

2025 ACBB SUMMIT

The Right To Win: Positioning Community Banks For Competitive Success



Welcome | 2025 ACBB Summit

- Why did ACBB create the Summit:
 - Focus on Your Success
 - Put Action to Strategies
 - Showcase Aligned Partners and Capabilities
 - Curate Solutions
 - Forum for Collaboration
- 2025 Summit Goal: Educate – Ideate – Activate
- Workbook: Strategic Brainstorm



OPENING REMARKS

Craig Howie
President & CEO



SESSION #1

What Winning Takes: The Network Behind Community Bank Success



Session Workbook



Prep Work: Strategic Brainstorm

What are my bank's biggest opportunities?

What are my bank's greatest strengths?

Where are my bank's biggest vulnerabilities?

Where do I go for objective information and guidance?

2 2025 ACBB SUMMIT



Mentimeter Survey



Community Banking Network

ALIGNED PARTNERS
Supporting priorities with specialized
expertise, technology and solutions

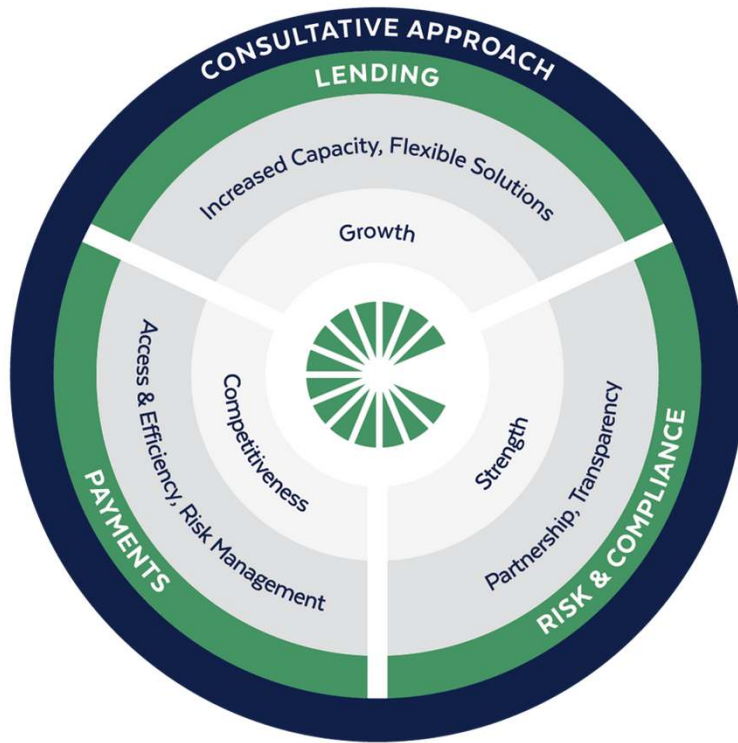
BANK LEADERS
Fostering collaboration and
innovation through networking
and idea-sharing



ASSOCIATIONS
Building the future of our
industry through education
and advocacy

A  **BB**
ATLANTIC COMMUNITY
BANKERS BANK

Resources and Capabilities | ACBB



KNOWLEDGE

FOCUS

SUCCESS

Information, Guidance, and Solutions

Aggregation of Value

- Information = Insights
- Products = Solutions
- Expertise = Guidance
- Resources = Capacity
- Network = Partners
- Purchasing Power
= Relationship Leverage

Solutions to Help You Succeed

- Capital | Deposits | Solutions
- Your investment in ACBB supports our investment in community banking.



Resources and Capabilities | Aligned Partners



Cornerstone
ADVISORS



BankTech
VENTURES

STIFEL



MERCANTILE
PROCESSING INC.



avidxchange®



COCC

BMO



MARLOGIC
GROUP

Network | Thought Starter

- **What You Do For Banks**
 - How does your company support community banks?
- **Hot Topic In Banking Today**
 - A trend or challenge your seeing most right now in the community banking space.
- **How Banks Are Responding**
 - What are other banks doing to address that challenge or take advantage of that trend?
- **Your Favorite Success Story**
 - Share an example of how a bank you worked with created value using your solution.

2025 ACBB SUMMIT

Break



A  BB
ATLANTIC COMMUNITY
BANKERS BANK

SESSION #2

Winning Tomorrow: How To Compete In The Next Chapter Of Banking





Cornerstone
ADVISORS

What's Now, What's Next?

Ideas to stay relevant & competitive

Al Dominick | Partner

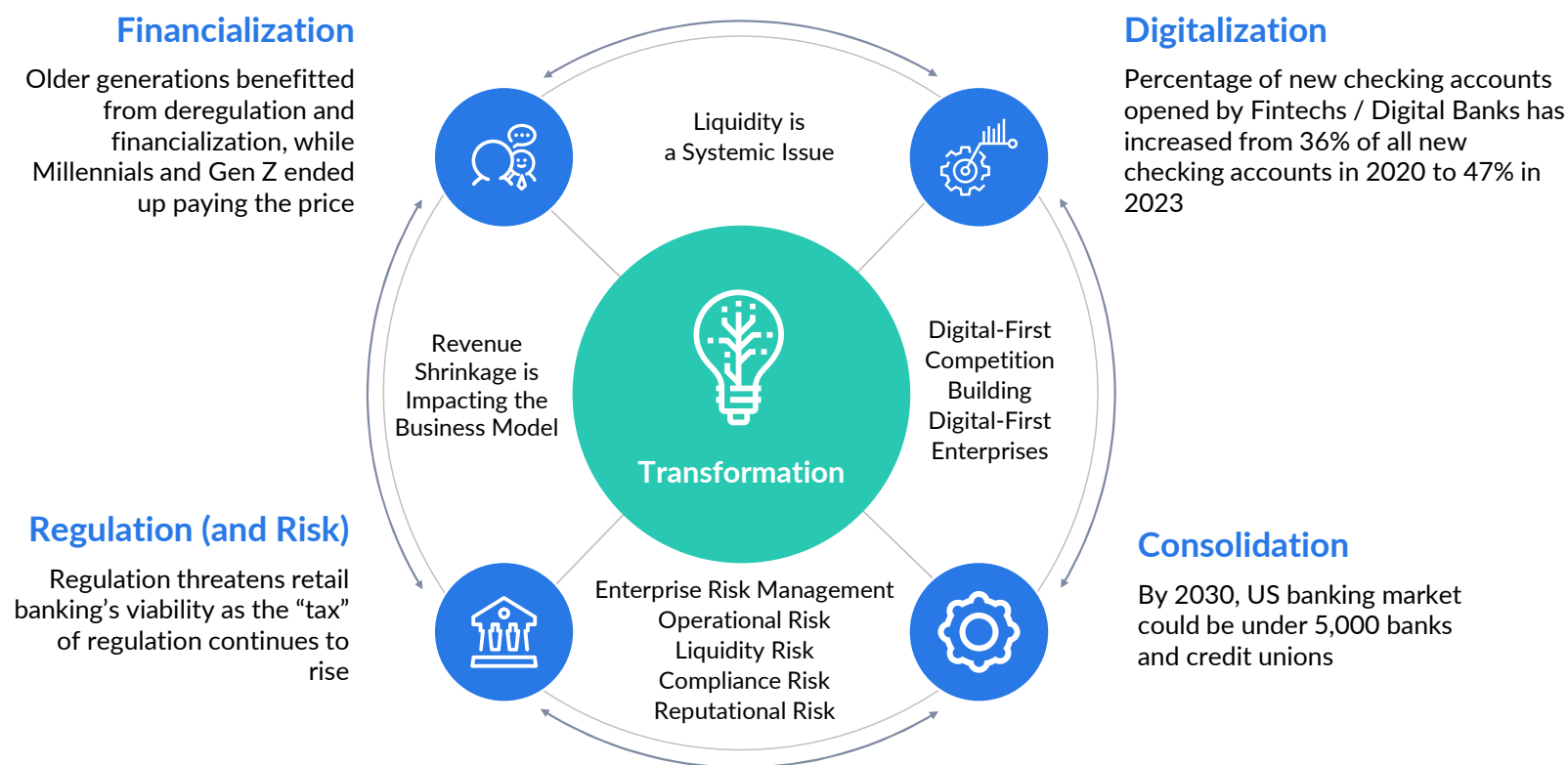


We All Learn In Different Ways





Big Themes in Banking



getting #PluggedIn



Time Keeps On Slippin', Slippin', Slippin'



Volatility Takes Many Forms



Storm Clouds



Coldplay Concerts



NEWS ALERT August 12, 2025

Perplexity Makes Longshot \$34.5 Billion Offer for Chrome

Artificial-intelligence startup Perplexity offered to purchase Google's Chrome browser for \$34.5 billion as it works to challenge the tech giant's web-search dominance.

Perplexity's offer is significantly more than its own valuation, which is estimated at \$18 billion.

[READ MORE](#)

[Read WSJ's latest headlines >](#)

Top Concerns For Bank Execs



Deposit Flight
Movement of Money
Non-interest Expenses
Cost of Funds
Cybersecurity
Consumer-Related Fraud
Private Credit / Shadow Banking

Digital Spending



DIGITAL SPENDING
HAS DOUBLED
IN EACH OF THE LAST 2 YEAR

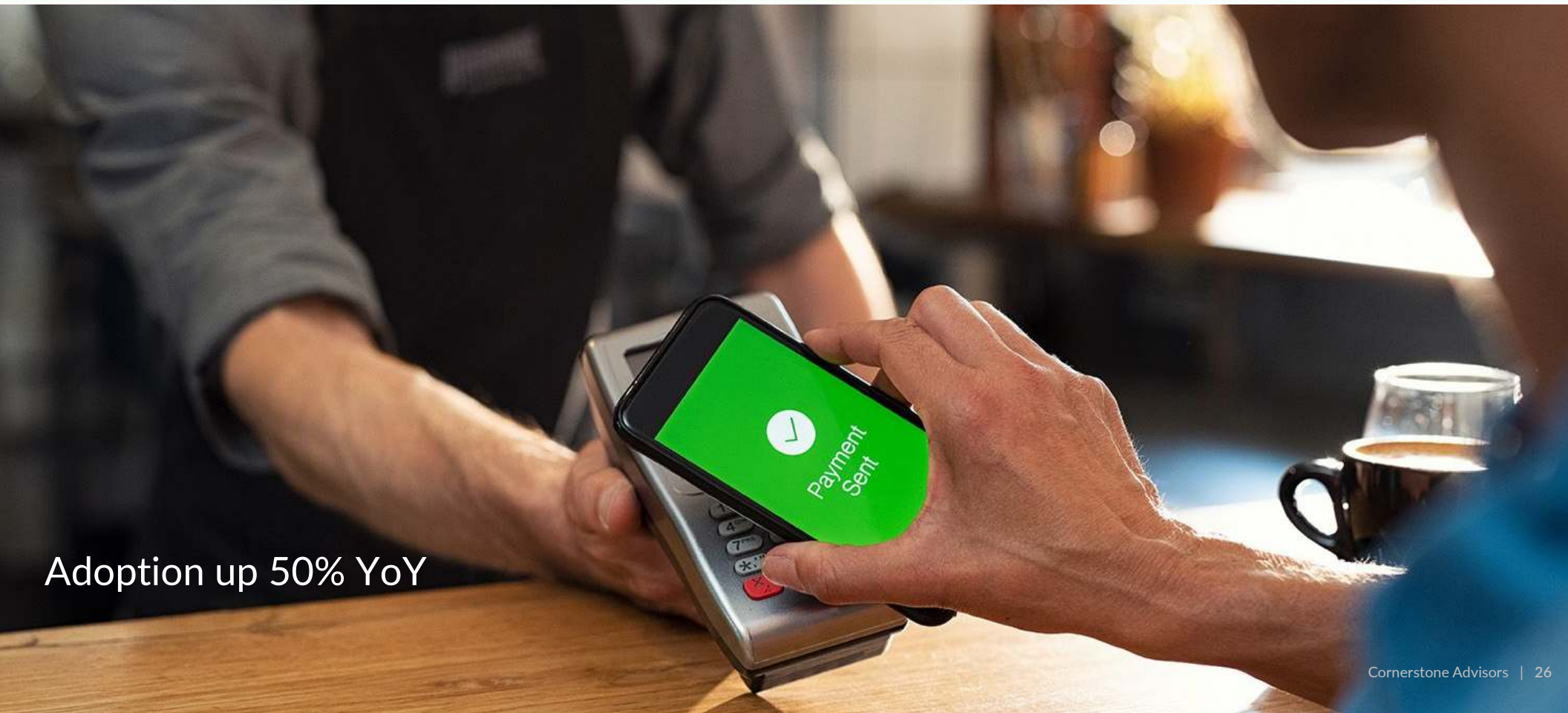
Mobile Deposit

Adoption up 50%...

