bringing in stakeholders from the community to help with social services, education, safety, health, and economic development.



Community Building *continued*

Trustmark National Bank's 129th anniversary and the Month of Thanks initiative, Trustmark sponsored a Week of Giving, held a social media contest, and donated a total of \$129,000 to 15 nonprofit organizations across the bank's five-state footprint. The **Memphis** area winners, Memphis Child Advocacy Center, SRVS, and Memphis Union Mission shared \$25,000.



First Place Winner Memphis Child Advocacy Center's Gabby Granados, Mark Jordan, are pictured with Trustmark Memphis/N MS Region President Gene Henson and CAC Virginia Stallworth.



Gene Henson, Memphis/North MS Region President, stands with Second Place Winner Tyler Hampton and Dottie Jones from SRVS.



Third Place Winner Memphis Union Mission's John Roberts and Scott Bjork with Memphis/North MS Region President Gene Henson.



Wilson Bank & Trust, Lebanon, concluded its most successful penny drive to date, exceeding \$18,000 in money raised and donated to Second Harvest Food Bank of Middle Tennessee.

New Associate Members

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

CONSULTANTS



KBS Results LLC

2840 Electric Rd, Ste 201A

Roanoke, VA 24018-3551

Phone: 540-685-2559

www.kbsresults.com

Contact: Kim Snyder, kimsnyder@kbsresults.com



Snyder

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Stevens

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Employment Opportunities

POSITIONS AVAILABLE

1905-1 COMPLIANCE OFFICER

Role: To develop and administer all aspects of the Bank's Compliance Management program with an emphasis on open collaboration with department managers and front line team members to ensure excellent customer service while adhering to consumer compliance regulations. This role will also work with the Bank's Management to ensure that team members receive adequate and timely training related to Consumer Compliance Regulations. Additionally, this person will assist with external audits and regulatory exams to ensure that these reviews are executed effectively and that findings and responses are tracked and reported to Senior Management and the Audit Committee timely. This role will also stay current on changes or advancements in consumer compliance laws, regulations and the interpretation of those laws and regulations and work to ensure that the Bank's Compliance policies, procedures and processes are aligned with regulatory and industry standards. Essential Functions & Responsibilities: Works closely with department managers on compliance initiatives and responds to inquiries or refers inquiries to the appropriate department or person and exhibits the necessary follow through with the staff involved. Maintains a proficient knowledge of all application loan and deposit banking rules and regulations. Participates in various committees and may review marketing material and customer disclosure documents prior to implementation. Investigates suspicious activity, performs regulatory compliance reviews and reports same to the Audit Committee. Assist with Compliance Risk Assessment. Oversees the performance of the bank's Secrecy Act/OFAC Officer. Performs other job-related duties as assigned. Qualified candidates may send their resumes to bob.matthews@myfirstfarmers.com.

1904-16 SYSTEMS ENGINEER I

Wilson Bank & Trust, a Middle Tennessee Community Bank, is seeking candidates for the Systems Engineer I's position for its Operations Center location in Lebanon, TN. The candidate must be able to provide world class technical support for the technology department, employees, and financial organization's customers. System implementation, configuration, administration and technical support of WB&T's IT infrastructure. Responsible for providing level 2 support for IT infrastructure help desk team. Responsible for the level 1&2 support of windows server 2008-2016, active directory, vmware, Citrix, san, minor lan/wan/wlan, Microsoft exchange, anti-virus, patching, firewalls and any other IT infrastructure needs. Responsible for coordinating repairs, system additions,


and providing technical support utilizing the Senior Systems Engineer, change management team, and IT management. Perform testing and studies as directed in support of IT infrastructure related systems. Responsible for working and closing tickets assigned to you and systems engineering team to meet technology sla's. Provide 24/7 support of IT infrastructure systems, including weekends and after hours. Report and monitor IT infrastructure systems performance and usage with current engineering support tools. Work closely with end users, customers, outside consultants, other systems engineers, and technicians in a productive and pleasant manner. Explain, promote, and sell the products and services of WB&T. Participate in outside community events as the opportunity presents itself. Other duties as assigned by the Network Services Manager or other bank management. Visit www.wilsonbank.com, click on "About Us", then "Careers" for online employment application and submission instructions.

