Defending Financial Institutions From Cyber Attacks
A simple handshake wasn’t enough when Lucia Martinez’s client walked in to hand-deliver her final loan payment. Lucia’s community bank had backed the city’s only woman-run auto-body shop for more than 10 years. Supported by CNA’s deep understanding of business risk, the bank had the confidence to invest in good ideas from uncommon sources. Now Lucia was ready to hug her friend, a thriving small business owner ready to talk expansion. Great job, Lucia.

To learn more about our broad portfolio of insurance products and services for community banks visit, www.cna.com/communitybanks.

CNA is proud to be the endorsed carrier of the Arkansas Bankers Association.
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Defending Financial Institutions from Cyber Attacks

Nick Graff of CNA Insurance discusses practical protocols to safeguard your bank’s data.

See page 16
That’s a pseudo-Latin phrase that you can Google for a translation. Basically it says don’t let them grind you down. I have read several articles recently about the impending Presidential Election Cycle and the bank bashings that will come with it. We are 12 months out, and the early adopters have already started the next round of bank bashings. It makes me believe that we are in for a lot of negative publicity.

The current administration will certainly point to the banking industry as the cause of all sorts of evil. And then we have Senator Warren and the Democratic Socialist Bernie Sanders, both of whom would rather change parties than miss a chance to bash a bank. Just last week Secretary Clinton caught the bug and began to play “whack-a-big-bank.”

There is some consolation here though. Bank bashing goes back to the days of Teddy Roosevelt and his campaign promise to clean up Wall Street. Since that time candidates have chosen banking and a select few other targets — Big Oil or Pharmaceuticals, for example — to bash while making their campaign promise to clean up corruption and share the wealth with the common populace. If you wonder why, it is a lot like asking, “Why do people rob banks?” That’s where the money is. To avoid being seen as part of the housing problem or slow economy, they find someone else to blame. Banks are most visible since we house most everyone’s money.

One of the articles I read had a Ralph Nader quote that also helps explain bank bashing. Mr. Nader said, “You bankers keep wanting to be loved. But remember, not only do you lend money, but you want to be paid back. Who could love such a person?” What a foolish notion, getting paid back. Who ever heard of such a thing?

Well Mr. Nader, the answer to that question is what we will have to remember for the next 12 months. Who could love us? Our 2+ million employees who are committed to our banks and our communities, our shareholders and directors who keep us focused on being the economic engines in our Main Street locations.

Non Illigitamus Carborundum!!

Speak Up. Make an Impact.

Bankers Speak Up is a free, easy-to-use website that helps banks promote the work they do to better their communities. From instructions on hosting a bank visit, to sample speeches, to interview tips, Bankers Speak Up has everything you need to send a positive message about banking to consumers, the media and elected officials. Tell your bank’s story today.

Register at aba.com/SpeakUp
Then there are the local schools that are proud to have our names on their scoreboards, yearbooks and programs.

There is the small business that just opened on the town square.

Or the family traveling who was able to get cash from an ATM two thousand miles from home.

Or there's the student at college who just had his Dad reload his debit card to pay for his room and board and books.

So, instead of letting them wear us down, let's promote what we do best to the folks that matter; the voters, our customers.

Brag about our financial strength. Promote the fact that there is no place more safe and secure to keep your money than your local bank. Our banks make people's lives more convenient, with innovations like ATMs, debit cards, and online banking. Hometown bankers are there to help in all of our customer's milestone events.

Remind our customers that we are here to serve them, to help guide them to their dreams. Sing your own praises in your communities. These are the people who love us. Remind them we are the ones who provide the capital for job growth in their communities and that banks have a stake in the economic growth, health, and vitality of their communities.

So, from my high school Latin: *Noli nothis permittere te terere.*

Wishing you the happiness of good friends, the joy of a happy family, and the wonder of the holiday season. Have a magical Thanksgiving!
Emerging Leaders Experience ‘Day with the Regulators’

The ABA Emerging Leaders Section hosted its inaugural “Day with the Regulators” on Tuesday, November 3, at the Federal Reserve in Little Rock. Following in the theme of the organization’s “Day at the Capitol” event, the workshop was organized to give young banking professionals a greater understanding of the inner-workings of the regulatory processes.

Highlights of the day included:
- Introduction from several Federal Reserve staff members;
- Regulatory panel discussion featuring Joe Meade, Assistant Regional Director, FDIC; Susannah Marshall, Deputy Commissioner, Arkansas State Bank Department; Scott Morey, Acting Assistant Deputy Comptroller, OCC; and Mike Stevens, Senior Executive Vice President of the Conference of State Bank Supervisors; and
- Lunch with featured speaker Ray Dillon, Chairman of the Federal Reserve of Little Rock and President & CEO of Deltic Timber.

Robert Hopkins, Federal Reserve Regional Executive, welcomes the group of Emerging Leaders with a rundown on the organization’s mission and function.

Michael Dennis, DD&F Consulting Group (standing), and attendees listen during the regulatory panel discussion. Dennis moderated the discussion, which centered on how to position oneself as a leader in the workplace.

Click here to see more photos from the Emerging Leaders Day with the Regulators!

ABA EMERGING LEADERS SECTION COUNCIL

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BEN RIDINGS | GROUP 2
Bank of the Ozarks, Little Rock

BRANDON GENTRY | GROUP 1
Cross County Bank, Wynne

MATT LAFORCE | GROUP 2
First Security Bank, Searcy

HUNTER WINDLE | GROUP 4
The Malvern National Bank, Malvern

WHAT IS THE EMERGING LEADERS SECTION? The Emerging Leaders Section (ELS) was organized by the Arkansas Bankers Association Board of Directors to provide information concerning educational opportunities available for its members. The ELS was established to provide leadership training for young bankers, to enhance banking careers, offer its members the opportunity to learn, network, and be productive members of the banking profession.
What Bankers Are Saying...

I enjoyed the morning session with the Fed representatives. It was informative, interesting, and applicable to my day-to-day job.

John Bollinger
Commercial Loan Officer
The Bank of Fayetteville, Fayetteville

Excellent information and I think the Federal Reserve offices was a great setting... Look forward to future years.

Kevin Thompson
SVP / Lending
Centennial Bank, Fayetteville

Event was very informative and enjoyable. The diversity of the organizations represented in the panel was nice.

Robert Hargis
Assistant Vice President
Parkway Bank, Monticello

Drew Pack, Federal Reserve Community Development Specialist, speaks to the group.

Ray Dillon, Chairman of the Federal Reserve of Little Rock, rounded out the “Day with the Regulators” agenda.

Susannah Marshall, Arkansas State Bank Department; Scott Morey, OCC; Mike Stevens, CSBS; and Joe Meade, FDIC; share their insight with Emerging Leaders during the panel discussion.

AmBA Training

AmBA Training is a comprehensive source for training and education available through the American Bankers Association (AmBA). This program includes extensive learning opportunities suited to specific job roles, in both facilitated and self-paced online formats, as well as in person. Flexible and cost-effective, AmBA’s online training opportunities are continually updated to provide a superior learning experience that can be accessed from anywhere, at any time.

For more information, please contact our Professional Development Department at (501) 376-3741, or email Kami Taylor Coleman at kami.coleman@arkbankers.org.
Well before I began my tenure as president and CEO of AmBA, I had a sense of the crucial role that banks play in their communities. I knew because when I was first running for governor of Oklahoma, I logged hundreds of miles visiting towns in every corner of the state. And in each of those towns, the local bank shone like a beacon. It was always the best-maintained, most respectable facility on Main Street. To me, that was a symbol of hope and prosperity, a vote of confidence in the town’s future.

After five years at AmBA, I can tell you that my early impressions were spot on. Hometown banks — and the good men and women who work for them — are the biggest investors in their communities. They are the reasons for good things happening in cities and towns across the country. And it has been an honor to become part of such a noble profession.

I leave my post proud of what we have accomplished together, and confident that AmBA’s new leader, Rob Nichols, will continue to move our Agenda for America’s Hometown Banks forward. I have known Rob for several years and can vouch for his stellar credentials, policy background and established relationships with policymakers — all of which will serve you and our industry well.

The current policy environment — featuring a chaotic session of Congress and intimidation of thoughtful policymakers who dare to consider corrections to the flawed Dodd-Frank Act — often forces us to measure progress in inches, not miles. But every inch or section of a rule that we make more workable for banks and their customers — as we did with several “qualified mortgage” provisions and other rules, such as Basel III and the Volcker Rule — is important. And every chink we put in the armor of our government-subsidized competitors can help us in our long-term efforts to level the playing field.