Number of checks deposited...
up 3X since 2021



Mobile Pay



Adoption up 50% YoY



Digital Payments

Investing

Credit Cards

Loans

Insurance

Health Savings Accounts

Financial Health/Performance



Cameron



MacKenzie

½ of Gen Z and Millennials

have a **SIDE HUSTLE**



½ of Gen Z'ers

want to be an

INFLUENCER



getting #PluggedIn



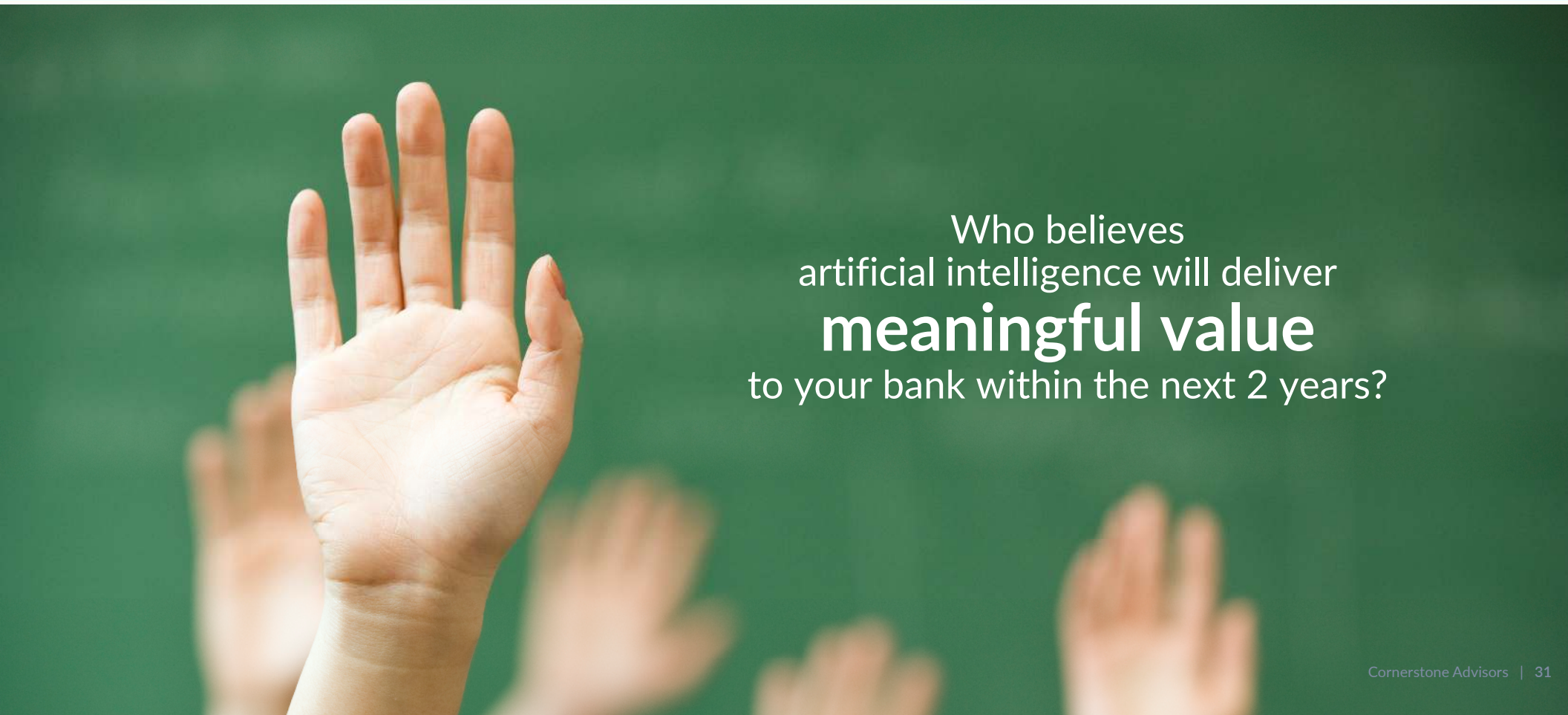
PLUGGED IN

A Cornerstone Advisors Podcast



JUST TALK A LITTLE BIT ABOUT,

Show of Hands



Who believes
artificial intelligence will deliver
meaningful value
to your bank within the next 2 years?

Can We Get An Upgrade

I tend to think of banks
like airlines in the '90s...

**legacy systems
trying to fly
modern routes.**

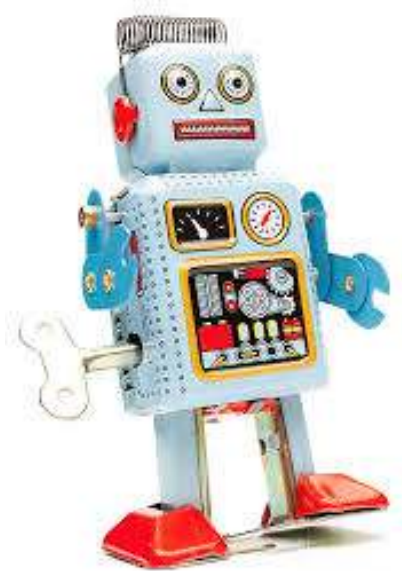


What We're Seeing

The evolution of artificial intelligence is forcing banks to **rethink** their technology infrastructure.



A Regular Question



What does my bank need to do
— *and be prepared to spend* —
to leverage artificial intelligence tools?

Making It Personal



This Is Not An Airing of Grievances

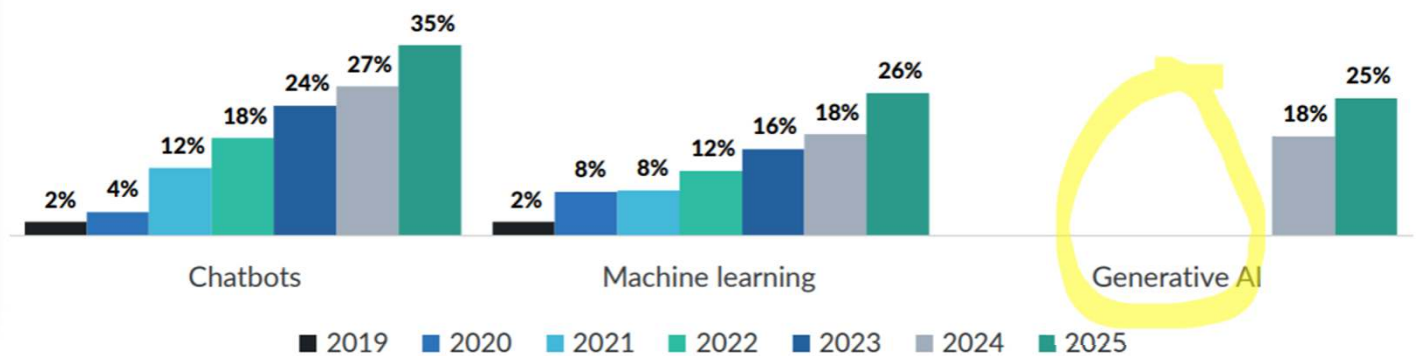


What We're Seeing

AI Technology Adoption



Percentage of Banks and Credit Unions That Had Already Deployed AI Technology Going Into 2019 to 2025



Where Banks Are Leveraging AI Tools

Data Readiness

Centralize and normalize structured/unstructured data

Infrastructure

Ensure scalable compute power (cloud, edge computing)

Talent & Governance:

Upskill teams and implement AI/ML governance frameworks

Model Integration:

Embed AI into core processes: underwriting, fraud, CX, compliance

How to Pay?



Reduce to Redirect

32%

Better negotiation results with
Tech Performance

\$1M

In savings for every \$1B
in asset size



Source:
*Cornerstone Advisors Tech Performance
Contract Vault*

A Tech Road Map Helps!

Where Are We Today?

- What are the most important external factors that will impact our future?
- What is our greatest strength?
- What is our greatest weakness?
- What are the top 2 – 3 strategic issues we have to address?

How Do We Get There?

- What's a potential rally cry for the next five years?
- What are the Top 2 "misalignments" that must be addressed to achieve our vision?

What is the Strategic and Shareholder Impact?

- Total market value
- Profit margin and owner dividends

Where Could We Be?

- In five years, we will be a "_____" company
- If we succeed, the 2 things about our company that have changed the most will be?

Pick Your Court





Cornerstone
ADVISORS



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PLUGGED IN
A Cornerstone Advisors Podcast

To watch or listen to Plugged In:
www.crnstone.com/pluggedin

SESSION #3

TAKING ACTION FOR RESULTS, DON'T CONFUSE ACTIVITY FOR PROGRESS





Taking Action For Results

And not confusing activity for progress.

We love your town
like it's our own.

Because it is.

BankLocally.org

COMMUNITY BANKING MONTH

PROUD TO BE A COMMUNITY BANKER

Here for families
and local
businesses when
it matters most.

#BANKLOCALLY



BUILDING BETTER
COMMUNITIES
BY WORKING MORE CLOSELY WITH YOU.



At WSB, We Know You By Name

Because **Better Banking** Starts
With Real Relationships.



BankTech
VENTURES
Proprietary & Confidential

COMMITTED 
TO OUR COMMUNITY

Silicon Valley Bank

Changing from

Place

Thing

I go

→

I do

(bank)

(banking)





**THE BEST TIME TO PLANT
A TREE WAS 20
YEARS AGO.
THE SECOND BEST
TIME IS NOW.**

**1% BETTER
EVERY DAY**

**HOW MIGHT
WE _____.**

You're here to learn, plan & act

How might we...

Be more curious

Delight our customers

Start with yes, instead of no

Be more data-informed and driven

Build a modern technology foundation

Start now: 2 things to take home w/you



Where to even begin?

