



Fleur de Lis

Sentinel

JUNE 2018

FOR OUR COMMUNITY



YOU SAVE



INVESTS
LOCAL AND
SMALL BUSINESSES



SUPPORTS
LOCAL COMMUNITY



NEIGHBORHOOD
THRIVES



YOU THRIVE

Community Bank, Defined

Informationally, I happen to agree with a banking colleague (Mark Ellingson) at Lewis & Clark Bank, who defined community banking as six principles that outline a community bank's responsibility to its clients and community:

The bank should know its clients, and the community should know the bank. Community banks ought to pride themselves on knowing clients' names and important details of their businesses.

The reputation of the bank should rely on its community profile. A worthwhile community bank is measured by high regard among its clients as well as its renown within its business community.

The bank's loan decisions should be community-minded. The decisions should be fair, honest, consistent, and trustworthy to all concerned. Though community banks cannot always say "yes" to every loan request, bankers should stand by their answer, even if that answer is "no". Ownership of the loan decision lands squarely on the shoulders of the loan officer; no one else is there to blame or hide behind.

Community banks do not, and should not, have marketing budgets equivalent to much larger institutions. The strength of our employees, not our marketing campaigns, needs to be the primary reason a client decides to do business with us. Once a client gets to know a community bank, he or she will likely not decide to bank anywhere else.

Community banks should put client relationships first. Many financial institutions like to talk about "relationships" until a client needs something the bank doesn't want to provide. In the more than twenty years I'd spent working for a national bank, I often heard clients voice complaints like, "I've had a relationship with this bank for more than 25 years, and you can't or won't help me with this?" It's not always a fun process for the client or the bank, but it can be gratifying and productive when we work through the difficulties together.

Community bankers should be involved in their community. Although we can't directly spend large sums of money supporting the many worthy causes in the community, our employees most often work alongside other businesses and local governments to make our community a better place in which to live and work. Community banks understand their positions and their roles. I am often asked how our independent bank competes with the larger national banks. My response is this: We know who we are, and although our niche is smaller than the big guys, we fulfill an important role that only a community-minded institution can. Just ask our clients.

You might NOT be a community bank if...

- You have to call headquarters for an approval
- You maintain a rural branch to fund your metro branch
- You charge a \$25 fax fee to fax a loan pay-off
- You close rural branches when their deposits drop below \$20M and you reassign those customers to a branch 20 miles down the road (inconvenience for the customer but less overhead for you)
- Your main phone line is answered by an automated system
- You lose interest in an industry when it is in an economic downturn or you've recently lost money on a couple of deals in that industry

Meet Our Interns!



Jason Sermersheim - Springs Valley Bank & Trust Company is excited to welcome Jason Sermersheim as a summer Finance Intern. Working in Trust, Jason will assist administration personnel with daily projects that will help create a better investment model for our customers. Jason is a 2015 graduate of Jasper High School. He is currently an undergraduate student attending Indiana University (IU). He is majoring in finance and business analytics, and is expected to graduate with his Bachelor of Science degree in May 2019.



Hunter Whitaker - Springs Valley Bank & Trust Company is excited to welcome Hunter Whitaker as a summer Finance Intern. Working in Administration, Hunter will assist administration personnel with daily projects that include stress testing, Current Expected Credit Loss Model (CECL), Integrative Teller Machines (ITM's), rolling out an intranet, and other projects as assigned. Hunter is a 2014 graduate of Springs Valley High School. He is currently an undergraduate student attending Franklin College. He is majoring in finance and is expected to graduate with his Bachelor of Science degree in December 2019.

Springs Valley Promotions!



Zach Patton - Springs Valley Bank & Trust Company recently promoted Zachary "Zach" Patton to Assistant Vice President in addition to his current role of Mortgage Loan Officer (NMLS #663378). Zach joined Springs Valley Bank & Trust Company as the Paoli Retail Banking Center Manager in 2015. He transitioned into a Mortgage Loan Officer role in 2016. Patton is a 2006 graduate of Paoli Jr. & Sr. High School and holds a Bachelor of Science degree in Finance from Indiana University Southeast. He is a coach of the Paoli Junior High Boys Basketball and Paoli Youth Football. He resides in Orange County with his wife, Emily, and daughter Oakley.



Brian Smith - Springs Valley Bank & Trust Company recently promoted Brian P. Smith to Vice President in addition to his current role of Commercial Loan Officer. Smith began his career with Springs Valley in 2015, as the Third Avenue Banking Center Manager & Commercial & Mortgage Loan Officer for Dubois and surrounding counties. Brian and his wife April are proud parents of three children, Chloe, Drake, and Eliot. They reside in Dubois County. He is a member of Holy Family Catholic Church and is involved with many of his children's activities. Brian's hobbies include: hunting, fishing, traveling and spending time with his family.



Brian Schwartz - Springs Valley Bank & Trust Company recently promoted Brian Schwartz to Assistant Vice President in addition to his current role of Loan Operations Manager. Brian joined Springs Valley Bank & Trust Company as a Loan Processor in 2014. He transitioned into the Loan Operations Manager role in 2016. Schwartz is a graduate of Jasper High School and holds an Associate Degree in Business Management and Accounting from Vincennes University. He resides in Dubois County with his wife, Julie. Brian's hobbies include: biking, camping, traveling, watching IU Basketball, watching St. Louis Cardinals baseball, and spending time with family & friends. He is a member of Saint Joseph Catholic Church and an associate member of Shiloh United Methodist Church in Jasper.