There’s no changing policy affecting banks without first changing the conversation about banks and the vital role they play in our economic ecosystem. That’s something we have done together. We have, for instance, put a real face on the industry with our America’s Hometown Banker ads, and we’ve made a point to tell policymakers how proposals affect not our banks or bottom lines, but our customers and communities. That’s putting it in language policymakers understand best — and care about most.

Of course, there is so much that remains on the industry’s to-do list. Dodd-Frank Act provisions, including the dreadful Durbin interchange amendment, have proved difficult to undo. But as I write this, AmBA is working with the state associations on a no-holds-barred effort to persuade the Senate to pass regulatory relief. And we are continuing to press regulators to do what they can to tailor rules, making them appropriate for banks of different business models and risk profiles. One example: We have proposed to regulators — and they seem receptive — that well-capitalized community banks be exempted from complex Basel III capital calculations.

The key to our future success is the same as it is today: banker engagement. Not that AmBA and the state associations don’t play an important role in advocating for you. But when it’s time to cast a vote — on a rule or a bill — a policymaker is most likely to be persuaded by his or her constituents. That means they must hear from you. Regularly.

I also urge you to engage at a broader political level. No doubt the 2016 elections will have a big impact on our industry. You can help shape the outcome of races by offering your time and talents to candidates, and by contributing to organizations like BankPac and the Financial Education and Advocacy Initiative, the 501(c)4 that AmBA set up in 2012 to provide another avenue for banker political participation.

Your continued engagement and partnership with your trade associations is a difference-maker. Please give them all you’ve got. The banking industry’s future is in your hands.

As for my future, I will leave AmBA on Dec. 31 proud of having served a white-hat industry and grateful for the chance to have worked with the industry’s finest leaders.

Thank you for your support, and thank you for all you do for our great nation.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Title</th>
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<th>Who Should Attend</th>
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<td><strong>JANUARY 2016</strong></td>
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<td><strong>Loan Assistants and Processors Workshop</strong></td>
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<td><strong>13</strong></td>
<td><strong>Advanced Cash Flow</strong></td>
<td>Holiday Inn Presidential, Little Rock</td>
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<td><strong>18</strong></td>
<td><strong>Call Report Preparation: An Update &amp; Review</strong></td>
<td>Crowne Plaza, Little Rock</td>
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<td><strong>FEBRUARY 2016</strong></td>
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<td><strong>IRA Advanced Update &amp; Review Workshop</strong></td>
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<td><strong>17</strong></td>
<td><strong>Basic Personal &amp; Business Tax Return Analysis</strong></td>
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<td><strong>Secured Loan Documentation</strong></td>
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<td><strong>MARCH 2016</strong></td>
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<td><strong>TRID Essentials (Integrated Disclosures)</strong></td>
<td>Holiday Inn Presidential, Little Rock</td>
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<td><strong>8-11</strong></td>
<td><strong>Trust School</strong></td>
<td>Crowne Plaza, Little Rock</td>
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<td><strong>29</strong></td>
<td><strong>Writing Compliant Real Estate Evaluations Internally</strong></td>
<td>TBD, Fayetteville</td>
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<tr>
<td></td>
<td><strong>30</strong></td>
<td><strong>Writing Compliant Real Estate Evaluations Internally</strong></td>
<td>TBD, Little Rock</td>
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For more information about ABA Live Events, log on to www.arkbankers.org or call 501.376.3741
Get to know
Arkansas’s Lt. Governor
Tim Griffin

Hometown: Magnolia, Arkansas
Alma Mater: Hendrix College, Conway
           Tulane Law School, New Orleans
Elected to Office: November 4, 2014

“Arkansans have a history of leading not only the region and the United States, but also the world in so many areas, including retail, banking, food services, trucking, finance, etc. Arkansans believe they can do anything and history shows we can.”

- Arkansas Lieutenant Governor Tim Griffin

Lieutenant Governor Griffin and his wife Elizabeth with their two children Mary Katherine, 8, and John, 5.
Tell us about the transition from Washington back home. What are some differences between your work as a Congressman and your position now as Lieutenant Governor?

It was an honor to serve the people of the Second Congressional District and now it is an honor to serve as lieutenant governor. I enjoyed Congress and enjoy serving as lieutenant governor, but there are numerous differences.

I miss working on many of the issues I worked on in Congress, especially the tax and fiscal issues that fall under the jurisdiction of the House Ways and Means Committee. I also miss working with incredible public servants like Paul Ryan who was on the Ways and Means Committee with me. I miss working with Steve Womack and Rick Crawford, with whom I was elected in 2010. I also miss working on banking issues. I opposed — and still oppose — the Dodd-Frank law which has been an unmitigated disaster for community banks. It is a perfect example of a problem created in large part by misguided policies of the federal government that were purportedly addressed by increasing regulation on community banks—banks that had little or nothing to do with the financial crisis. Of course, this is one reason the Wall Street banks eventually backed the law. I miss working on those sorts of issues.

On the other hand, I enjoy working on state issues like education, especially school choice, tax reform, regulatory reform and reform of our state government generally. I have a great relationship with the Governor, whom I have known for 20 years, and am enjoying working with legislators of both houses.

Above all, I love being home with my wife and two young kids. I am able to be home for dinner a lot and live less than five miles from my office at the Capitol. That’s awesome, and I thank the Lord for that blessing every day.

How would you describe your leadership style? What experiences have you had to cultivate that style?

I would describe my leadership style as hands on, detail focused, high energy, passionate, and enthusiastic. Some of it I am sure I developed over the years, but I believe most of it reflects my personality.

My wife might call me “hyperactive”— I prefer “high-energy.”

What concerns do you hear most expressed from Arkansans?

Many Arkansans are concerned about the education their kids are getting (or not getting), and want more and better choices. That is one reason I am such a strong advocate for school choice.

Arkansans are also concerned about many of our state laws and regulations that make us less competitive vs. other states. Tweaking at the edges won’t get us where we need to be, and Arkansans instinctively understand that. We need comprehensive, bold change to get where we need to go, and that’s what I will continue to push for.

What two qualities make Arkansas a good place to do business?

First, the can-do work ethic of Arkansans: The wonderful, hard working people of Arkansas have demonstrated their ability to rise to the challenge when given the opportunity and proper training.

Second, the “sky is the limit” attitude of Arkansans: Arkansans have a history of leading not only the region and the United States, but also the world in so many areas, including retail, banking, food services, trucking, finance, etc. Arkansans believe they can do anything and history shows we can.
What economic advantages does Arkansas have that other states do not?

We are blessed with a central location in the United States and multiple modes of transporting goods. We are blessed with natural resources, including bountiful water, the fertile delta that allows for world class agriculture production, the dense forests, natural gas, and many others. The low cost of doing business and living in Arkansas remains an advantage as well.

What role does the banking industry play overall in the ongoing economic success of Arkansas?

Banking is critical because it supplies critical capital to the economy. Without it, communities slow down and eventually die. Community banks are especially important in small towns where capital is often more scarce and folks count on their local bank with which they have had a relationship for years. The Dodd-Frank law is making it harder for community banks to thrive and as a result making it harder for many of our communities to thrive, even survive. I do not believe Arkansans are served best by having all banking in the United States dominated by a few out of state banking giants. I believe in a diverse banking community. Unfortunately, that diversity is under siege.

Describe three ways in which you will try to grow Arkansas’s economy.

First, we must enact complete and comprehensive reform of the way our state government is organized and operates so it respects and spends taxpayer dollars wisely. Agencies that routinely mis spends or misplace tens of millions of dollars are unacceptable. Government reform must include, of course, regulatory reform.

Second, we desperately need tax reform. Reform of state government lays the foundation for the tax code to be rewritten from top to bottom, starting with a blank sheet of paper. Tax reform cannot occur without accompanying government reform.

Third, we must make workforce training a priority, starting long before young people graduate from high school. We need to make it clear that a technical career path can be a path of excellence and is not inferior to a college path. I went to college and support college for all who want to go, but some folks want a different path of excellence — including computer education consistent with the Governor’s vision — leading to highly skilled technical work.

What are the last two books you’ve read?