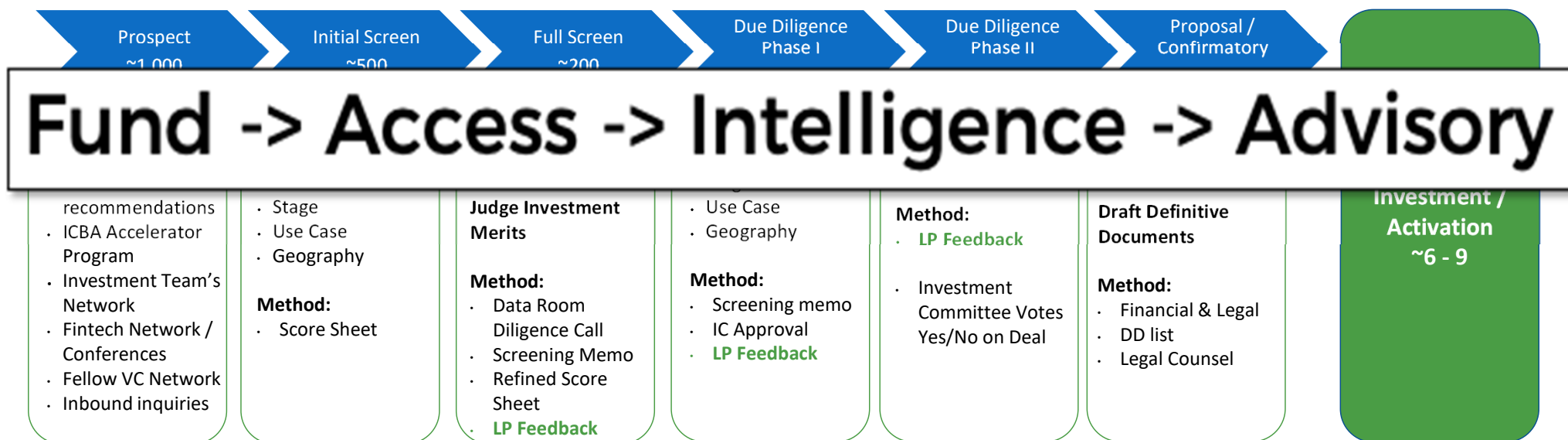


visit martechmap.com to search, sort & filter

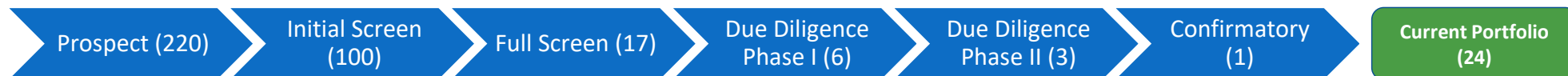
MARKET INTELLIGENCE FOR BANKS

~1,000 companies reviewed > 6-9 investments per year, all of it tracked – this is how we have built **Market Intelligence!**

We track and can share perspective on virtually the entire industry of companies at all stages, and not just our investments.



Current Investment Pipeline as of August 2025:



DUAL VALUE FOR YOUR BANK

We provide our banks with **dual value**, both operational and financial.

OPERATIONAL VALUE:

At Annual Investment of a Credit Analyst,
You Get a Multi-Million Dollar Team

have enough staff to support all of this
themselves.

FINANCIAL VALUE:

and **4 distributions to-date**, as of
12/31/24.

Disclosure: Past performance is not necessarily indicative of future results.

Example: \$1MM investment could yield ~\$2MM in profits, which can be invested in banking tech vendors, that will add ~\$5-10MM in new value for the bank. That's high value R&D!

And for that dual value, many of our Fund I banks tell us that they look at the investment more as an **annual “Tech R&D Spend” than simply an investment strategy.**

Examples of Bank Innovation Impact

One thing we've learned is that clear bank impact leads to more attention & investment in more projects!

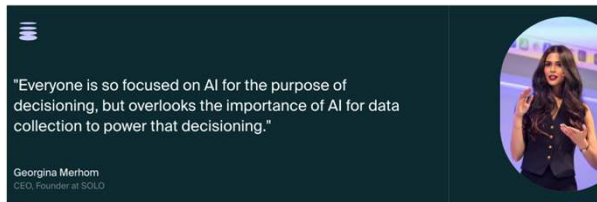
\$1B in new deposits from Fintel Connect



Higher rates and lower risk, all in one.

SPECIAL CD PROMO RATE
4.10% APY

Cut origination & underwriting costs by 70%



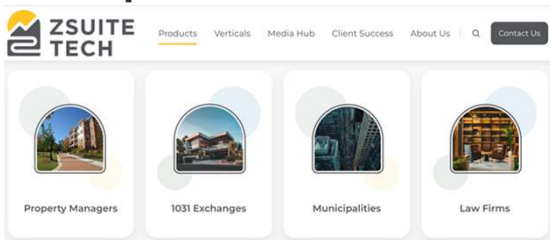
“Everyone is so focused on AI for the purpose of decisioning, but overlooks the importance of AI for data collection to power that decisioning.”

Georgina Merhom
CEO, Founder at SOLO

Finding \$100M+ deposit leakage holes with Revio

Annual Opportunity Comparables				revio
Opportunity results based on annual analysis of transaction data				
Comparable financial institution results				
Opportunities	\$1.9 Billion	\$2.1 Billion	\$2.6 Billion	
	Core Deposits	Core Deposits	Core Deposits	
Deposit	\$178 million	\$59.18 million	\$193 million	

\$200M in new escrow deposits from ZSuite



ZSUITE TECH

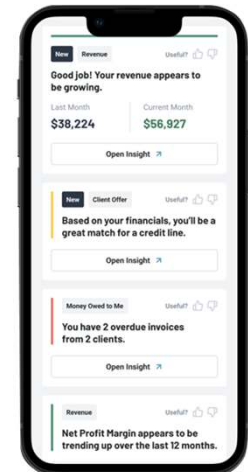
Products Verticals Media Hub Client Success About Us Q Contact Us

Property Managers 1031 Exchanges Municipalities Law Firms

\$1M annual new interchange revenue from Torpago



1000 new small business accounts with Monit



Questions to Consider

- What are we trying to change or improve at the bank?
- What are the biggest gaps and needs we have?
- Are the customers we have today the customers we ideally want?
- What are customers' expectations of us today and tomorrow?
- What does great look like here in 3-5 years?

Things that will get in your way (using AI as an example):

- "ChatGPT hallucinates, and we can't have that."
- "Our customers aren't asking us for it."
- "We're a relationship bank. Nobody wants to talk to robots."



**STOP MAKING
EXCUSES START
MAKING CHANGES**

Mesa Verde Bank & Trust

Data-Driven Revenue

Match highly-target cross-selling strategies with data-supported customer intent



31 Aug 2022

Last Report Generated

2,829,236

Records Ingested

Overview Report (pdf)

Segmentation I

Transactions Summary

Total

\$ 1,224,766,849

Relevant Transactions

Consumer
Refinancing

Merchant
Services

Corporate
Refinancing

Corporate
Credit
Cards

Corporate
Insurance

Commercial
Solar

Target Audiences

4,636

Target Accounts

- ☒ New Corporate Lending
- ☒ Consumer Refinancing
- ☒ Merchant Services
- ☒ Corporate Insurance
- ☒ Others

your Data

Primary Banking Products

Corporate Refinancing

Opportunities to refinance existing held-away corporate debt or offer new financing to current borrowers

Est. Held-Away Balances*
\$230,928,636

Target Accounts
199

Incumbent Providers
28

Full Report

New Corporate Lending

Opportunities to lend to corporate customers holding \$25K–500K in deposits, who are not paying debts

Opportunity Size
-

Target Accounts
2,011

Incumbent Providers
-

Full Report

Merchant Services

Payment processing services of outside third-party providers which are settling to your existing customers' DDA accounts

Merchant Settlements
\$365,481,147

Target Accounts
590

Incumbent Providers
11

Full Report

Corporate Credit Cards

Opportunities to offer corporate cards to customers with \$10k+ in monthly credit card bills

Payments To Corporate Card Accounts
\$156,403,785

Target Accounts
182

Incumbent Providers
14

Full Report

Primary Banking Products

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Target Accounts
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Incumbent Providers
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 Full Report

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Opportunities to lend to corporate customers holding \$25k–500k in deposits, who are not paying debts

Opportunity Size
-

Target Accounts
2,011

Incumbent Providers
-

 Full Report

Merchant Services

Payment processing services of outside third-party providers which are settling to your existing customers' DDA accounts

Merchant Settlements
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Incumbent Providers
11

 Full Report

Corporate Credit Card

Opportunities to offer corporate credit cards to existing customers with \$10k+ in monthly credit card bills

Payments To Corporate
\$156,403,785

Target Accounts
182

Incumbent Providers
14

 Full Report

unlocks Opportunities & Intelligence

but don't Boil the Ocean to get it!

Third-Party Referral Products

Consumer Refinancing

Opportunities to refinance existing held-away consumer debt and offer additional financing

Est. Held-Away Balances*
\$373,876,156

Target Accounts
866

Incumbent Providers
29

 Full Report

Corporate Insurance

Opportunities to offer insurance products to existing corporate insurance customers who pay \$7,500+ in annual premiums

Premium Payments
\$24,087,560

Target Accounts
419

Incumbent Providers
27

 Full Report

Commercial Solar

Opportunities to sell solar systems to corporate customers spending \$3,500+/mo on electricity bills

Electric Utility Payments
\$17,405,524

Target Accounts
107

Incumbent Providers
4

 Full Report

Residential Solar

Opportunities to offer residential solar systems to existing consumer customers who pay \$35+/mo on electricity bills

Electric Utility Payments
\$281,911

Target Accounts
32

Incumbent Providers
3

 Full Report

Data and Analytics

The amount of meaningful data a bank has access to has grown exponentially, and will continue

Leverage machine-learning-powered solutions to identify patterns and make data-driven solutions

Potential Benefits

- Identify top revenue opportunities
- Prioritize customer outreach
- Increase collections

 revio insight

 Equabli

 PORTX

Risk Management & Compliance

AI solutions enhance ability to identify, assess, and mitigate risks while ensuring adherence to regulatory requirements

Potential Benefits

- Understanding regulations
- More timely BSA/AML compliance
- Reduce fraud & risk with more proactive, real-time and full coverage



Hi I'm Regi! Feel free to ask me any regulatory questions. I will even try to help you write a policy!

What is the difference between a SOC type 1 and type 2?

The difference between a Service Organization Control (SOC) type 1 and type 2 reports are primarily about the scope and timing of the evaluation of controls at a service organization:

* **SOC Type 1***: This report evaluates and reports on the design of controls put in place by a service organization at a specific point in time. It verifies whether the service provider has accurately described its system's controls and whether those controls are suitably designed to achieve specified objectives.

* **SOC Type 2***: This report is more extensive as it includes everything in a Type 1 report but also includes the operational effectiveness of those controls over a defined period, usually a minimum of six months. The report provides an assessment of the effectiveness of the controls throughout the reporting period, rather than just at a single point in time.



Next steps for the bank on

- AI:**
1. Develop AI governance policy and team
 2. Create a safe learning and experimentation environment for AI
 3. Expect to measure impact and calculate ROI – it won't all work, and that's ok
 4. Keep reminding yourself and the team – 1% better every day

Questions for vendors:

1. Are you using/including AI in your solution? Where?
2. Do you use AI in your process for building your solution?
3. What models, tools and approaches to data do you use?

It's in there and increasingly everywhere!

your Strategy

Where are you headed?