Tina Qualkenbush - Springs Valley Bank & Trust Company recently promoted Tina Qualkenbush to Vice President in addition to her current role of Mortgage Loan Officer (NMLS #451145). Tina began her banking career with Springs Valley in June of 1999 at the French Lick Banking Center. She started her career as a Loan Clerk and transitioned to Consumer Loan Officer in 2005. In 2009, Tina was promoted to Assistant Vice President & Mortgage Loan Officer. Tina and her husband Donald reside in Orange County and have a son, Damon & daughter-in-law, Alexis.



Shane Buffington - Springs Valley Bank & Trust Company recently promoted Matthew "Shane" Buffington to Vice President in addition to his current role of Special Accounts Officer. Shane began his career with Springs Valley in March of 1988. He started his career as a bank teller and has held several positions within his 30 years at Springs Valley. Positions held include Data Processing, Consumer Loan Officer, Internet Coordinator, and most recently Assistant Vice President & Special Accounts Officer. Shane and his wife Mendy are proud parents of a son, Zerek. They reside in Orange County. His hobbies include motorcycling, motor touring, home mechanics, hiking, Geotracking, studying maps, and internet surfing.

Indiana Bankers Association (IBA)



Five Star Member

Five Star Member: Springs Valley Bank & Trust Company has been honored as a Five Star Member of the Indiana Bankers Association (IBA). The award was presented on May 2 at the IBA Mega Conference in downtown Indianapolis, in recognition of Springs Valley's Association involvement throughout 2017. The Five Star Member designation recognizes those IBA-member banks which demonstrate outstanding commitment to the Association in five areas: political awareness, issues advocacy, life-long learning, IBA volunteerism, and Preferred Service Provider utilization. Pictured: Amber R. Van Til (left), President & CEO of the Indiana Bankers Association, presents the Five Star Member award to Vicki Englert, Vice President & eServices Manager, Springs Valley.



MAXI Award

Springs Valley Bank & Trust Company won a MAXI Award from the Indiana Bankers Association (IBA) at the 2018 IBA Mega Conference on May 3 in downtown Indianapolis. MAXI Awards are presented annually to IBA-member institutions to recognize bank marketing excellence in Indiana. Springs Valley won an award for its Cyber Security Brochure. Pictured: Dianna Land, SVP of HR/Marketing; Bailee Moser, 2017 Marketing Intern; and Mallory Wendholt, Marketing Specialist.



Crossroads Behavioral Health Center Groundbreaking

Springs Valley Bank & Trust Company is excited to be a financial partner on a \$10 million behavioral health facility, Crossroads Behavioral Health, that will be located in the former St. Joseph's Hospital building in Huntingburg.

Dr. Ijaz Mahmood, the facility owner, held a groundbreaking ceremony on May 16, 2018. The facility is expected to open around the end of the year. This facility will be an in-patient hospital for the treatment of dementia and

Alzheimer's patients. Ken Schnaus, Vice President & Commercial Lender, is a vital member of this lending team relationship and represented Springs Valley during the recent groundbreaking ceremony.

LET SPRINGS VALLEY BE YOUR
SUPERHERO!
 HOME
 IMPOSSIBLE!

**\$500.00
 CASH BACK!**



PICTURED:
Tori, daughter of Sandy Hemmerlein, Vice President & Trust Officer
Colton, son of Craig Buse, Senior Executive Vice President & COO

WINNING THE HOME OWNERSHIP BATTLE,
 ONE MORTGAGE AT A TIME.

***\$500.00 cash back eligibility:** Customers get \$500.00 cash back after closing a purchase or refinance mortgage with Springs Valley. This offer is only available for purchase or refinance, residential first-lien loans submitted directly to Springs Valley. Purchase applications with a property address received on or after May 1, 2018 are eligible for the \$500.00 cash back promotion. \$500.00 cash back is intended for the reimbursement of mortgage closing costs. To be eligible, a customer must: (1) Have an existing or open a new Springs Valley personal checking account with direct deposit and (2) Enroll in Springs Valley automatic mortgage payment service. With this service, their mortgage payment will be automatically deducted from their Springs Valley personal checking account. Payments must go directly from a Springs Valley mortgage or to mortgages managed by third parties. A qualifying direct deposit is defined as a recurring direct deposit of a paycheck, pension, Social Security, or other regular monthly income electronically deposited by an employer or an outside agency. Personal checking account must be open for the \$500.00 cash back to be deposited. \$500.00 cash back will be deposited at the time of mortgage closing. The \$500.00 cash back will be identified as "500 Cash Back" on your monthly personal checking account statement.

Upon the customer's enrollment in automatic mortgage payment service, Springs Valley will review the account to ensure the eligibility criteria are met. This offer is not transferable, is limited to one per loan, and may be altered or discontinued at any time without notice. The \$500.00 cash back promotion may result in reportable income on Form 1099-INT to the customer and the IRS. We encourage customers to consult with personal tax advisors. All home lending products are subject to credit history and property approval. Rates, program terms and conditions are subject to change without notice. Other restrictions and limitations apply. NMLS #: 412076

Springs Valley Banking Centers



Valley Banking Center
 8482 West State Road 56
 French Lick, IN 47432
 Phone: 812.936.9961



Paoli Banking Center
 867 North Gospel Street
 Paoli, IN 47454
 Phone: 800.843.4947



Jasper - Main Street Banking Center
 1500 Main Street
 Jasper, IN 47546
 Phone: 812.634.1010



Jasper - Third Avenue Banking Center
 865 3rd Avenue
 Jasper, IN 47546
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