- C.S. Lewis’s List: The Ten Books That Influenced Him Most
- C.S. Lewis and His Circle: Essays and Memoirs from the Oxford C.S. Lewis Society

...and the last two movies you’ve seen?

- The Gift
- “Shaun the Sheep” (with John, age 5)

I love being home with my wife and two young kids. I am able to be home for dinner a lot and live less than five miles from my office at the Capitol. That’s awesome, and I thank the Lord for that blessing every day.

- Arkansas Lieutenant Governor Tim Griffin
<table>
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<tr>
<th>Event Title</th>
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<tr>
<td>Handling Critical Incidents: The Robbery Issue</td>
<td>12/1/2015</td>
<td>1:30 p.m. – 3:30 p.m.</td>
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<tr>
<td>Excel Explained: Introduction to Spreadsheets</td>
<td>12/2/2015</td>
<td>10:00 a.m. – 12:00 p.m.</td>
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<td>Agri Lending: Loan Documentation &amp; Administration</td>
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<td>Social Engineering: Latest Tips &amp; Tricks</td>
<td>12/2/2015</td>
<td>2:00 pm. – 3:30 p.m.</td>
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<td>Notary Public</td>
<td>12/3/2015</td>
<td>10:00 a.m. – 12:00 p.m.</td>
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<td>ACH Year End Review: A Peek Back and Looking Forward</td>
<td>12/3/2015</td>
<td>1:30 p.m. – 3:30 p.m.</td>
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<td>Dealing with Appraisals: Regulations and Requirements</td>
<td>12/3/2015</td>
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<td>Introduction to Commercial Lending Part I</td>
<td>12/4/2015</td>
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<tr>
<td>Introduction to Commercial Lending Part II</td>
<td>12/7/2015</td>
<td>1:30 p.m. – 3:30 p.m.</td>
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<td>New Business Account Interview</td>
<td>12/8/2015</td>
<td>10:00 a.m. – 12:00 p.m.</td>
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<td>Deposit Compliance Update: 2015 Year End Review</td>
<td>12/8/2015</td>
<td>1:30 – 3:30 p.m.</td>
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<td>Understanding Commercial Loan Documentation</td>
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<td>10:00 a.m. – 12:00 p.m.</td>
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<td>UCC 3 &amp; 4 Issues for Tellers</td>
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<td>1:30 p.m. – 3:30 p.m.</td>
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<td>Dissect Your Acceptable Use Policy: Practical Takeaways</td>
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<td>Accounting Principles for Lenders</td>
<td>12/10/2015</td>
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<td>Lending to Healthcare Providers</td>
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<td>BSA Red Flags for Money Laundering Annual Training</td>
<td>12/10/2015</td>
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<td>Credit &amp; Compliance Risk Growing in 2016: Best Practices</td>
<td>12/11/2015</td>
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<td>Reg. E – How Expensive is a Compliance Mistake</td>
<td>12/14/2015</td>
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<td>Overview of CRE Appraisal Guidelines &amp; the Review Process</td>
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<td>Using Personal Tax Returns for Global Cashflow</td>
<td>12/15/2015</td>
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<td>Opening Fiduciary Accounts</td>
<td>12/15/2015</td>
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<td>Nuts &amp; Bolts: The Approaches to Value in a CRE Appraisal</td>
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<td>The Loan Review Process: Important Steps</td>
<td>12/16/2015</td>
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<td>HMDA: Preparing for 2016 and the New Final Rule</td>
<td>12/16/2015</td>
<td>1:30 p.m. – 3:30 p.m.</td>
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<td>Development in Federal Wage and Hour Law</td>
<td>12/16/2015</td>
<td>1:30 p.m. – 3:30 p.m.</td>
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<td>IRS Information Reporting: What you need To Know</td>
<td>12/17/2015</td>
<td>10:00 a.m. – 12:00 p.m.</td>
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<tr>
<td>Who is the Weakest Link in IT Security</td>
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Maximize the Performance of Your Bank

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The selection of securities used in the development of your portfolio is critical to the achievement of performance goals and managing interest rate risk. The Baker Group specializes in identifying the best relative value in the market through competitive bids and offerings that will fit your financial institution.

To obtain the resources you need to maximize the performance of your bank, call our Financial Strategies Group at 800.937.2257 today and ask for Ryan Hayhurst.
Liquidity and Investment Management

THE BANK AS A SYSTEM
A bank is a system of interrelated functions. No single part of the balance sheet should be analyzed in complete isolation as the output of one decision serves as the input for another. This idea is particularly applicable to questions of liquidity and marketability of securities. You can always buy bonds with higher yield, but only if you are willing to accept greater credit risk, more cash flow volatility, or less liquidity. This fundamental tradeoff is not negotiable.

INVESTMENTS AND LIQUIDITY
Bank portfolio managers should think of the investment portfolio as a storehouse of liquidity and safety, and as a tool for managing interest rate risk in the balance sheet. The portfolio should contain highly marketable bonds, such as those backed by the U.S. treasury, government-sponsored enterprises, or high-grade municipals. These bonds are widely traded in liquid secondary markets. Bonds with private label names, exotic collateral, or complex structure, and those that “trade by appointment” should be avoided. At some point these may cause the frustration of illiquidity and the unpleasantness of major price deterioration.

In addition to marketability, selection of bonds and bond types that provide reasonably consistent and predictable cash flow is critical. When purchasing a bond or considering alternatives, portfolio managers should take a hard look at the cash flow uncertainty or optionality as well as the underlying price sensitivity. Some bonds have well-defined cash flow because they return principal in one lump sum on the maturity date; however, they yield less because they have perfectly predictable cash flow. Other bonds have uncertain and dynamic cash flow that ebb and flow with different conditions. These bonds will yield more to compensate for that uncertainty of cash flow. What’s essential, however, is that banks have good interest rate risk modeling or asset/liability reporting tools for monitoring the dynamics of investment cash flow across a variety of scenarios. A good system will allow for modeling of multiple rate scenarios and curve shift environments, and the reporting of impact on liquidity.

It is also important to understand that the degree of price sensitivity tends to vary directly with the degree of cash flow uncertainty, assuming bonds of comparable credit. In other words, as cash flow volatility increases, the market value of the portfolio will become increasingly volatile as well. A portfolio consisting entirely of bullet bonds will have a level of price sensitivity or duration that is more or less constant and predictable. It may be high or low, but it will not experience much variation. Bonds with a high degree of cash flow uncertainty, on the other hand, will also carry a good deal of variable price sensitivity, and this price sensitivity is a liquidity consideration.

CONCLUSION
Liquidity comes in several forms. It is a stream of stable and predictable cash flow. It is the ability to quickly convert marketable assets to cash. It is the ability to monetize or borrow against assets, which in turn requires the underlying value of those assets to be known and measurable. These aspects of liquidity should be well measured, monitored, and reported, particularly the dynamics of balance sheet or portfolio cash flow.

At the end of the day, all aspects of liquidity risk management should be governed by asset/liability policies and prudent investment strategies designed to keep the individual system that is the bank profitable and sound.

ABOUT THE AUTHOR
Jeffrey F. Caughron, Chief Operating Officer/Managing Director of The Baker Group LP, has worked in banking, investments, and interest rate risk management since 1985, and currently serves as a market analyst and portfolio strategist. The Baker Group is an ABA Gold Associate Member.
While financial institutions have always been a vulnerable target for cyber attacks, recent data breaches have further increased the awareness surrounding this fact. Financial information, while valuable by itself, can also be used for other nefarious purposes such as identity theft and account takeover. An attacker armed with a victim's basic information and bank account or credit card number, may be able to convince a customer service representative to alter the victim's account for fraudulent gain. Changing the shipping address on an Amazon account or ownership of a web site domain are examples of this common tactic. Security awareness training for employees, securing embedded devices, and implementing strong password management practices are three strategies that financial institutions can implement to safeguard their organizations in order to reduce security incident severity and frequency.

A company's employees are one of its greatest assets and frequently the front line of defense. While technologies such as email spam filtering and antivirus are typically utilized to protect an organization, it must be realized that these solutions are never 100 percent effective. Ongoing security awareness training can help ensure that employees are cognizant of common attacks that include spam and phishing emails, as well as social engineering attempts that may affect them in the workplace. This type of training should also address issues such as a clean desk policy, how to report a potential security incident and maintaining physical custody and control of company assets. Most importantly, this effort should not be limited to a single instance at time of hire, but should be an ongoing training exercise that occurs multiple times per year. Organizations should consider running phishing campaigns on their employees, and use the opportunity for educational growth.