1904-15 APPLICATION SUPPORT ADMINISTRATOR

Wilson Bank & Trust, a Middle Tennessee Community Bank, is seeking candidates for the Application Support Administrator's position for its Operations Center location in Lebanon, TN. The candidate must be able to provide world class technical support for WB&T's technology department, employees, and customers. Assist in designing, configuring, implementing, and troubleshooting in support of software applications. Proactively identify, document, and assess software applications within the WB&T's computing environment. Provide project management support for bank wide and technology department projects that affect software applications. Monitor and document project milestones and outcomes throughout the project lifecycle to ensure adherence to established quality standards. Document and communicate project changes and status to project team, business owner and executive sponsor. Facilitate technology project team meetings and perform situational analysis regularly to ensure appropriate communication to all stakeholders. Maintain system and process documentation to reflect current systems and integration of the bank. Assist in backup and disaster recovery of mission critical software applications. Complex problem solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Prepare documentation and reporting of software application errors. Give input on plans for future directions and platforms for system hardware to coincide with the long-term priorities, goals and needs of the organization. Evaluate, prioritize, manage and execute testing and data validation of new

development and enhancements with various departments as needed to ensure technical compatibility and user satisfaction. Responsible for maintenance and support of interfaces into other applications as necessary and also responsible for release upgrades and patch installation for assigned systems to keep all systems up-to-date while planning for future releases. Work closely with other application support administrators, the entire IT department, multiple outside departments, WB&T's employees and software vendors in the design, testing, and evaluation of systems in a timely, productive, and pleasant manner. Partner across functional areas to develop and prepare user training and resource materials. Responsible for working and closing tickets assigned to software applications to meet technology sla's. Required to stay up to date with latest software applications technology and trends through vendors, reading technical manuals, attending user groups, software conferences, etc. Other duties as assigned by Director of Technology or other bank management. Visit www.wilsonbank.com, click on "About Us", then "Careers" for online employment application and submission instructions.

1904-13 LOAN PROCESSOR

Landmark Community Bank has an opening for a Loan Processor at its Operations Center in Memphis, Tennessee. Duties include processing and closing consumer and commercial loans, keeping up to date with and adhering to current loan compliance regulations, monitoring daily lending cycle, and clearing exceptions in a timely manner. Requires a high school diploma and six months to one year of work experience in banking. Requires basic knowledge of loan documentation. Must demonstrate strong interpersonal and communication skills. Requires basic math skills, working knowledge of computers, proven organizational skills, & demonstrated effective communication skills. Must be detail oriented, self-motivated, resourceful, and able to work effectively under tight deadlines. Compensation is competitive and depends on previous experience. Employee benefits include medical, dental, and life insurances, short term and long term disability insurance, and 401(k) plan. Qualified candidates should email their resumes to: jblake@landmarkbanktn.com. 

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

Featured Events

**JULY
7-12**

THE SOUTHEASTERN SCHOOL OF BANKING I & II

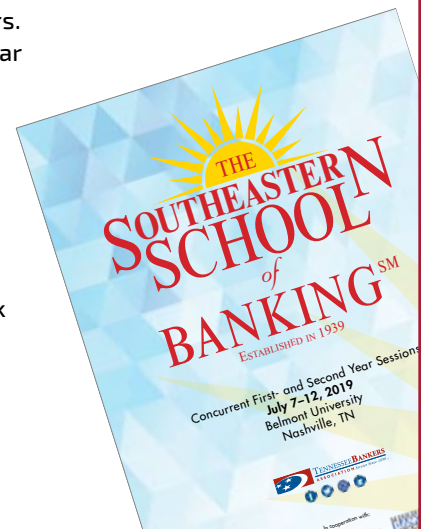
Belmont University, Nashville

Early Registration Deadline: June 3

TBA Member/Associate Member Early Registration: \$1,700

TBA Contact: Monique White, mwhite@TNBankers.org

The Southeastern School of Banking is a must for career bankers. Serving Tennessee financial institutions since 1939, the two-year school incorporates lectures and home study assignments. Some of the topics covered in the first year are bank financial analysis, macroeconomics, asset/liability management, investments, lending, strategic planning, and HR management. The newest version of the Stanford Bank Simulation Game is a tool for learning about financial institution management. The second-year general banking classes include employee skills, fraud and ethics, technology, changing bank environment, bank security, management, and completion of the Stanford Bank Simulation Game.



**AUGUST
12 & 13**

THE UNIVERSAL BANKER

TBA Barrett Training Center, Nashville

Early Registration Deadline: July 29

TBA Member/Associate Member Early Registration: \$530

TBA Contact: Sheena Frech, sfrech@TNBankers.org

This two-day seminar's focus is on the essentials for today's banking environment to develop the universal branch, get the right team on board, provide exceptional service, make referrals, and build profitable relationships from millennials to baby boomers. This program is highly recommended for all bank employees in customer contact positions, branch managers, retail branch administrators, and marketing directors.

Key Objectives

- Understanding the changing role of retail banking
- Checklist to implementation the universal experience
- Preparing and onboarding internal team members for universal banking
- Interviewing for today's cross-trained, universal banker
- Training and developing the cross-trained, universal banker
- Moving from order taker to relationship builder



Local twist on a national financial literacy effort



From left to right: Brad Barrett (TBA executive vice president), Victoria Frazier, Andrew Barrett, Governor Don Sundquist, Andre Gillespie, Amanda Smith, Justin Gamble, and Charlie Darnell (TBA president and chairman/CEO of Citizens Bank of Lafayette).