YOUR
**HIGH TECH,
HIGH TOUCH**
COMMUNITY BANK

 Member
FDIC
NMLS ID #418473



your Culture

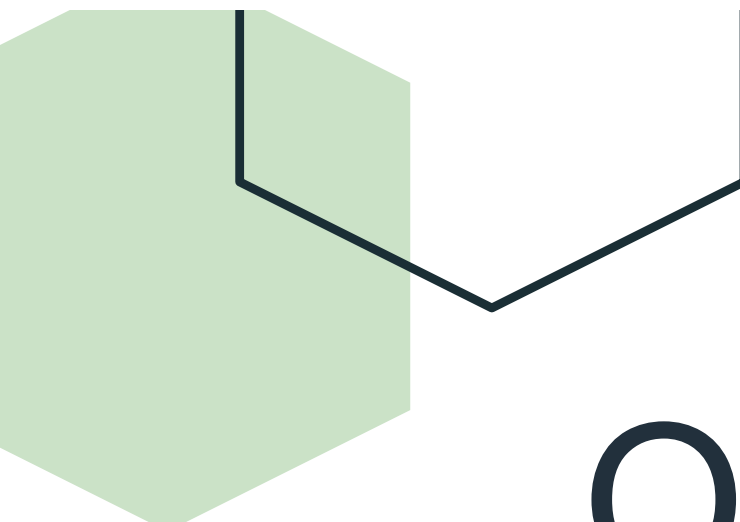
drives what and how things get done at your bank

your Data

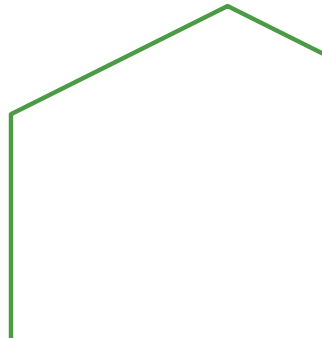
informs your decisions and measures your results

your Strategy

defines what change and winning looks like



Questions



2025 ACBB SUMMIT

Break



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BANKERS BANK

SESSION #4

THE RIGHT TO WIN: YOUR BANK'S OPPORTUNITY MAP



Community Banking – Stifel’s Look to the Future 2025

Atlantic Community Bankers Bank Client Summit

September 23, 2025



STIFEL

Robert Finch

Managing Director, PMG

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finchr@stifel.com

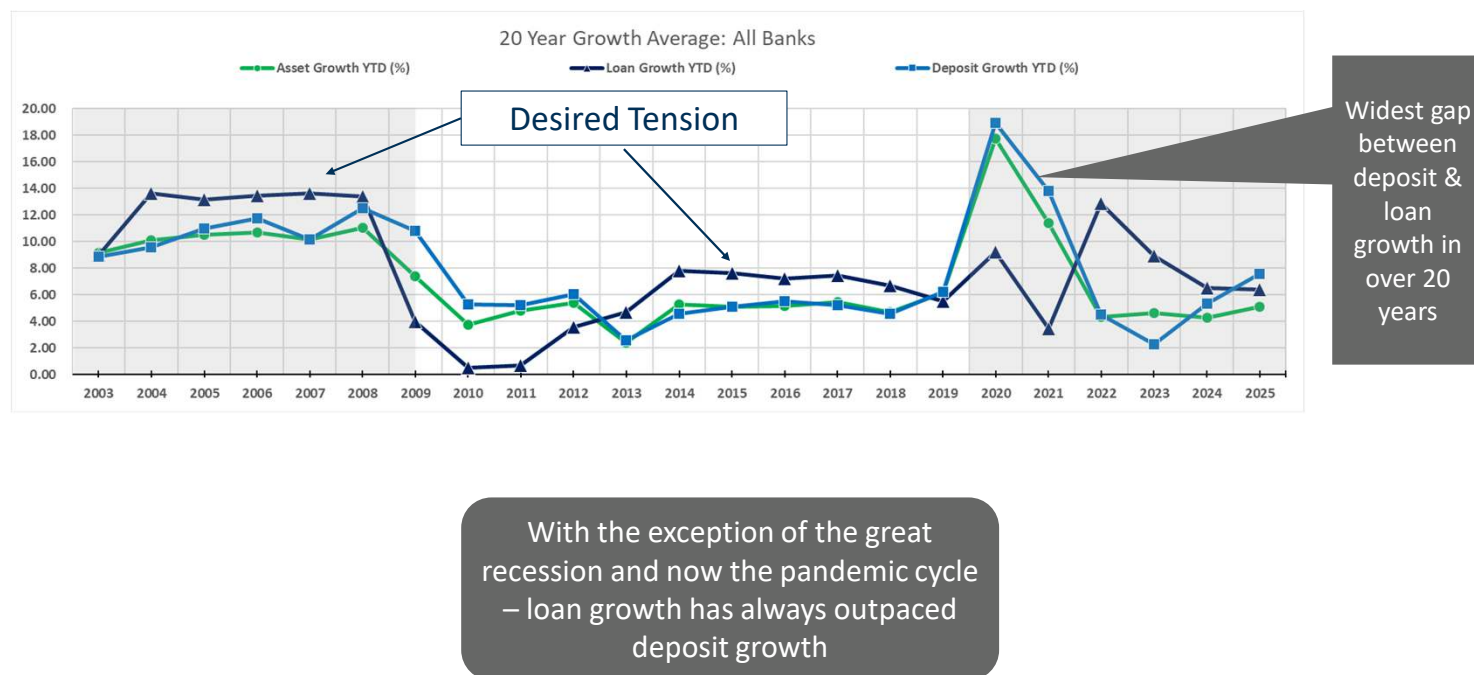
For Institutional Use Only

Overview

- Community Banking: Operating Environment Realigned
- The Community Bank Ecosystem
- CB Models Evolving and Taking Shape
- Synchronizing Performance and Risk Management Priorities
- Closing Thoughts
- Q&A

Community
Banking: Operating
Environment
Realigned

Optimal Operating Environment - Realigned



The Community Bank Ecosystem

Shifting our
Perspective



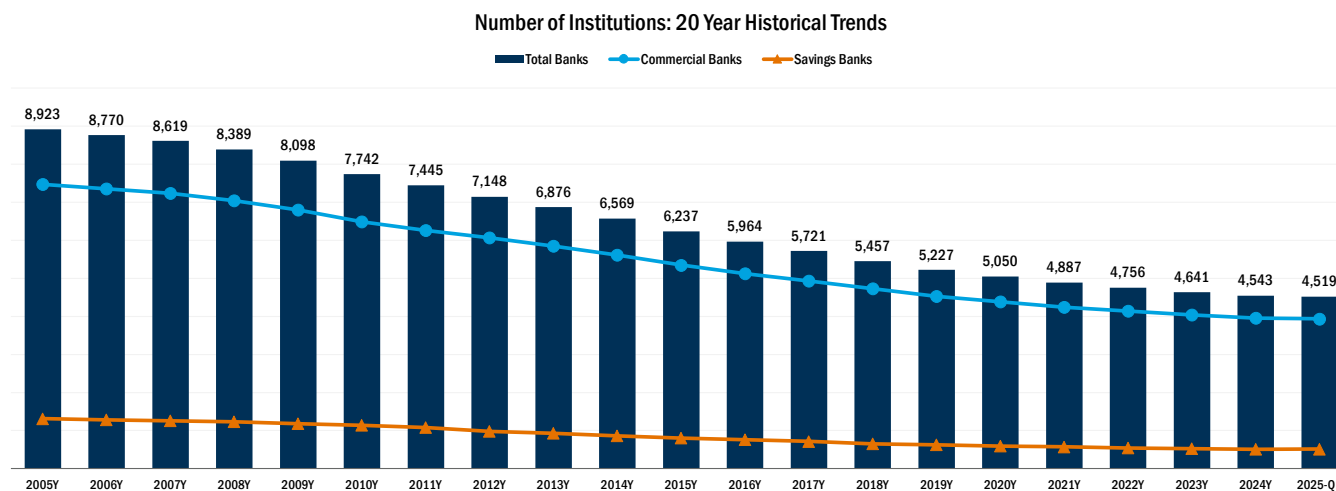
The Community Bank Ecosystem



The ecosystem is a network of organizations – including suppliers, distributors, customers, competitors, government agencies and so on – involved in the delivery of a specific product or service through both competition and cooperation. The idea is that each business in the "ecosystem" affects and is affected by others, creating a constantly evolving relationship in which each business must be flexible and adaptable in order to survive, as in a biological ecosystem.

One Perspective: A Shrinking Industry

- Shrinking – number of banks down 49% since 2005
- Threatened by margin compression, growing market alternatives, and illiquid stock
- Some say obsolete



Our Perspective: Community Bank Ecosystem

A FORCE THAT MAKES A DIFFERENCE

- An aggregate powerhouse
- A national, state and local economic force
- Community & small business champion
- Enables a massive cottage industry
- Adaptive

Banks <\$5B*	2025-Q1	2010Y	Direction
Total Banks	4,232	6,852	↓
Total Assets	\$2.68 T	\$2.12 T	↑
Total Loans	\$1.84 T	\$1.37 T	↑
Total Deposits	\$2.25 T	\$1.73 T	↑
Total Securities	\$481.0 B	\$435.8 B	↑
Equity Capital	\$291.3 B	\$222.7 B	↑
Net Income	\$7.88 B	\$4.98 B	↑
Employees	372,426	505,181	↓
Branches	25,921	38,310	↓

CB Ecosystem = A National Force by Market Share

#2 Assets

#1 Loans

Institution Name	Assets (\$000)	Rank
JPMorgan Chase Bank, N.A.	3,643,099,000	1
COMMUNITY BANKS	2,683,692,976	2
Bank of America, N.A.	2,615,296,000	3
Citibank, N.A.	1,760,921,000	4
Wells Fargo Bank, N.A.	1,711,028,000	5

Institution Name	Loans (\$000)	Rank
COMMUNITY BANKS	1,838,513,677	1
JPMorgan Chase Bank, N.A.	1,367,948,000	2
Bank of America, N.A.	1,108,634,000	3
Wells Fargo Bank, N.A.	882,016,000	4
Citibank, N.A.	671,897,000	5

Institution Name	Deposits (\$000)	Rank
JPMorgan Chase Bank, N.A.	2,601,221,000	1
COMMUNITY BANKS	2,253,208,492	2
Bank of America, N.A.	2,071,624,000	3
Wells Fargo Bank, N.A.	1,419,560,000	4
Citibank, N.A.	1,361,654,000	5

Institution Name	Securities (\$000)	Rank
Bank of America, N.A.	907,704,000	1
JPMorgan Chase Bank, N.A.	665,058,000	2
COMMUNITY BANKS	480,986,551	3
Citibank, N.A.	416,782,000	4
Wells Fargo Bank, N.A.	396,949,000	5

#2 Deposits

#3 Securities

#2 Equity

#2 Net Income

Institution Name	Equity (\$000)	Rank
JPMorgan Chase Bank, N.A.	316,613,000	1
COMMUNITY BANKS	291,257,177	2
Bank of America, N.A.	246,924,000	3
Citibank, N.A.	174,255,000	4
Wells Fargo Bank, N.A.	168,241,000	5

Institution Name	Net Income (\$000)	Rank
JPMorgan Chase Bank, N.A.	12,708,000	1
COMMUNITY BANKS	7,888,639	2
Bank of America, N.A.	7,133,000	3
Wells Fargo Bank, N.A.	5,543,000	4
Citibank, N.A.	3,753,000	5

Institution Name	Branches	Rank
COMMUNITY BANKS	25,921	1
JPMorgan Chase Bank, N.A.	4,989	2
Wells Fargo Bank, N.A.	4,149	3
Bank of America, N.A.	3,591	4
PNC Bank, N.A.	2,232	5

Institution Name	Employees	Rank
COMMUNITY BANKS	372,426	1
JPMorgan Chase Bank, N.A.	228,404	2
Wells Fargo Bank, N.A.	192,066	3
Citibank, N.A.	178,683	4
Bank of America, N.A.	137,585	5