In addition to commodity laptops and desktops used in financial institutions, other equipment is increasingly becoming
simply by inserting a specially crafted flash drive into the safe’s exposed USB port. More importantly, this attack leaves no physical or electronic traces. The vulnerability was disclosed to Brinks over a year ago; however, no action appears to have been taken by Brinks to remediate this critical issue.1

Another issue that has been well documented are attacks against ATMs. While most are aware of the classic “skimming” attack, where a skimming device is placed in front of the card-reading slot and used in conjunction with a camera to capture the PIN as it is entered, these attacks have adapted and increased in maturity as the financial market has attempted to thwart them. Attackers have devised clever ways to insert the skimmer inside the ATM machine by drilling a small hole near the card reader.2 They will also leverage known vulnerabilities in ATMs that are running the long, unsupported Windows XP operating system by, again, cutting a hole in the chassis of the machine to expose a USB port beneath, allowing them to install malicious software and later extract currency while wiping their electronic tracks clean.3 Finally as the deployment of EMV cards occurs, which offers increased security, attackers, as always, are looking for ways to stay one step ahead. A new device called a “shimmer” has been discovered at ATMs in Mexico. This device is inserted in the card slot of the ATM and “acts a shim that sits between the chip on the card and the chip reader in the ATM — recording the data on the chip as it is read by the ATM.”4

Financial institutions need to ensure that good password policies are implemented in their environments. While seemingly basic, cracking weak passwords is a common method for attackers to access a network and exfiltrate data. Important requirements of a cyber policy include never sharing passwords (for any reason), ensuring that passwords are long and complex and using unique passwords for each system/application. Unfortunately, human beings are not great at remembering multiple long complex passwords, which is why simple passwords are commonly reused. Organizations can look to technologies such as Single Sign On (SSO) and Federated Identity Management (FIM), as well as password management services, to assist their employees in practicing strong password habits.

Risk management can be conducted through adherence to four primary principles: acceptance, avoidance, mitigation and transfer. Many of the suggested recommendations discussed in this article fall within the risk mitigation category, and along with acceptance and avoidance, are methods to successfully manage risk in your organization. Organizations may wish to consider transferring risks that cannot be adequately dealt with using one of the other three methods. A cyber insurance policy, such as the CNA NetProtect® product, can assist in managing cyber risks at an acceptable level. CNA NetProtect® offers first- and third-party coverages associated with e-business, the Internet, networks, and other electronic assets and information. First-party coverage is available for network extortion, business interruption, and extra expense, loss or damage to a network and e-theft. Third-party liability includes media liability, privacy liability, network security liability, and costs to comply with privacy breach notification laws and defense of privacy regulatory proceedings.

Once a debtor files a petition for protection under the United States Bankruptcy Code, an automatic stay goes into effect, providing the debtor with breathing room from its creditors and preventing the creditors from racing to the courthouse. The Bankruptcy Code provides a list of actions from which creditors are stayed, but put simply, the automatic stay stops creditors from pursuing collection efforts against the debtor. The automatic stay generally remains in effect for the duration of the debtor’s bankruptcy case unless the bankruptcy court grants a creditor’s motion for relief from the stay following notice and a hearing, which can be a costly, time-consuming process. Fortunately for financial institutions, the Bankruptcy Code provides several relevant exceptions to the automatic stay.

Creditors are not stayed from the post-petition presentment of a negotiable instrument executed by the debtor pre-petition. For example, if a debtor executes a check before filing for bankruptcy protection, the creditor may present the check to the debtor’s bank post-petition without violating the automatic stay. However, only funds that do not constitute property of the estate, such as funds a Chapter 7 debtor earns post-petition, can be used to pay the check. Otherwise, the transfer of funds may be avoided pursuant to other provisions of the Bankruptcy Code. In the event the check is dishonored, the creditor can also give notice and protest the dishonor of the check post-petition without violating the automatic stay. It is worth noting that the automatic stay does not prevent the commencement or continuation of
criminal proceedings against the debtor. Consequently, a debtor cannot avoid criminal prosecution for writing a bad check by filing for bankruptcy relief.

Creditors also have some latitude in perfecting liens on property of the estate. A creditor may perfect a lien post-petition if, absent the bankruptcy filing, the creditor could have perfected its interest against an entity acquiring rights in the property before the date of perfection. For example, under Arkansas law, to perfect a lien on a vehicle, a lender has 30 days after the execution of the security agreement to file the requisite documents with the Office of Motor Vehicles. If the creditor files the documents within that period, the lien on the vehicle is deemed to be perfected as of the date of the execution of the documents. Accordingly, if a debtor signs the documents pre-petition, the automatic stay does not prevent a creditor from filing them post-petition so long as the creditor files the documents within the 30 day period. Creditors may also take actions necessary to maintain or continue perfection of a security interest. Under Arkansas law, a UCC financing statement is generally effective for five years. The automatic stay does not prevent a creditor from filing a continuation statement post-petition to make the financing statement effective for an additional five years.

Congress included several exceptions to the automatic stay in an effort to stabilize the securities and related markets following a participant's bankruptcy. As a result, stock brokers, commodity brokers, financial institutions, and securities clearing agencies may exercise any contractual rights under a security agreement, commodity contract, forward contract, or securities contract, including the right to setoff, even after the debtor files for bankruptcy protection. Likewise, the automatic stay does not prevent repo participants from exercising contractual rights under repurchase agreements; swap participants from exercising contractual rights under swap agreements; or master netting agreement participants from exercising contractual rights under master netting agreements. For example, the automatic stay does not apply to a stockbroker's post-petition sale of a debtor's security to satisfy a margin call or a repo participant's post-petition sale and repurchase of mortgage loans pursuant to a repurchase contract with the debtor. These exceptions to the automatic stay enable financial institutions to continue many types of business activities notwithstanding a debtor's bankruptcy filing. A basic understanding of these exceptions can save time and avoid the expense of filing an unnecessary motion for relief from the automatic stay in the bankruptcy court.
Motivating Teens to Stay in School with CHOICES

Although graduation rates in the nation have increased to just above 80 percent according to Diplomas Count 2014, in Arkansas our graduation rate falls just under 80 percent. According to the report, 78 percent of Arkansas 9th grade students entering high school in 2008 graduated in 2012. If that percentage stays the same each year, it means approximately 6,000 Arkansas students drop out of school annually, which should make you shudder. On average, a dropout will achieve only one-third of lifetime earnings compared to college graduates. According to the 2013 Arkansas Community Foundation Aspire Report, four out of 10 people without high school diplomas receive some form of social welfare assistance, and are eight times as likely to be incarcerated over the course of their lifetime. In addition, the lack of a high school diploma is a significant contributor to poverty and it also impacts your ability to hire qualified workers.

CHOICES is now offered to Arkansas schools by Economics Arkansas, in partnership with Seattle-based CHOICES Education Group, which developed the workshop in the late 1980s. In two 45-minute sessions (over two days), students are led through a series of high-energy, interactive activities that teach critical thinking, decision-making, interview skills, money management, time management, goal setting and more. Specific emphasis is given to the consequences of dropping out of school and the benefits of making positive educational choices to increase their career and life opportunities. The teens experience “aha!” moments as they realize they are in charge of their lives. With their professional and life experience, Arkansas bankers are in a position to deliver a poignant, convincing, “real-life” message to the teens, especially to those who lack role models with regular jobs and careers. Students need to realize that choices have long-term, even life-long consequences.

In return, presenters will have the rewarding experience of potentially changing a young person’s life, earning community service credits banks might require, sharpening presentation skills— and also have fun doing it!

The first of those jaw-dropping insights happens right at the beginning of Session One. The presenters unfurl a 12-foot-long timeline to demonstrate today’s life expectancy. The students, who typically feel they have been in school “forever,” realize that there is a lot of living ahead of them. They learn the choices they make in their teen years will set their future course either with positive or negative consequences.

Another exercise involves role-playing to simulate the financial hardship experienced by a high school dropout. The classroom turns very quiet as the students who initially thought an hourly wage of $10 was a king’s ransom witness a rapidly diminishing paycheck after taxes, rent and utility payments. The money runs out before groceries have been bought, not to mention transportation, clothes, furniture, car payments, health insurance and all the other expenses of daily life.