Promoting financial literacy has always been a hallmark of the Tennessee Bankers Association.

And since good savings habits need to start early, Tennessee Governor Don Sundquist and TBA got behind an effort to declare April 11, 2000, as Tennessee Teach Children to Save Day.

"The United States has one of the lowest savings rate of the industrialized nations," Sundquist said. "I applaud the bankers for their effort at teaching our young people how and why to save."

The concept of Tennessee Teach Children to Save Day was derived from the national campaign started by the American Bankers Association in 1997. The

purpose was twofold—to raise awareness of the need to improve the level of financial literacy among American youth and to help prepare students to be informed consumers in the financial marketplace.

"While today's kids can surf the internet or use a CD-ROM to do their homework, some don't know the fundamentals of saving and personal finance," said Donald Ogilvie, executive vice president of the American Bankers Association. "We hope that by teaching youth the secret of compound interest, we will encourage saving and create smarter financial consumers."

Originally featured in *The Tennessee Banker* in June 2000. 

Professional Development Calendar

May 7 & 8

BSA/AML Compliance School

TBA Barrett Training Center, Nashville

May 12-17

The Southeastern School of Commercial LendingSM

TBA Barrett Training Center, Nashville

May 13-15

Government Relations Committee Washington Conference

Marriott Marquis, Washington, DC

May 15, 16, 17

2018-2019 Senior Lender Forums, Session 3 of 3

TBA Gilliam Board Room, Nashville

May 21

Loan Assistant and Loan Processor Workshop

TBA Barrett Training Center, Nashville

May 28, 29, 30

CEO Forums, Session 2 of 3

TBA Gilliam Board Room, Nashville

May 30

Real Estate Appraisal

TBA Barrett Training Center, Nashville

June 4

The Southeastern School of Banking Branch ManagementSM, Session 2 of 4

TBA Barrett Training Center, Nashville

June 5

2018-2019 Senior Human Resources Forums, Session 2 of 3

TBA Barrett Training Center, Nashville

June 10 & 11, 27 & 28

Real Estate Lending Compliance

Knoxville, Nashville

June 16-18

129th TBA Annual Meeting

The Ritz-Carlton Orlando, Grande Lakes, Fla.

June 25

2018-2019 Senior Compliance Officer Forums, Session 3 of 4

TBA Barrett Training Center, Nashville

June 26, 27, 28

CFO/Controller Forums, Session 2 of 3

TBA Gilliam Board Room, Nashville

July 7-12

The Southeastern School of BankingSM I & II

Belmont University, Nashville

July 12

IT/Operations/Information Security Officer Forums, Session 2 of 3

TBA Barrett Training Center, Nashville

NOTE: All programs and dates listed are subject to change. Occasionally other timely programs are added to the calendar throughout the year. We encourage you to visit www.TNBankers.org/calendar for the most current information about TBA events.



The advertisement features a dark blue background with an orange map of Tennessee at the top. To the left of the map are four circular icons: a bar chart with an upward arrow, a magnifying glass over a dollar sign, a shield with a checkmark, and a smartphone with a dollar sign and a lock. To the right of the map is a circular logo with three white stars on a blue background. Below the map, the text reads: "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." Below this, in large white text, is: "We know banks. Let us get to know you." At the bottom, in orange text, is: "The firm Tennessee bankers have known & trusted for more than 60 years." The bottom section has an orange background with white text listing services: "Financial & Compliance Services", "IT Risk Assurance & Security", and "Valuation, Forensics & Transactions". It also includes the website "kraftcpas.com/tnbanks" and the phone number "615-242-7351". On the right side of the bottom section is the KraftCPAs logo, which consists of a stylized 'K' inside an oval, with "KraftCPAs" and "PLLC" below it.

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 more than 60 years.

Financial & Compliance Services
IT Risk Assurance & Security
Valuation, Forensics & Transactions
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bankers-bank.com
800.318.6272

FNBB is a non-competitive ally with a commitment to community banking in Tennessee.

Contact:

Charles Kown, *Relationship Manager & Capital Markets*

Reaves Crabtree, *Capital Markets*

Jonathan Simon, *Central & Western Tennessee Correspondent Lending Officer*

Jeff Sands, *East Tennessee Correspondent Lending Officer*

In addition to traditional correspondent services we offer:

- | | | | |
|---------------------------------|-----------------------------|----------------------------|------------------------------|
| • Asset Liability Management | • Image Check Exchange | • Capital Markets Division | • Lending |
| • Compliance Audit Services | • International Services | • Sales/Trading | • Officer and Director Loans |
| • Internal Audit Services | • Bank-Owned Life Insurance | • Bond Accounting | • Holding Company Loans |
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