CB Ecosystem = Five Year Average Performance Comparison

Asset Growth (%)							Efficiency Ratio (%)						
	2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg		2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg
1 JPMorgan Chase Bank, N.A.	29.39	9.31	-3.18	6.03	1.89	8.69	1 JPMorgan Chase Bank, N.A.	58.98	61.48	56.87	52.23	53.66	56.64
2 Bank of America, N.A.	21.90	11.54	-4.01	5.03	1.93	7.28	2 Bank of America, N.A.	58.30	61.78	56.25	56.54	56.54	57.88
3 Citibank, N.A.	13.26	1.36	5.69	-4.50	0.72	3.30	3 Citibank, N.A.	56.81	62.66	57.63	62.51	58.41	59.60
4 COMMUNITY BANKS	9.41	3.96	0.03	0.99	0.24	2.93	4 COMMUNITY BANKS	63.30	62.95	62.62	64.30	65.32	63.70
5 Wells Fargo Bank, N.A.	3.20	0.66	-3.48	0.91	-1.60	-0.06	5 Wells Fargo Bank, N.A.	76.36	70.10	67.58	58.76	56.80	65.92
Loan Growth (%)							Non-Performing Assets (%)						
	2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg		2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg
1 JPMorgan Chase Bank, N.A.	6.29	6.00	5.42	16.36	2.17	7.25	1 Bank of America, N.A.	0.33	0.25	0.24	0.29	0.34	0.29
2 COMMUNITY BANKS	3.46	-3.94	9.13	4.44	1.38	2.89	2 Citibank, N.A.	0.43	0.30	0.24	0.32	0.29	0.31
3 Bank of America, N.A.	-5.03	5.40	6.38	0.74	4.54	2.41	3 JPMorgan Chase Bank, N.A.	0.43	0.31	0.27	0.29	0.35	0.33
4 Citibank, N.A.	-2.64	1.10	-2.29	1.88	1.65	-0.06	4 COMMUNITY BANKS	0.60	0.41	0.34	0.41	0.52	0.46
5 Wells Fargo Bank, N.A.	-5.67	-2.15	5.52	-1.62	-2.74	-1.33	5 Wells Fargo Bank, N.A.	0.98	0.73	0.59	0.71	0.75	0.75
Deposit Growth (%)							Leverage Ratio (%)						
	2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg		2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg
1 JPMorgan Chase Bank, N.A.	36.48	13.14	-4.27	2.36	0.75	9.69	1 COMMUNITY BANKS	10.68	10.59	10.97	11.22	11.36	10.96
2 Bank of America, N.A.	27.28	12.48	-4.76	-0.51	1.17	7.13	2 Citibank, N.A.	8.70	8.76	8.73	8.95	9.01	8.83
3 Citibank, N.A.	18.73	4.12	4.85	-5.15	-0.21	4.47	3 Wells Fargo Bank, N.A.	8.65	8.49	8.34	8.45	8.72	8.53
4 COMMUNITY BANKS	10.75	6.46	-0.65	-1.26	1.44	3.35	4 JPMorgan Chase Bank, N.A.	7.89	8.00	8.30	7.85	7.90	7.99
5 Wells Fargo Bank, N.A.	7.04	3.04	-6.80	-0.28	1.28	0.86	5 Bank of America, N.A.	7.68	7.56	7.68	7.59	7.63	7.63
ROAA (%)							Total Capital Ratio (%)						
	2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg		2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg
1 COMMUNITY BANKS	1.22	1.37	1.27	1.16	1.15	1.23	1 JPMorgan Chase Bank, N.A.	16.89	17.81	18.06	17.35	17.22	17.47
2 JPMorgan Chase Bank, N.A.	0.76	1.17	1.01	1.42	1.51	1.17	2 Citibank, N.A.	16.08	16.44	17.51	17.13	17.33	16.90
3 Bank of America, N.A.	0.69	1.12	1.12	1.16	1.06	1.03	3 COMMUNITY BANKS	16.36	16.37	15.57	15.72	16.03	16.01
4 Wells Fargo Bank, N.A.	0.20	0.99	0.93	1.30	1.33	0.95	4 Wells Fargo Bank, N.A.	16.00	15.21	13.92	14.56	15.09	14.96
5 Citibank, N.A.	0.54	1.09	0.89	0.65	0.77	0.79	5 Bank of America, N.A.	14.85	14.41	14.02	14.48	14.49	14.45
ROAE (%)							ACL on Loans & Leases (%)						
	2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg		2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg
1 JPMorgan Chase Bank, N.A.	8.26	13.26	11.45	15.37	16.95	13.06	1 Citibank, N.A.	3.41	2.27	2.41	2.50	2.56	2.63
2 COMMUNITY BANKS	10.52	12.24	12.66	11.60	11.00	11.60	2 JPMorgan Chase Bank, N.A.	2.77	1.51	1.72	1.68	1.79	1.89
3 Bank of America, N.A.	6.73	11.65	11.91	12.48	11.31	10.82	3 Wells Fargo Bank, N.A.	2.05	1.41	1.40	1.62	1.61	1.62
4 Wells Fargo Bank, N.A.	2.04	10.25	9.80	13.56	13.66	9.86	4 Bank of America, N.A.	2.02	1.26	1.21	1.26	1.20	1.39
5 Citibank, N.A.	5.74	11.22	9.37	6.75	7.96	8.21	5 COMMUNITY BANKS	1.36	1.35	1.23	1.25	1.23	1.28
Net Interest Margin (%)							Liquidity Ratio (%)						
	2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg		2020Y	2021Y	2022Y	2023Y	2024Y	5YR Avg
1 COMMUNITY BANKS	3.46	3.33	3.42	3.40	3.37	3.40	1 JPMorgan Chase Bank, N.A.	62.29	63.40	58.30	55.02	55.62	58.93
2 Wells Fargo Bank, N.A.	2.48	2.19	2.84	3.52	3.33	2.87	2 Bank of America, N.A.	54.38	54.77	49.90	47.08	45.93	50.41
3 Citibank, N.A.	2.63	2.42	2.76	2.91	2.86	2.71	3 Citibank, N.A.	46.05	45.00	48.87	46.37	44.86	46.23
4 JPMorgan Chase Bank, N.A.	2.13	1.74	2.21	3.05	2.96	2.42	4 Wells Fargo Bank, N.A.	45.23	45.98	40.19	26.29	26.70	36.88
5 Bank of America, N.A.	2.30	1.97	2.40	2.66	2.45	2.36	5 COMMUNITY BANKS	27.02	32.55	24.22	19.98	20.44	24.84

Strengths

1. Loan Growth
2. ROAA
3. ROAE
4. NIM
5. Tier 1 Capital

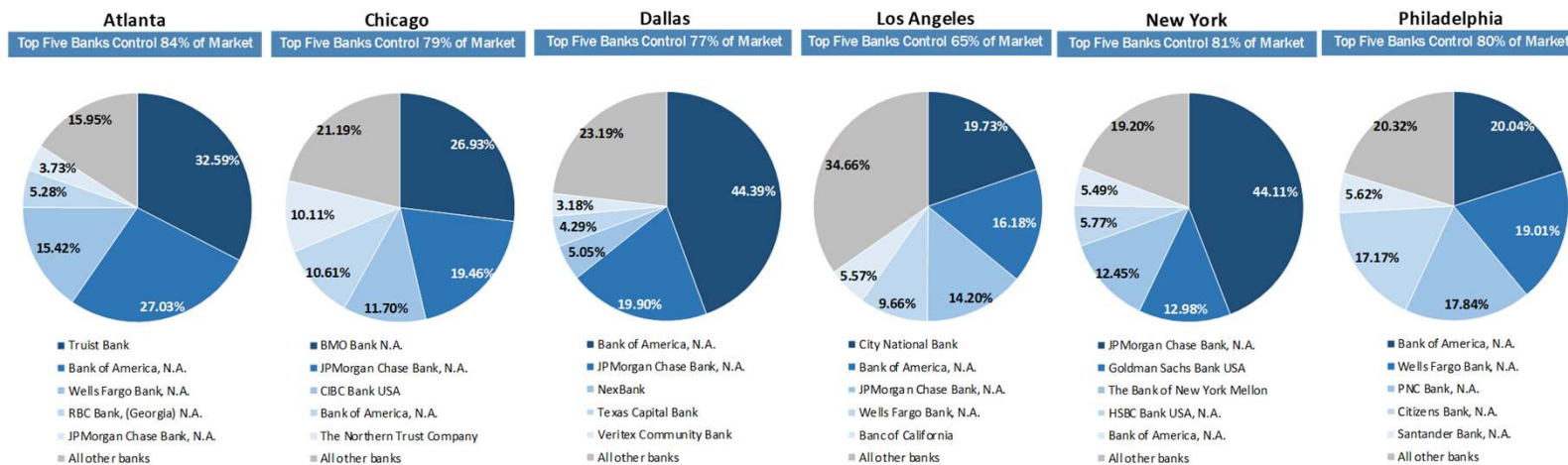
Lagging

1. Asset Growth
2. Dep Growth
3. Efficiency
4. NPAs
5. ACL
6. Liquidity

Neutral

1. Total Capital

CB Ecosystem = Market Share

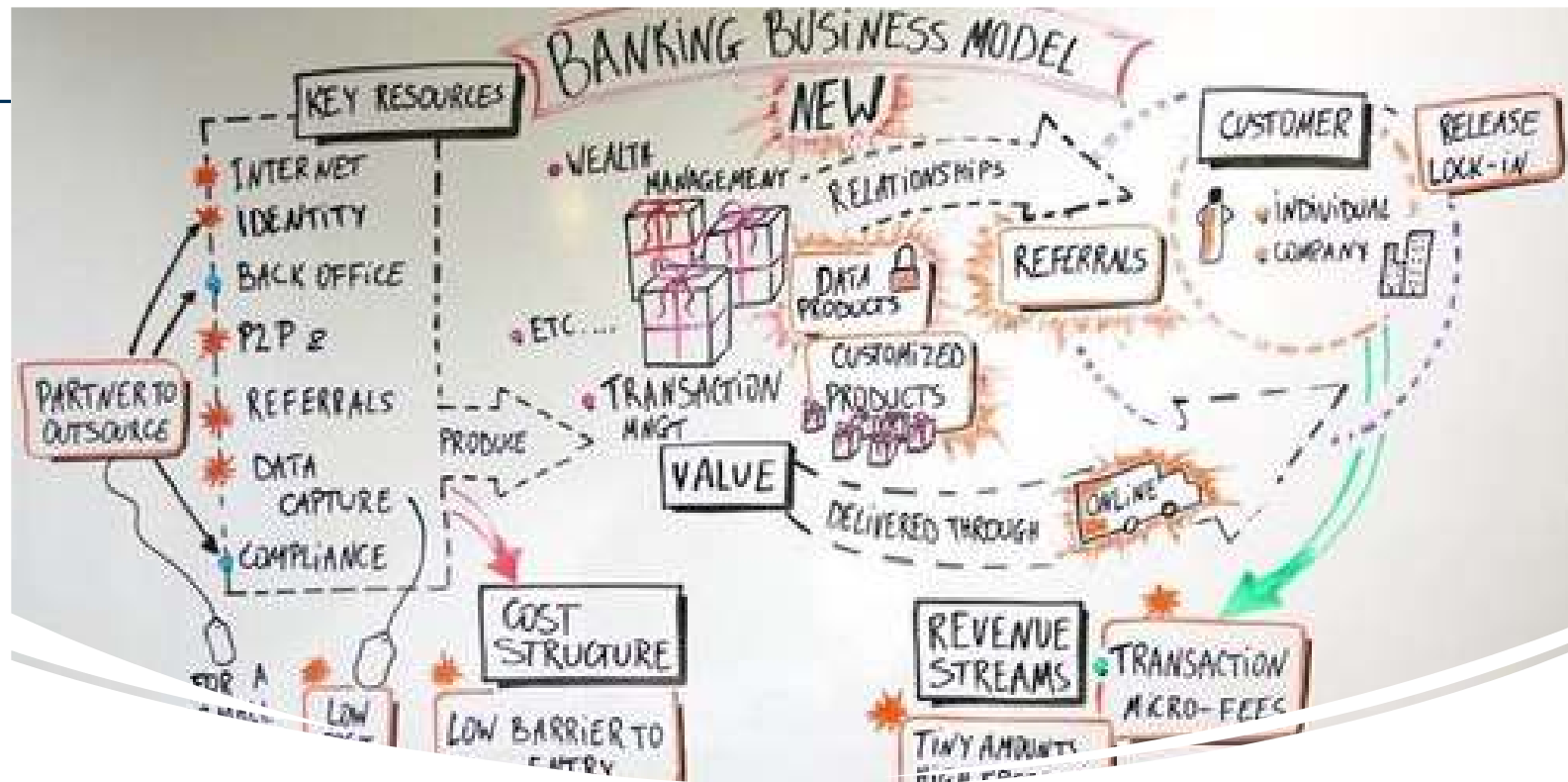


Market	Banks (#)	Branches (#)	HQ Banks (#)	Deposits 2019	Deposits 2024	Deposit Growth	Top 5 Banks	All Others
Atlanta	37	155	3	90,298,109	107,593,098	19.2%	84.05%	15.95%
Chicago	66	484	12	208,148,191	315,486,943	51.6%	78.81%	21.19%
Dallas	90	348	6	175,467,035	231,978,772	32.2%	76.81%	23.19%
Los Angeles	59	309	2	156,744,071	161,389,571	3.0%	65.34%	34.66%
Miami	55	431	6	106,695,205	154,421,835	44.7%	55.64%	44.36%
New York	84	529	16	1,162,673,338	1,623,123,445	39.6%	80.80%	19.20%
Philadelphia	37	256	6	49,751,221	72,160,861	45.0%	79.68%	20.32%