Robert Hopkins, Federal Reserve Bank of St. Louis - Little Rock Branch, is an Economics Arkansas board member who has already volunteered to participate in the CHOICES program.

“You helped me by showing me how even now I am deciding my life and who I will become.”
- Garrett

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We invite Arkansas bankers to become a certified CHOICES presenter by watching a 2-hour, online training course anytime, and at your own pace. You are also invited to observe a classroom presentation before volunteering, depending on availability. Economics Arkansas will provide you with the presenter and class kits, handouts and all the materials you need for a successful presentation.

You may be asking yourself, what does the high school dropout rate have to do with economic education? Everything! Economics is the science of decision-making, so with your help, we can help more Arkansas students achieve their own American Dream by demonstrating to them the importance of staying in school.

To learn more about this program, please call Economics Arkansas Executive Director, Sue Owens at 501-682-4230.

“Thanks to you I know how to take care of my life, and I’ll never forget.”
-Wendy

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M.H. JOHNSON

Served 1891-1903

In the fall of 1891, M.H. Johnson was serving as the Cashier of The Bank of Little Rock, when rumblings of forming an association of bankers began, he was quick to act.

Johnson and his colleague, Oscar Davis of the German National Bank, were responsible for the organization of the first Arkansas Bankers Association Convention.

When the association was formally organized on October 20, 1891, Johnson was elected to his post, serving alongside president Logan H. Roots.

CREED T. WALKER

Served 1904-1908

Creed T. Walker was born in Jefferson County, Arkansas, where his father operated the United States Land Office.

He attended school in Nashville Tenn., and remained there until the start of the Civil War, when he joined the 15th Confederate States Regiment. He was captured during the battle of Perryville in 1862 and kept prisoner until the war ended. After the war, he went into banking, working for the Commercial Bank of Kentucky, S.H. Tucker in Little Rock, George Brodie & Son in Little Rock, and German National Bank in Little Rock. In 1889 he was asked to head up a new bank, The Bank of Little Rock, where he served as Cashier and Manager.

Mr. Walker was present at the first Arkansas Bankers Association Convention, and was appointed to a committee tasked with drafting the organization's constitution and by-laws. He was also elected as treasurer of the association.

ROBERT E. WAIT

Served 1909-1945

Robert Eastin Wait was the son of William B. Wait, who was often referred to as the “first banker in Arkansas” at the turn of the century.

He graduated from Little Rock University in 1889, and went on to study law at the University of Tennessee and Little Rock University before being admitted to the bar in 1892. In 1894, he went to Washington, D.C., to become private secretary to Assistant Secretary of Agriculture, Chas W. Dabney.

In 1899, Wait returned to Little Rock to accept the presidency of the Citizens Investment & Security Company, and in 1909 he joined the Arkansas Bankers Association part time, taking on the full-time leadership role in 1919.

During his tenure at the ABA, Wait seldom took vacation, saying attendance at bankers’ meetings was vacation enough for him. He enjoyed trips to annual conventions and meetings of the American Bankers Association. It was Mr. Wait’s idea to start The Arkansas Banker publication, and he served as the magazine’s editor from its initial issue in 1917 until his death in January 1945.

JEFF BURNETT

Served 1946-1965

Jeff Burnett was born and raised in Dumas, and began his banking career there in the Merchants and Farmers Bank, working before and after school, and on Saturdays. He became the Cashier of the bank in 1917, and held that position until 1928 when he moved to Little Rock to become the Assistant Vice President of the Bankers Trust Co.

During the bank holiday in 1933, he accepted a special assignment with the Little Rock branch of the Federal Reserve Bank of St. Louis, calling upon Arkansas banks to explain the emergency facilities available to banks the Federal Reserve. He spent time at the Farm Credit Administration in St. Louis, and in the investment business, before joining the ABA in 1945.

Under his leadership, the ABA developed a broad educational program, including workshops on agricultural credit, installment credit, industrial credit, bank operations, and more. Upon his retirement in 1945, Burnett said “I am genuinely looking forward to having time to play golf and do other things I have not had time to do, although I will always feel I am a part of the Arkansas Bankers Association.
H.C. CARVILL  
*Served 1966-1994*

A native of Helena, H. Charles “Bo” Carvill attended Columbia Military Academy and went on to graduate from the University of Mississippi. He served in both World War II and the Korean War.

In 1963, Carvill served an appointment as an industrial consultant to the Deputy Secretary of Commerce in Washington, D.C. His prior experience included office management, public relations, and sales. Carvill joined the ABA in 1963 as Assistant Manager with duties including public relations, planning and management of educational programs, and working with the Junior Bankers Section. He was named Executive Manager and Secretary in July 1965.

It was under Carvill’s recommendation that the ABA formed two subsidiary corporations — an insurance agency, and a service corporation — to better meet the needs of Arkansas bankers. He also served as a lobbyist, and ensured that Arkansas bankers played a strong role in the American Bankers Association. It was also during Carvill’s tenure that the ABA purchased and relocated to its current location at the corner of Pulaski and Third, “The Carvill Building.”

K. DANIEL BAILEY  
*Served 1994-2000*

With degrees in chemistry and business administration from Louisiana State University, Dan Bailey began his career as a chemist in Texaco’s Product Control Laboratory in Port Arthur Texas. He later served as an instructor and Director of Continuing Education of the College of Business Administration at LSU. During that time, he served various roles with the Graduate School of Banking at LSU, including fund management, program logistics, and new program development.

Bailey joined the ABA in 1991 as Director of Education and Administration, where he expanded the continuing education program and streamlined the format of ABA group meetings and the annual convention.

Bailey was instrumental in the implementation of database software to provide the ABA with a method for tracking meeting attendance. It was because of his organizational and technology expertise that the association’s government relations, accounting, and communications departments flourished under his direction.

KENNETH D. HAMMONDS  
*Served 2000-2011*

A native of Little Rock, and a veteran banker, Ken Hammonds attended the University of Arkansas at Little Rock, the Graduate School of Bank Marketing at Colorado, and the Southwestern Graduate School of Banking at Southern Methodist University.

Hammonds began his banking career in 1963 at Twin City Bank (which later became Mercantile Bank). He would go on to become Vice President of TCBankshares Holding Company and former chairman of the board of First National Bank of Cleburne County and The Community Bank of Batesville. He also served as the Executive Vice President of Mercantile Bank.

Hammonds joined the ABA in 1999 as Director of Government Relations and Administration and took the helm of the association as President & CEO in June of 2000.

Upon his retirement, Hammonds recalled the highlight of his career: “I have been able to work with all of the banks in our great state. This has been such a high-point for me, and I am so blessed that many of our bankers have become some of my close friends.”

WILLIAM R. HOLMES  
*Served 2011-Present*

Bill Holmes came to the ABA in 2004 with more than 25 years of experience providing investment management and trust services to banks, corporations, foundations, endowments and qualified plans. He worked with several central Arkansas banks prior to joining the ABA, including Twin City Bank, its successor, Mercantile Bank, and Metropolitan National Bank.

Holmes was initially hired as Director of Services, working as an advocate for member banks and finding new products and services to help those banks become more viable and profitable. After advancing to the role of EVP/COO, Holmes assumed the role of President and CEO upon the retirement of Ken Hammonds in January of 2011.

He serves on the board of directors for The Arkansas Capital Corporation Group, Economics Arkansas, and on the Board of Trustees at the Graduate School of Banking, Madison Wisconsin, and the Graduate School of Banking at LSU.
Nearly 80 bankers from across the state took part in the 2015 ABA Trust Conference on October 20-21 in Little Rock. Speakers touched on topics ranging from investment reviews to prohibited transactions.

Trust Conference attendees listen to Dr. Tim Yeager discuss current monetary policy.

Leo Wilcox and Jim Faulkner, both of Crews & Associates, Little Rock. Crews & Associates teamed up with Federated Investors to host the Tuesday evening reception during this year’s conference.

Forensic accountant Angela Hopkins shared real-life stories of fraud, and gave tips on how to take preventative measures.

Kevin Wright spoke to the group about creating deeper relationships both with customers, and within your team.

Stephanie Parker of Simmons Bank won a drawing for two tickets to the Razorback game vs. Auburn.

What Bankers Are Saying...

This was my first Arkansas Bankers Association event. I was more than impressed; the organization and professionalism of the Association employees; the quality and expertise of the speakers; the same is said for the vendors.

Overall, I would grade the event with an “A.” I will be back next year.

Tracey Dennis
AVP / Trust Officer
Relyance Bank, Pine Bluff

Of the four Trust Conferences I’ve attended, this one was the best. The quality of the speakers and the relevancy of their presentations were outstanding. It was a great mix of topics and we came away from each session with something beneficial and useful.

The comments from other attendees were positive as well. Thank you!

Denice Harper
VP / Senior Trust Officer
Union Bank & Trust, Monticello

Kevin’s presentation was motivating. I have spoken to family and co-workers about his message in the short time I’ve been back from the conference.

Merissa Spicer
VP / Client Advisor / Trust & ILIT Specialist
Arvest Bank, Lowell

Click here to see more photos from the ABA Trust Conference!
Bank Directors Workshop

Forty-seven Arkansas Bank Directors representing 16 banks, attended the annual Bank Directors Workshop on Monday, October 26, in Little Rock.

Arkansas Bank Commissioner Candace Franks kicked off the program, which was approved training by the Arkansas State Bank Department. The directors then heard from speaker David Kemp about the relationship between bank directors and management, regulators, customers, employees and shareholders. The group discussed regulations and compliance, required policies, risk management, board compensation, and other key topics.

“The presenter did a great job in sharing supporting stories that were interesting and solidified the messages,” commented Diane Tatum, Southern Bancorp. “The information shared helped me to be more informed regarding the duties and expectations of a bank director.”

ABA hosts Bank Directors Workshops twice a year, in the spring and fall.

Certified Community Banking Security Professional Training

Jeff Spann of Secure Banking Solutions (SBS) leads the group in a discussion of information security during the Certified Community Banking Security Professional Certification training, held October 14-15 in Little Rock. There were seven Arkansas banks represented at this two-day seminar. The event focused on providing bank personnel with a framework for their information security programs, including information on how to manage each component to ensure successful implementation.

“As someone who is new to IT and banking, the topics were very relevant to what I need to know in the industry to appropriately do my job,” commented Jennifer Wyatt of First Community Bank in Batesville.
MEMBER NEWS

Tanya Bonham Scott Receives Regions Bank’s Top Associate Honor

Regions Bank has announced that Tanya Bonham Scott, Branch Manager in Little Rock, is the October 2015 recipient of the Regions Bank Better Life Award. The Better Life Award is the top honor given to a Regions associate for outstanding dedication and job performance as well as involvement and commitment to the community.

In addition to the recognition, Regions donates $1,000 in the name of the recipient to a nonprofit organization of the winner’s choice. Scott chose Lessons for Life, a nonprofit devoted to connecting young girls with accomplished mentors in the Little Rock area.

Scott was a known scorer on the Kansas Jayhawks basketball team. Today, her Regions teammates symbolically place the ball in her hands because they know she will stop at nothing to help them meet customer needs or advance in their careers.

“Tanya is truly a coach. She’s patient with each of her team members, helps them choose goals and progress toward those goals,” said Roger Weldon, Consumer Banking Executive for Regions in Little Rock. “Many associates come to Tanya very inexperienced and end up having their careers and life patterns altered because she cares about their progress.”

“Tanya is a great role model and a great leader for our team,” said Weldon. “She has helped so many associates in our market and our company.”

Scott says her college basketball days cultivated a dedication to achievement and a heart of service.

“I had a phenomenal coach who pushed us to not only be great athletes and students, but also to carry ourselves in a way that we became a part of the community around us,” Scott said. “I’m extremely humbled and excited to be able to make an impact today.”

CSI Expands Presence in Arkansas with Addition of Kersten

Computer Services, Inc. (CSI), a leading provider of technology solutions for community banks, has expanded its presence in Arkansas with the addition of business development Mike Kersten, who will work closely with community banks in the state, helping them connect business and technology strategy. His focus and expertise is core banking enhancements and efficiencies.

Kersten brings more than 20 years of core banking and payments processing solutions experience to his role with CSI. As community banks look for technology partners that share the same “high-touch” values, Kersten will build upon CSI’s established base of satisfied customers in the Southeast, as well as focus on continuing CSI’s reputation for being the “go to” solution for community banks that are unsatisfied with their current “big box” vendor.

“We are excited to collaborate with Arkansas bankers on the challenges they face today and their goals for tomorrow,” Kersten said. “CSI’s unique approach to customer service and product innovation enables our customers to focus on the business of banking, not cumbersome IT vendor management. While other core providers seem to have outgrown the community banking market, CSI has stayed true to its customer-focused culture and industry-leading service model that has been the company’s hallmark for 50 years.”

“I am extremely proud to represent the CSI brand and culture in Arkansas,” Kersten said. “CSI is the best kept secret in the core banking industry today, and I look forward to sharing how our banks outperform their peers in key metrics while keeping pace with rapidly changing technology requirements.”

Click here to see a video about Tanya Bonham Scott’s community involvement!
Four Arkansas bankers were honored as finalists in the 2015 Arkansas Business CFO of the Year awards. This annual program commends individuals who display a “combination of intelligence, judgment, loyalty, integrity, high energy, balanced ego and impressive ability to see around corners.” Marnie Oldner was the recipient of the CFO of the Year Award; other bankers honored were Michael Burris, Judy Lawton, and James Schnoes.

Marnie Oldner
CEO & CFO | Stone Bank, Mountain Home

Originally from Nashville, Marnie Oldner attended California State University, and practiced as a CPA before beginning her career in the banking industry in 1989.

She spent time at Twin City Bank in North Little Rock, DD&F Consulting Group in Little Rock, and Diamond Bank in Murfreesboro, before taking the helm of Stone Bank (formerly Ozark Heritage Bank) in 2011.

In her four years at the bank, Oldner has transformed the organization’s balance sheet, converted the bank to a state charter, and made plans to open a loan production office in Little Rock as well as a new branch in White Hall.

Michael Burris
CFO | FNBC Bank, Ash Flat

Michael Burris joined FNBC Bank in 1994, working as credit analyst and security officer, controller, and accounting department supervisor, before being promoted to CFO in 2008.

He holds a degree in accounting from Arkansas State University, and worked three years in public accounting before joining the bank.

Judy Lawton
CFO & COO | Heartland Bank, Little Rock

Judy Lawton’s banking career spans 34 years, spending the past 11 with Heartland Bank.

Lawton earned a degree in accounting from Arkansas Tech, and worked at Peoples Bank in Russellville and DD&F Consulting Group before joining Heartland Bank.

James Schnoes
CFO | One Bank & Trust, Little Rock

James Schnoes has been with One Bank & Trust since 2013, but his career in finance began in 1981 with the First National Bank of Chicago. He is a graduate of Michigan State University with a degree in financial administration.

First National Bancorp Acquires Twin Lakes Community Bank

First National Bancorp, Inc., parent company of Anstaff Bank, N.A. headquartered in Green Forest, and Twin Lakes Community Bank headquartered in Flippin, have announced that they have entered into an agreement for First National Bancorp to acquire 100 percent of the stock of Twin Lakes Community Bank.

The purchase is contingent on approval of regulatory agencies and other items within the agreement. The anticipated close for this transaction is before the end of this year. Once the transaction closes, the bank will become a subsidiary bank of First National Bancorp, Inc. and continue to operate as Twin Lakes Community Bank.

Customers of Twin Lakes Community Bank will continue to conduct business as usual at their existing branch locations, and will continue to use their same checks, debit cards, and online banking services. There are no plans to make changes to customer accounts at this time. If customers have questions they should contact their local branch office.

Commenting on the acquisition Steve Stafford, Chairman and CEO of Anstaff Bank stated, “We have a great respect for Twin Lakes Community Bank and their staff. We view the Twin Lakes Community Bank markets as a complement to our existing markets and our strategic plans for growth.” He continued, “Twin Lakes Community Bank and Anstaff Bank are similar in their approach to customer service and community banking, which makes this an excellent fit for both of us. Customers can be assured that we are committed to continue to provide the same outstanding customer service they have come to expect.”

Jerry Cunningham, CEO of Twin Lakes Community Bank stated, “I look forward to working with Steve and his team at Anstaff Bank to make this a positive experience for our customers and employees. Anstaff Bank is financially sound and has a long and rich history of community involvement and personalized customer service in North Arkansas. This will be a beneficial transaction for both of us.”