Community Bank Ecosystem – Changing the Rules of Engagement

- Forward looking opportunities:
 - Targeted collaboration
 - Buying power
 - Re-defined digital strategies

- Next generation banking models:
 - Specialization
 - Partnerships
 - Hybrids
 - Alternative delivery



**Forward
Looking**

**CB Models Evolving & Taking
Shape**

What's Working – Current and Evolving Models

RURAL MARKET-SPECIALTY

OVERALL	2021Y	2022Y	2023Y	2024Y	2025Y	
Score	59	54	61	64	55	
Risk Level	Moderate	Moderate	Moderate	Moderate	Moderate	
	TREND					
ROAA	2.87	2.57	1.67	1.51	1.72	↑
NIM	5.15	5.00	3.94	3.84	4.14	↑
NII	0.08	0.06	0.14	0.12	0.13	↑
T1LVR	11.71	12.45	12.99	13.99	14.50	↑
NPA	0.14	0.00	0.05	0.10	0.23	↑
ACL	1.10	1.24	1.28	1.29	1.32	↑
NCO	0.04	0.04	0.05	0.07	-0.04	↓
30-89PD	0.31	0.24	1.00	1.36	1.15	↓
COF	0.54	0.67	2.67	3.59	3.43	↓
LDR	100.46	100.83	103.52	102.34	103.62	↑

Assets: \$352M

ROAA: 1.72%

NIM: 4.14%

What's working:

1. Specialty Lending – Mobile Home, AG equipment, & commercial vehicle & auto
2. No checking accounts
3. Efficiency
4. Asset quality

RURAL-TRADITIONAL

OVERALL	2021Y	2022Y	2023Y	2024Y	2025Y	
Score	52	47	41	36	35	
Risk Level	Moderate	Moderate	Low-Mod	Low-Mod	Low-Mod	
	TREND					
ROAA	1.56	1.62	1.78	1.75	1.78	↑
NIM	3.72	3.82	4.64	4.78	4.88	↑
NII	0.62	0.63	0.51	1.65	0.72	↓
T1LVR	8.37	9.25	10.80	11.92	12.34	↑
NPA	0.33	0.07	0.32	0.26	0.23	↓
ACL	1.19	1.17	1.34	1.30	1.31	↑
NCO	0.08	0.11	0.10	0.11	0.05	↓
30-89PD	0.40	0.97	0.46	0.97	0.49	↓
COF	0.06	0.05	0.28	0.63	0.49	↓
LDR	59.77	62.13	70.94	72.68	72.20	↓

Assets: \$1.6B

ROAA: 1.78%

NIM: 4.88%

COF: 0.49%

Non-II: 0.72%

Multiple of TB: 1.55X

What's working:

1. DDA: 50%
2. Efficiency: 51%
3. Asset quality

What's Working – Current and Evolving Models

TRADITIONAL + SPECIALTY

OVERALL	2021Y	2022Y	2023Y	2024Y	2025Y	
Score	45	41	38	39	42	
Risk Level	Low-Mod	Low-Mod	Low-Mod	Low-Mod	Low-Mod	
	TREND					
ROAA	1.53	1.79	2.31	1.91	1.92	↑
NIM	5.03	5.46	5.81	5.22	5.01	↓
NII	0.37	0.55	0.63	0.53	0.47	↓
T1LVR	9.62	9.96	10.15	10.28	10.10	↓
NPA	0.05	0.21	0.19	0.23	0.19	↓
ACL	1.16	1.16	1.08	0.99	0.99	---
NCO	0.01	0.01	0.01	0.02	0.00	↓
30-89PD	0.01	0.00	0.23	0.03	0.27	↑
COF	0.12	0.15	0.94	1.74	1.68	↓
LDR	82.61	84.18	86.95	87.48	86.48	↓

Assets: \$1.2B

ROAA: 1.92%

NIM: 5.01%

COF: 1.48%

What's working:

1. Community Bank-w/kickers: Res 1-4, Nat'l Factoring Platform
2. Funding sources – 40% NIBD
3. Asset quality

TRADITIONAL + SPECIALTY

OVERALL	2021Y	2022Y	2023Y	2024Y	2025Y	
Score	39	37	38	39	41	
Risk Level	Low-Mod	Low-Mod	Low-Mod	Low-Mod	Low-Mod	
	TREND					
ROAA	2.20	2.38	2.61	2.45	2.19	↓
NIM	4.28	4.48	5.16	5.29	5.35	↑
NII	0.97	1.16	2.10	2.29	2.48	↑
T1LVR	11.44	11.68	13.58	14.33	14.66	↑
NPA	0.27	1.42	0.54	0.72	0.99	↑
ACL	1.35	1.16	1.08	1.11	1.19	↑
NCO	0.01	0.02	0.16	0.13	0.06	↓
30-89PD	0.56	0.09	0.14	0.69	1.75	↑
COF	0.09	0.11	0.57	0.88	0.80	↓
LDR	76.41	77.76	79.74	82.06	81.38	↓

Assets: \$1.4B

ROAA: 2.19%

NIM: 5.35%

COF: 0.80%

Non-II: 2.48%

What's working:

1. Hybrid Community – Business Bank & Payments Platform
2. DDA: 44%
3. Efficiency: 56%
4. Asset quality

Performance Framework: Utilizing Relative Value

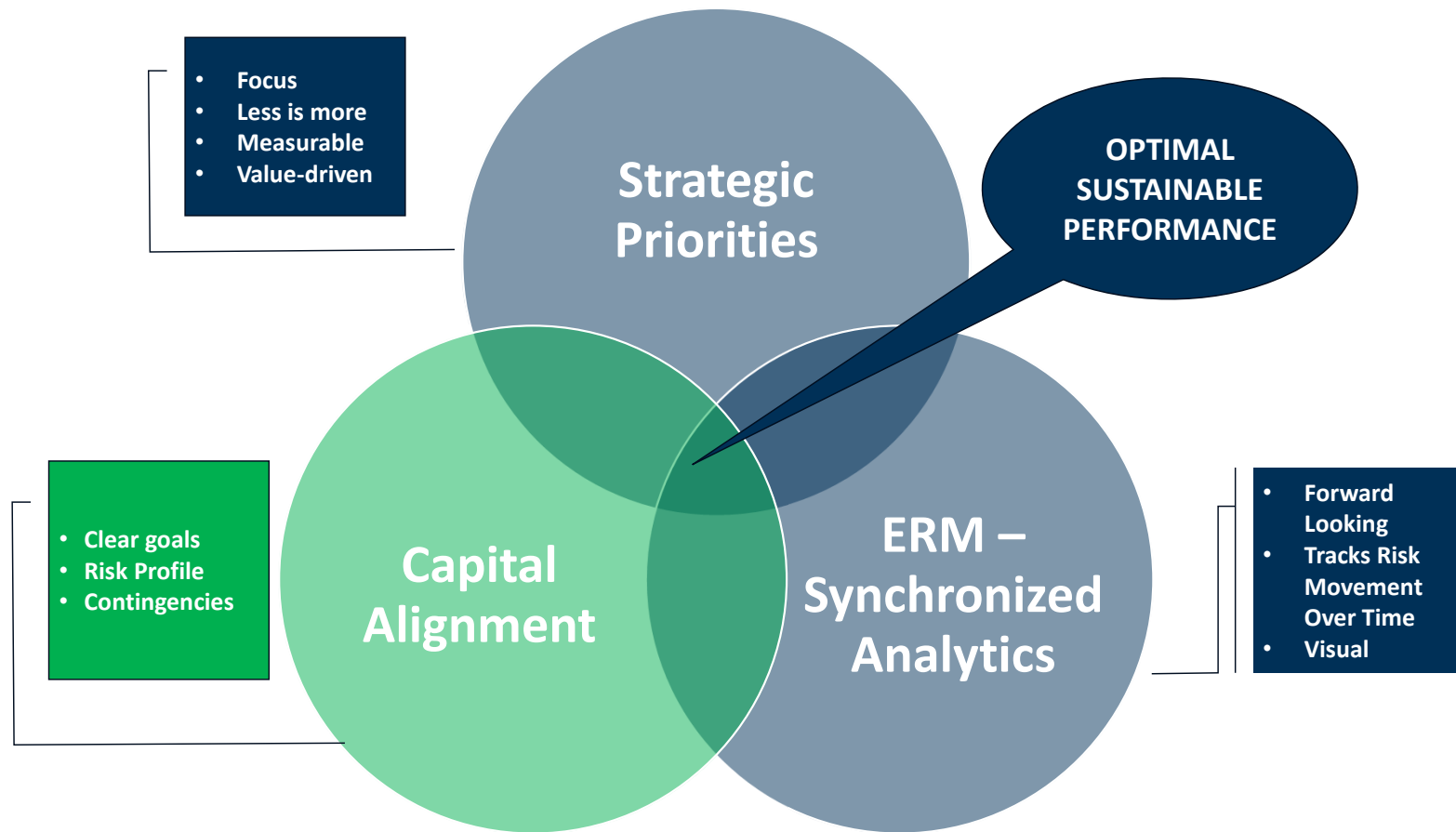
Top Quartile Performance – Four Categories or More