Bankers Honored by ‘CFO of the Year’ Awards

First National Bancorp Acquires Twin Lakes Community Bank
The Arkansas State Bank Department has promoted Donna Dodge and Daniel Sims to Bank Junior Examiner.

Dodge and Sims were hired by the Bank Department as commercial examiners in September 2013. Dodge has since transferred to the Department’s Information Systems examination group. Sims is assigned to one of the Department’s two commercial examination groups based in Little Rock.

Donna Dodge received a Bachelor of Arts degree in journalism, with an emphasis in advertising and public relations, at the University of Arkansas in June 2003. Prior to joining the Department, Dodge served in several capacities at The Bank of Fayetteville, beginning in March 2007. In August 2012, Dodge was named Electronic Banking Manager at the bank. In this position, she managed a four-person department responsible for the Automated Clearing House, wire transfer and on-line functions, in addition to the debit, ATM and credit card programs.

Daniel Sims received a Bachelor of Arts degree in business administration at Ouachita Baptist University, with an emphasis in finance, in August 2013. At the university, Sims served on the Fund-raising and Finance Committee of the Ouachita Student Foundation, established to raise funds for scholarships for current students. While in college, Sims worked part time at Centennial Bank, Conway, as a teller, completing a loan internship and as an internal auditor.

The Arkansas State Bank Department has hired Amanda Andrews as Bank Chief Counsel; Adam Chase, Wes Mathis and Wynne Morgan as commercial Bank Examiner Trainees; and Kelly Davis as Bank Examiner Trainee for the trust examination group.

As Bank Chief Counsel, Amanda Andrews will be responsible for preparing case strategy, serving as an expert litigator before federal and state courts and agencies. In addition, she will be the Bank Commissioner’s chief legal adviser regarding all banking issues, including the drafting of legislation and Bank Department rules and regulations.

Andrews most recently served as Associate Counsel for the Arkansas Insurance Department, which she joined in June 2011. In that position, she was responsible for legal and compliance matters, including licensing. Andrews began her legal career in December 2005 as a Research Attorney for the James Law Firm. In August 2007, she was hired as an Associate at the Laser Law Firm in Little Rock.

Andrews received her Juris Doctor from the William H. Bowen School of Law at the University of Arkansas at Little Rock in May 2005. She received a Bachelor of Arts in Speech Communications at the University of Arkansas at Monticello in May 2002, minoring in biology and graduating cum laude.

Chase, Mathis and Morgan all will work out of the Department’s Northwest Arkansas Office.

Adam Chase received a Bachelor of Science degree in Emergency Management at Arkansas Tech University in May 2013. Prior to graduation, he worked briefly for the Washington County Department of Emergency Management. His responsibilities at this agency included assisting the deputy director with daily tasks within the Emergency Operations Center. In May 2015, Chase received a Master of Science in Business Administration at Arkansas Tech University.

Wes Mathis received a Bachelor of Business Administration with a major in Finance at the University of Central Arkansas in May 2014. During summers from 2007 to 2014, Mathis worked for Mathis Heating & Cooling, Inc., Conway.

Wynne Morgan received a Bachelor of Science in Agricultural Business at the Dale Bumpers College of Agricultural, Food and Life Sciences at the University of Arkansas in May 2010. During the summers of 2007 and 2008, respectively, he worked as a laboratory/field assistant at the University of Arkansas Rice Research and Extension Center in Stuttgart and as an intern at Riceland Foods, Inc., Stuttgart. From July 2010 to December 2012, Morgan was a product coordinator at Riceland Foods, Inc. In December 2014, he received a Master of Science in Agricultural Economics at the Dale Bumpers College of Agricultural, Food and Life Sciences.

Kelly Davis received a Bachelor of Science in Finance at the University of Central Arkansas in December 2010. From March 2011 to March 2014, he worked in trust operations at First Community Bank, Batesville, and as a financial adviser associate with SWBC Investment Services, a brokerage that at that time was a partner with the bank. Prior to being hired at the Bank Department, Davis was a financial adviser with SWBC Investment Services, LLC.

Donna Dodge, Executive Vice President of Corporate Efficiencies for Home and Centennial Bank, has announced the promotion of Donna Townsell to Senior Executive Vice President of Corporate Efficiencies for Home and Centennial. “Donna has played a major role in our company’s success, said John W. Allison, Chairman. “In her eight years with our company, she has proven to be an outstanding ambassador for the bank and a tremendous asset to the team. Her efforts and leadership have shown in the company’s exceptional efficiency ratio, which has been a goal of this organization for seven and a half years.”

Townsell serves on several committees in the organization, including Operations and Strategic Planning. Prior to becoming Vice President of Corporate Efficiencies, she served as Project Manager for Centennial and led the organization’s Build-A-Better-Bank campaign. She was the recipient of the 2012 Chairman’s Award, and is a graduate of the University of Central Arkansas.

She is very active in her community and with the American Childhood Cancer Organization of Arkansas. Along with her daughter, Riley, 10, Townsell resides in Conway.
STANFILL NAMED COMMUNITY BANK DIRECTOR FOR ARVEST, BENTON COUNTY

![Mason of Masonic Lodge # 364.][1]

Arvest Bank is pleased to announce that Greg Stanfill has accepted the position of Director of Community Banks for Arvest Bank in Benton County. He will continue in his previous position as the community executive for Rogers and Lowell.

Stanfill first joined Arvest Bank when it was known as First National Bank and Trust Co. of Rogers in 1992 as branch manager in Lowell. He was promoted to community bank president in Lowell in 1994 and to community executive for Rogers and Lowell in 2012.

“I don’t think we could have found anyone more qualified for this position than Greg Stanfill,” said Craig Rivaldo, president and CEO for Arvest Bank in Benton County. “He knows Northwest Arkansas and Arvest, as well as best practices for Arvest associates to help their customers reach their financial goals.”

A graduate of Greenwood High School, Stanfill attended Westark Community College (now known as University of Arkansas at Fort Smith) and the University of Arkansas at Fayetteville, where he earned a Bachelor of Science in Business Administration. He is also a graduate of Southwestern Graduate School of Banking at Southern Methodist University in Dallas.

Stanfill is a member of the board of directors for the Area Agency on Aging and the Fellowship of Christian Athletes NWA. He currently serves as the president of the Lowell Recreation Association. He is a past president of the Rogers Rotary Club, a past chairman of the Rogers Lowell Area Chamber of Commerce and past vice chairman of the United Way of Benton County. He has also been named a “40 Under Forty” honoree by the Northwest Arkansas Business Journal.

He and his wife, Sonia Stanfill, live in Rogers. They attend First Baptist Church in Lowell.

ARVEST BANK NAMES ROBYN BRESHEARS SALES MANAGER IN BENTON COUNTY

![Breshears has lived in Northwest Arkansas since 1995 and is deeply involved in her community. She currently serves on the Jones Trust Board of Directors. In the past, she has served as the president of the Arkansas Crisis Center’s board of directors, president of the Springdale Rotary Club, trustee of the Springdale Rotary Foundation Trust and a board member for the Springdale Chamber of Commerce.][2]

Arvest Bank is pleased to announce that Robyn Breshears has accepted the position of Sales Manager for Arvest Bank in Benton County.

Breshears has been the regional private banking manager for Arvest Bank in Benton County and Springdale since 2012. She first joined Arvest Bank in 2001 in the trust department, then moved to private banking for the first time in 2006 for the Springdale market. Her previous work experience includes public accounting, the medical industry and internal auditing for a large bank holding company in Oklahoma.

“Robyn has been a strong leader within the private banking segment of the bank,” said Craig Rivaldo, president and CEO for Arvest Bank in Benton County. “We are looking forward to seeing her put her skills and knowledge to work for our retail banking division and expect great things of her.”

Breshears has a master’s degree in business administration from the University of Arkansas at Fayetteville. She earned an undergraduate degree in accounting with a minor in computer science from East Central University in Ada, Okla. She is a Certified Public Accountant and Certified Trust Financial Advisor and holds investment and insurance licenses. She is also a graduate of the Graduate School of Banking from Louisiana Tech University in 2014.

Breshears has lived in Northwest Arkansas since 1995 and is deeply involved in her community. She currently serves on the Jones Trust Board of Directors. In the past, she has served as the president of the Arkansas Crisis Center’s board of directors, president of the Springdale Rotary Club, trustee of the Springdale Rotary Foundation Trust and a board member for the Springdale Chamber of Commerce.

PARTEE JOINS ARVEST BANK, SPRINGDALE

On August 30, 2015, Charles T. Cross, President & CEO, Cornerstone Bank, appointed Travis Dotson to the bank’s Advisory Board of Directors in Madison County. Dotson, a lifelong resident of Huntsville, is the owner and operator of 4 D Sanitation & Recycling, a waste management company serving Madison, Carroll, and Washington Counties. Travis is the bank’s first appointment to its advisory board for the recently completed banking location in Huntsville, Arkansas.

Cross stated, “Travis brings a wealth of business experience and knowledge of the market to the table and we are very pleased to appoint him as our initial advisory board member for Huntsville and the Madison County area. Adding someone of his caliber to our banking family as we continue our aggressive growth pattern is certainly a blessing for our institution.”

Dotson, along with his wife Jamie and family, reside in Huntsville where he is involved in various community and civic endeavors. He is a member of the Madison County Youth Baseball Board; a former member of the Madison County Recycling Board; a Madison County election official; a Kiwanis member; and a Master Mason of Masonic Lodge # 364.

Arvest Bank is pleased to announce that Amber Partee has joined Arvest Bank in Springdale as a Consumer Lender at the Emma Avenue location.

Partee has eight years’ experience with Integrity First Bank, where she most recently worked as a personal banker.

“Amber brings wonderful experience and a great foundational skill set to our Arvest team,” said Christy Queary, Consumer Loan Manager for Arvest Bank in Springdale. “We know she brings a great energy and enthusiasm to help people manage their personal financial standing to reach their ultimate goals.”

Partee graduated from Mountain Home High School and earned an Associate of Arts from Arkansas State University in Mountain Home in 2007, an Associate of Science in business from Arkansas State University in Mountain Home in 2012 and a Bachelor of Science in business management from Arkansas State University in Jonesboro in 2013.

Partee is an active participant for the American Cancer Society’s Relay For Life Mid-South, with whom she assists in event planning, fundraising and survivor events.

She is also on the Make-A-Wish Mid-South Wish Council, where she is a Wish Grantor. She is also a Girl Scouts Daisy Level volunteer.

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CARPENTER NAMED AMONG ‘20 IN THEIR 20s’

Molly Carpenter, Marketing and Public Relations Director of FNBC Bank in Ash Flat was recently named among Arkansas Business’s “20 in their 20s” for 2015.

Carpenter has been employed with the FNBC Bank since February 2014, shortly after the bank switched to a state charter and changed its name. Among her first tasks was the rebranding of the bank.

She holds a journalism degree from Arkansas State University, interned at the Stone Ward ad agency in Little Rock, and held various roles at Ozarka College prior to joining FNBC.

Carpenter is the immediate past president of the Quad Cities Rotary Club, heads the Sharp County chapter of the Arkansas Community Foundation and is enrolled in the Graduate School of Banking at Colorado.

NATALIE BARTHOLOMEW NAMED ‘YOUNG WOMAN OF THE YEAR’

Natalie Bartholomew, Vice President of Marketing and Private Banking at First National Bank of NWA, was recently named the 2015 Young Woman of the Year by the Bentonville/Bella Vista Chamber of Commerce.

Bartholomew she recently led the effort in rebranding the bank’s name and logo. She has also been instrumental in crafting a community-driving image for First National Bank of NWA by engaging co-workers in local outreach, focusing on the Boys and Girls Club of Benton County, the Children’s Advocacy Center of Benton County and the United Way of NWA.

Bartholomew earned a master’s in agricultural economics from the Bumpers College at the University of Arkansas. The Prairie Grove native is a board member of the Washington County Fair Association and the Single Parent Scholarship Fund, a 2015 graduate of Leadership Benton County and a mentor at the Boys and Girls Club of Benton County.

Established four years ago by the Bentonville/Bella Vista Chamber of Commerce, the Young Woman of the Year award is presented at the Northwest Arkansas Business Women’s Conference, an annual conference focusing on professional and personal development of business women. The award honors a young woman who not only demonstrates great leadership qualities, but also gives back to her community through mentorship and volunteerism.

BURTON AND MCNEIL JOIN SIMMONS BUSINESS APPLICATIONS DEPARTMENT

Simmons First National Bank has announced two additions to its business applications and project management department:

Kelley Burton will serve as Vice President of Project Management. Burton began her banking career in 1991 and has been with Simmons since 1998, working in loan administration and branch operations. As Project Manager, Burton will be responsible for overseeing the planning and implementation of information technology and related projects. Burton will work out of Searcy.

Geoffrey McNeil will serve as a Vice President and Business Analyst Manager. McNeil has been in the banking industry for decades. He most recently worked as Vice President of Operations for Community Bancshares, where he served as manager of a data center for core processing of eight banks. In his new role at Simmons, he will evaluate new and existing technologies and work with business units during conversions and various implementations. McNeil will work out of Pine Bluff.

ARVEST MORTGAGE DIVISION ANNOUNCES ROLE CHANGES

Matt Kendall has been promoted to Executive Director of Mortgage Operations and Kathleen Craig hired as Director of Mortgage Production Operations, in the Arvest Bank – Mortgage Division.

Matt Kendall has worked at Arvest for 17 years, and most recently served as Director of Mortgage Production Operations. In his new role, assumed earlier this year, Kendall is responsible for production operations, vendor management, mortgage IT and litigation spanning both the company’s production and servicing areas.

Kendall began his career at Arvest as an internal auditor and worked in the IT department before holding several leadership positions, including CEO, at Waco Title. He was named Director of Mortgage Production Operations more than two years ago, and was responsible for Arvest’s residential mortgage loan manufacturing and closing processes.

“Matt Kendall has proven very flexible and adaptable to new challenges over his 17-year career at Arvest,” said Steven Plaisance, President and CEO of Arvest Bank – Mortgage Division. “I am pleased that he will be able to provide additional senior leadership over several diversified areas of our mortgage banking business.

Kathleen Craig will report to Kendall and be based in Tulsa, Okla. She has production operations responsibilities in both Tulsa and Lowell.

Hired earlier this month, Craig has more than 25 years of mortgage banking experience and brings extensive expertise and knowledge of retail mortgage lending to Arvest. In a previous job as a regional operations manager and in other senior leadership roles, Craig has developed operational efficiencies, risk management policies and procedures, and customer service best practices, while also supporting sales across all areas of mortgage lending.

“Kathleen’s hire brings more depth and experience to our leadership team during a time of increased focus on mortgage processes and regulation,” Plaisance said.
TOM NELSON JOINS ONEBANC AS SENIOR VICE PRESIDENT/COMMERCIAL LENDING OFFICER

Tom Nelson recently joined the Onebanc team as Senior Vice President/Commercial Lending Officer. Nelson will office at the bank’s Rodney Parham location and will serve the Central Arkansas community. He is a graduate of the University of Arkansas, receiving his B.S.B.A. in finance. He is also a graduate from lending schools with the Arkansas Bankers Association and American Bankers Association. Nelson is an active board member with Junior Achievement of North Central Arkansas and has served on various non-profit boards. He is a current member and past president of the Conway Rotary Club and is also a Paul Harris Fellow.

“With over 25 years of experience in banking and lending, we are very pleased to add him our seasoned lending team,” said Jerry Pavlas, President and CEO of Onebanc.

JACKSON COMPLETES LSU GRADUATE SCHOOL OF BANKING

Jesse Jackson, a Senior Vice President with the Texas Capital Bank, is among the 168 bankers who recently received diplomas from the Graduate School of Banking at Louisiana State University. In his current role with Texas Capital Bank, Jackson manages relationships with financial institution clients throughout the Southeast. Prior to joining Texas Capital Bank, Jackson with the Federal Home Loan Bank of Dallas as a senior member sales officer and Community Trust Financial Corporation where he was a senior vice president with responsibility for institutional business development and external relations.

Jackson holds an MBA degree in corporate finance from the University of Dallas-Graduate School of Management and a B.S. in business from Grambling State University. He is a graduate of the Texas Tech-Rawls College of Business School of Bank Management and is a member the Dallas Regional Chamber Leadership Dallas Class of 2010. Jackson currently serves on the advisory board for Texas A&M University Mays Business School’s Finance & Commercial Banking Program.
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