Institution Name	City, State	Assets (\$000)	AGR	LGR	DGR	ROAA	ROAE	NIM	ER	NPA	NII	NIBD	COF
PS Bank	Wyalusing, PA	615,344	8.07	9.07	9.01	1.77	19.64	3.42	54.90	0.14	0.70	29.62	1.06
ACNB Bank	Gettysburg, PA	3,242,501	13.43	16.64	12.89	1.47	14.57	3.62	60.23	0.24	0.60	20.91	0.60
The Fidelity Deposit and Discount Bank	Dunmore, PA	2,695,990	11.48	10.57	11.94	1.35	17.76	3.05	58.41	0.16	0.71	25.38	1.11
First Commonwealth Bank	Indiana, PA	12,205,300	7.41	8.66	7.41	1.72	15.16	3.57	55.01	0.53	0.94	28.21	1.10
First Resource Bank	Exton, PA	697,222	11.51	13.99	12.65	1.33	16.97	3.59	60.55	0.08	0.20	20.08	1.77
Orrstown Bank	Harrisburg, PA	5,387,740	17.33	17.20	16.81	1.49	15.49	3.62	62.85	0.57	0.87	19.98	1.14
Somerset Trust Company	Somerset, PA	2,448,937	9.96	9.35	10.19	1.32	20.94	3.93	67.98	0.81	0.87	24.02	1.21
The Honesdale National Bank	Honesdale, PA	1,072,083	6.47	9.89	6.74	1.63	13.15	3.80	59.15	0.19	0.74	33.18	0.94
First National Bank and Trust Company of Ne	Newtown, PA	1,142,926	0.75	4.14	0.93	1.42	28.14	2.77	57.87	0.07	0.68	47.83	0.14
Firsttrust Savings Bank	Conshohocken, PA	5,200,371	1.17	4.52	3.03	1.91	19.41	3.70	54.59	0.45	0.71	32.86	1.42
Kish Bank	Belleville, PA	1,833,878	12.42	17.00	10.06	1.23	15.74	3.33	67.71	0.08	0.80	16.15	1.67
Meridian Bank	Wayne, PA	2,510,685	9.15	8.42	12.42	1.54	15.41	3.67	68.48	1.53	2.40	14.75	2.23
The Ephrata National Bank	Ephrata, PA	2,224,234	8.96	13.00	8.78	1.12	14.38	3.06	68.64	0.32	0.84	37.76	0.99
Tristate Capital Bank	Pittsburgh, PA	21,174,085	17.35	15.40	18.79	0.98	14.95	2.01	49.79	0.14	0.14	3.82	2.67
American Bank	Allentown, PA	1,017,803	7.56	7.10	9.25	1.49	14.68	2.83	49.29	0.23	0.28	13.63	1.70
Apollo Trust Company	Apollo, PA	206,754	4.88	7.16	1.19	1.32	13.21	4.07	69.83	0.10	0.77	45.51	0.59
Asian Bank	Philadelphia, PA	615,886	19.86	20.10	19.17	1.57	8.76	3.23	49.86	0.19	0.16	21.57	1.83
Customers Bank	Malvern, PA	22,541,660	4.35	1.07	12.19	1.46	19.62	3.32	47.39	0.30	0.37	24.56	2.17
Elderton State Bank	Elderton, PA	417,830	7.18	8.21	5.70	1.70	14.54	3.46	51.28	1.43	0.27	14.57	1.55
First Citizens Community Bank	Mansfield, PA	2,962,570	9.50	9.85	7.36	1.45	14.49	3.38	57.90	0.61	0.49	18.45	1.42
Nextier Bank, N.A.	Kittanning, PA	2,821,168	11.40	10.37	11.58	1.33	14.83	3.10	57.30	0.46	0.43	21.15	1.58
Peoples Security Bank and Trust Company	Dunmore, PA	5,100,261	12.83	13.77	12.20	1.33	12.13	3.46	59.75	0.22	0.59	22.64	1.63
Quaint Oak Bank	Southampton, PA	671,994	7.88	9.93	8.67	1.08	14.77	3.20	75.10	0.42	1.84	14.09	2.42
Second Federal Savings and Loan Association	Philadelphia, PA	41,185	13.18	19.92	19.86	1.09	6.07	3.47	61.84	0.00	0.06	1.50	2.12
SEI Private Trust Company	Oaks, PA	270,720	5.49	0.00	0.00	48.48	53.81	3.11	61.69	0.00	123.64	0.00	0.01
The Haverford Trust Company	Radnor, PA	182,992	1.72	14.28	-1.98	7.38	38.80	1.90	80.14	0.00	35.62	0.00	2.39
The National Bank of Malvern	Malvern, PA	215,233	5.48	3.00	5.19	1.72	12.98	3.76	56.48	0.35	0.15	35.83	0.83
The Philadelphia Trust Company	Philadelphia, PA	26,813	5.54	4.60	0.89	13.40	19.19	2.90	70.11	0.00	42.45	1.02	0.89
Atlantic Community Bankers Bank	Camp Hill, PA	947,464	4.30	12.62	5.08	1.41	9.67	2.44	68.43	0.25	2.08	52.87	1.98
Bank of Bird-in-Hand	Bird In Hand, PA	1,677,513	25.48	27.50	25.44	0.92	8.56	2.71	62.50	0.02	0.24	10.06	1.91
Citizens & Northern Bank	Wellsboro, PA	2,598,271	3.19	3.57	3.27	1.45	12.86	3.58	63.59	0.93	1.11	26.09	1.15
Embassy Bank for the Lehigh Valley	Bethlehem, PA	1,759,683	4.80	2.57	6.56	1.10	17.56	2.57	58.84	0.02	0.17	22.82	1.01
Farmers and Merchants Trust Company of Ch	Chambersburg, PA	2,287,488	9.47	10.27	7.91	1.20	16.03	3.21	67.32	0.18	0.93	18.08	1.16
Fulton Bank, N.A.	Lancaster, PA	31,895,491	4.53	4.96	5.05	1.50	14.19	3.31	60.01	0.61	0.91	27.18	1.18
Harleysville Bank	Harleysville, PA	902,147	1.62	4.24	0.59	1.48	15.24	2.97	54.80	0.30	0.28	15.16	0.92
Hometown Bank of Pennsylvania	Bedford, PA	408,923	10.88	11.26	10.64	0.99	13.17	3.01	66.60	0.09	0.28	23.50	1.35
Hyperion Bank	Philadelphia, PA	488,329	15.58	16.15	17.84	0.91	8.82	3.90	73.36	0.70	0.17	14.50	2.03
LINKBANK	Camp Hill, PA	2,886,210	56.97	75.68	55.40	0.83	7.13	3.32	74.91	0.56	0.43	24.34	1.32
Mid Penn Bank	Millersburg, PA	6,338,859	21.06	17.05	22.29	1.30	11.43	3.17	59.51	0.30	0.41	19.21	1.45
S&T Bank	Indiana, PA	9,804,014	2.20	2.38	1.96	1.79	13.55	3.76	53.80	0.37	0.66	30.76	1.13
SSB Bank	Pittsburgh, PA	357,617	11.57	10.22	14.36	0.83	10.58	2.89	72.02	1.99	0.86	20.00	1.98
United Bank of Philadelphia	Philadelphia, PA	51,698	-1.68	-4.74	-2.89	1.09	8.93	5.28	95.98	6.55	2.46	37.27	0.06

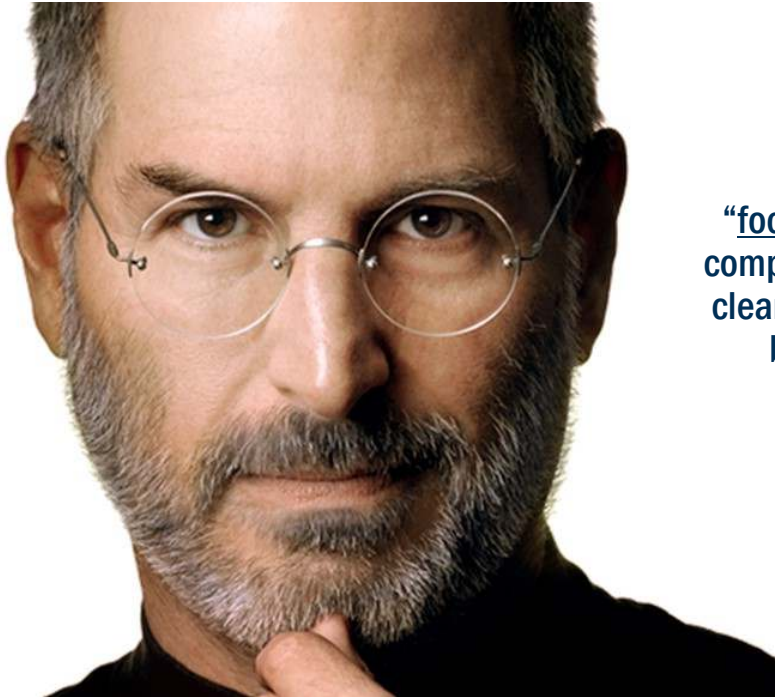
Evaluate industry performance levels
 Select your targets
 Launch your tracking system
 Build and implement your plan

Synchronizing Performance and Risk Management Priorities

Aligning Intelligence



Strategic Thinking

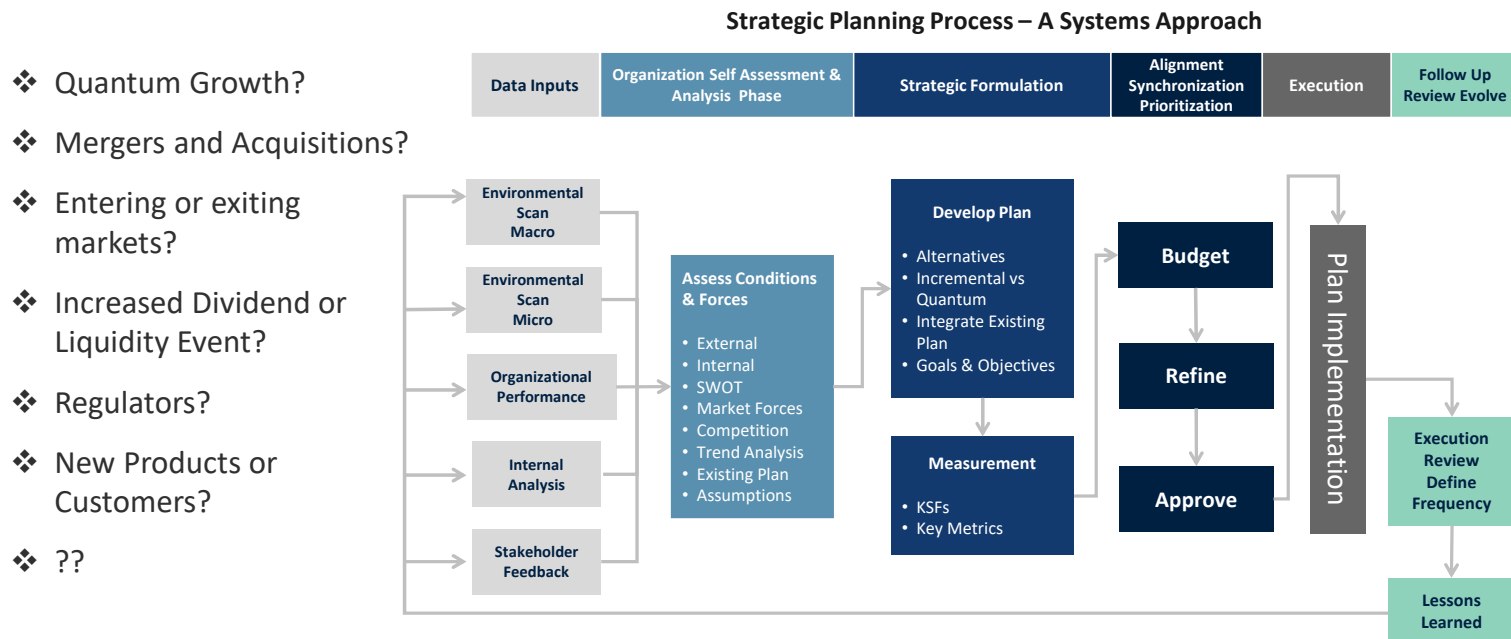


“focus and simplicity.” Simple can be harder than complex: You have to work hard to get your thinking clean to make it simple. But it’s worth it in the end because once you get there, you can move mountains.”

“fewer things, better things”

Strategic Planning

The Challenge(s): Creating a True Competitive Advantage?



Capital Planning Driving Forces

- OCC Bulletin 2018-20/2012-16 compliance
- FRB SR 15-19
- FDIC response to adverse condition or guidance
- Growth: aligning capital adequacy with growth trajectory
- Elevated Risk: products, customers, business lines, etc.
- Strategic Factors: M&A, new capital, stock buy back, dividends, etc.
- Adverse Condition(s): MRA, MOU, Written Order, etc.
- Strong capital stewardship

Capital Overview and Framework

OCC directive: Capital planning is a dynamic and ongoing process that, to be effective, should be forward-looking in incorporating changes in a bank's strategic focus, risk tolerance levels, business plans, operating environment, or other factors that materially affect capital adequacy. Capital planning helps the bank's board and senior management:

- identify risks, improve their understanding of the bank's overall risks, set risk tolerance levels, and assess strategic choices in longer-term planning.
- identify vulnerabilities such as concentrations and assess the impact on capital.
- integrate business strategy, risk management, and capital and liquidity planning decisions, including due diligence for a merger or acquisition.
- have a forward-looking perspective on the bank's capital needs, including capital needs that may arise from rapid changes in the economic and financial environment.

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Capital And Liquidity Plan Framework



Capital Risk Analyzer – Tier 1 Leverage Capital Buffer

Sample Bank

Report Period

12/31/2024

Bank's Minimum (Policy)

8.5000%

Tier 1 Leverage Ratio

11.2011%

Tier 1 Capital

\$78,368

Total Assets (Leverage Purposes)

\$699,644

Risk Rating

Capital Risk Buffer

Low

0.00%

Low - Moderate

1.00%

Moderate

2.50%

Moderate - High

4.00%

High

5.00%

Capital Risk Analyzer

Tier 1 Leverage Capital Buffer by Risk Category

Risk Categories	COMPOSITE		Risk-Weighting ²	Capital Risk Buffer	Weighted Risk Buffer	Tier 1 Capital
	Risk Score	Risk Rating ¹				
Credit Risk	3.00	Moderate	35.00%	2.50%	0.875%	\$ 6,122
Interest Rate Risk	3.00	Moderate	15.00%	2.50%	0.375%	\$ 2,624
Liquidity Risk	3.00	Moderate	15.00%	2.50%	0.375%	\$ 2,624
Operational Risk	3.00	Moderate	15.00%	2.50%	0.375%	\$ 2,624
Capital Risk	2.00	Low-Moderate	10.00%	1.00%	0.100%	\$ 700
Strategic Risk	2.00	Low-Moderate	10.00%	1.00%	0.100%	\$ 700
Total:	2.80		100.00%		2.200%	\$ 15,392

Note: Dollar figures in thousands

1 - LOW	2 - LOW-MOD	3 - MODERATE	4 - MOD-HIGH	5 - HIGH
\$ -	\$ 2,449	\$ 6,122	\$ 9,795	\$ 12,244
\$ -	\$ 1,049	\$ 2,624	\$ 4,198	\$ 5,247
\$ -	\$ 1,049	\$ 2,624	\$ 4,198	\$ 5,247
\$ -	\$ 1,049	\$ 2,624	\$ 4,198	\$ 5,247
\$ -	\$ 700	\$ 1,749	\$ 2,799	\$ 3,498
\$ -	\$ 700	\$ 1,749	\$ 2,799	\$ 3,498
\$ -	\$ 6,996	\$ 17,491	\$ 27,986	\$ 34,982

Tier 1 Leverage Capital

Regulatory Standard for Tier 1 Leverage Ratio	5.0000%	\$ 34,982
Implied Minimum Target Tier 1 Leverage Ratio per Risk Assessment	7.2000%	\$ 50,374
Bank's Minimum (Policy) Target Range for Tier 1 Leverage Ratio	8.5000%	\$ 59,470
Risk Assessment Buffer: Bank's Minimum (Policy) Less Implied Minimum	1.3000%	\$ 9,095
Bank's Tier 1 Leverage Ratio	11.2011%	\$ 78,368
Risk Assessment Buffer: Tier 1 Leverage Less Implied Minimum	4.0011%	\$ 27,994

Tier 1 Leverage Capital Summary

Regulatory Standard	5.0000%	\$ 34,982
Buffer: Based on Risk Profile	2.2000%	\$ 15,392
Buffer: Bank's Minimum (Policy) Less Implied Minimum	1.3000%	\$ 9,095
Buffer: Actual Capital above Bank's Minimum (Policy)	2.7011%	\$ 18,898
Actual Stated Tier 1 Leverage Ratio	11.2011%	\$ 78,368

Capital Risk Analyzer

Tier 1 Leverage Ratio (%)

PCA Well-Capitalized	5.0000
Implied Minimum	7.2000
Bank's Minimum (Policy)	8.5000
Actual Tier 1 Leverage Ratio	11.2011

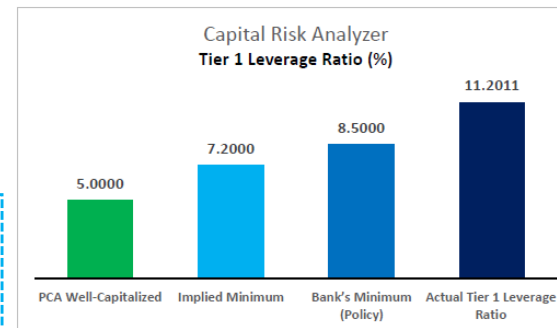
Note 1 -- Composite Risk Rating is based on the Bank's most recent Enterprise Risk Assessment.

Note 2 -- Risk-Weighting integrates the Bank's risk appetite and the level of risk associated with each risk category. This risk-weighting may change as market conditions change.

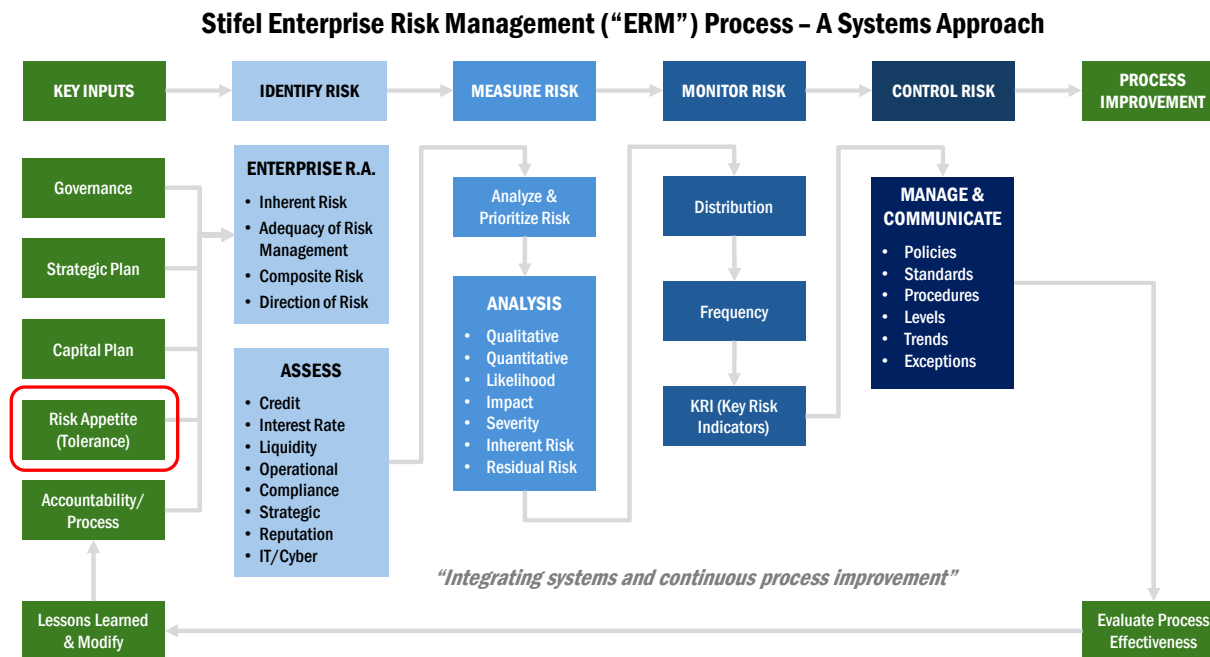
Risk Rating	Capital Risk Buffer
Low	0.00%
Low - Moderate	1.00%
Moderate	2.50%
Moderate - High	4.00%
High	5.00%

Note: Dollar figures in thousands

1 - LOW	2 - LOW-MOD	3 - MODERATE	4 - MOD-HIGH	5 - HIGH
\$ -	\$ 2,449	\$ 6,122	\$ 9,795	\$ 12,244
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ERM: “Manage Risk in Creating, Preserving, and Realizing Value”



The Five Non-Negotiables of ERM

1. **Risk Appetite**: Does your risk appetite clearly define the level of risk you are taking in each risk category and align with your strategy? Defines KRIs and KPIs tolerances. Does it calibrate your assessment system?
2. **Risk Assessment**: Does your risk assessment system or platform integrate qualitative and quantitative data? Does it aggregate at the key risk levels?
3. **Top Risk Mitigation**: Does your process identify the top critical risks that impact earnings and value – and facilitate mitigation solutions
4. **Tracking & Reporting**: A routine (quarterly) tracking and reporting system that provides useful trend analysis, forward looking considerations and management and board friendly interface.
5. **Manageability**: a process that leverages technology, subject matter expertise and efficiencies.



*“manage risk in creating,
preserving, and realizing value”*

-COSO 2017

Closing Thoughts

- Future is bright for community banking
- Focus on strengths
- Specialization is proving to be a durable edge
- Less is more – Fewer Things – Better Things (Steve Jobs)
- Common Data Set for multiple disciplines
- Aligning Strategy and Capital Adequacy with Risk Management is a path to Optimal Performance

Closing Thoughts

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Q&A

Performance Management Group

The Performance Management Group provides strategic, capital, advisory and risk management solutions for depository institutions. Its web-based services and subject matter expertise equip executive teams with actionable intelligence and unique financial solutions.

Strategic Planning

Develop and execute a targeted, performance-driven plan that focuses on your institution's priorities for growth, earnings, technology, target markets, risks/rewards, and other strategic areas of focus. Using PMG's proven process of aggregating industry data and producing meaningful guidance, institutions will be able to evaluate myriad alternatives and ultimately engineer a focused and actionable strategic plan.

Capital & Liquidity Planning

Make sure your institution is meeting capital requirements and regulatory expectations. PMG's comprehensive Capital & Liquidity Plan solution includes the necessary components for management teams and boards to assess capital adequacy when considering its strategy, risk profile, and capital contingencies.

Enterprise Risk Management

Use our modular, web-based Enterprise Risk Management solution to identify, measure, monitor and control your risk. With scalable features and "board-friendly" tracking and reporting, it includes all the components needed to implement a forward-looking fully integrated ERM "process."

Interactive Analytics

Using new age solutions to bring quality intelligence to the decision-making process, PMG's entire suite of services is built on a first generation, client support center and industry intelligence system.

Clients have access to its customizable risk analysis systems and databases, which include more than 20 million bank records.

- Interactive icon-driven intuitive dashboard
- Over 20 million bank records in database
- Track and report over 150 key risk trends
- Custom benchmarking and trend analysis
- Forecast/What If App - up to eight 5-year scenarios
- Capital Risk Analyzer synced to Bank Risk Profile
- Call Report Analyzer
- Bank vs. Bank Analyzer and Merger App
- ERM assessment suite includes over 22 unique assessments

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2025 ACBB SUMMIT

Break



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ATLANTIC COMMUNITY
BANKERS BANK

SESSION #5

Gain Traction: Systems And Partners That Drive Results



Key Thoughts on Traction

- There is a difference between **CHANGE** and **TRANSFORMATION**
 - Change is a to-do list, Transformation is a to-be list
- Understand the implications of **SPENDING** vs. **INVESTING**
- Start with a **VISION** of the future state
- Assemble the right **PEOPLE** and surround them with the appropriate **PROCESS & INFRASTRUCTURE**
- Stop creating **EXPECTATIONS** and start making **AGREEMENTS** with people.
- Create **FOCUS**. Often, doing **LESS** results in **MORE** progress.
- Start initiatives with the expectation of a **POST-MORTEM** to review results

WRAP UP

Activation

Which single goal, if achieved in the next 90 days, would create the greatest impact for your bank?

