



Expanding in North Carolina and Virginia: *TowneBank Opens New Offices in Charlotte and Chesterfield County*

Two new offices are open and ready to serve our members and friends in Charlotte, North Carolina, and Chesterfield County, Virginia.

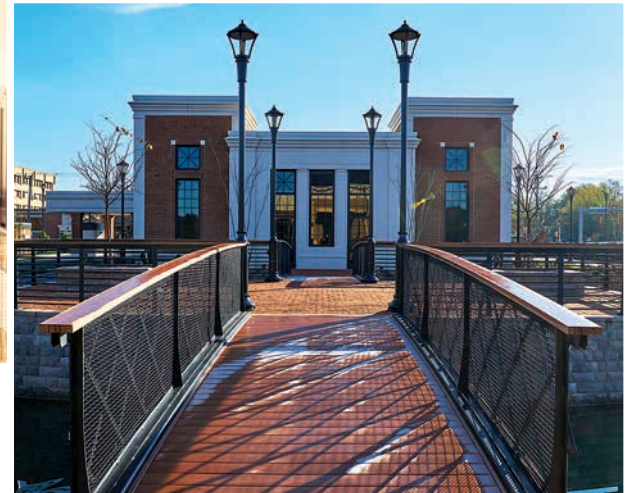
In Charlotte, our Myers Park Financial Center is located at 150 Providence Road. The beautiful new facility center has 8,460 square feet on the first floor and 3,850 square feet on the second floor. Edifice Inc., an award-winning company headquartered in Charlotte, served as general contractor. HBA Architecture provided the outstanding design work and PC&A Business Environments performed their magic to transform the space into a warm and inviting place.

Stephen Heeseman serves as market manager for Myers Park. A well-known Charlotte banker, he has more than 25 years of experience, including commercial lending and banking services. He has assembled a great team of local



◀ Chris Thorn (right) serves as branch manager and Lavette Soto is a member service specialist at Towne's new Myers Park Financial Center.

▼ TowneBank's Chesterfield office on Iron Bridge Road has a genuine iron bridge dedicated to the Wilson family who owned the property for many years.



▲ PC&A Business Environments provided interior design for both the Chesterfield location (shown above) and Myers Park Financial Center.

bankers who are ready to serve the financial needs of Charlotte residents.

The new office in Chesterfield County outside of Richmond is a 8,500 square-foot banking center located at 9961 Iron Bridge Road. It sits adjacent to our former location, which is now part of the on-site park. Sussex Development served as general contractor with HBA Architecture providing design work. PC&A Business Environments put the finishing touches on everything from floor to ceiling.

A stunning iron bridge on the property is dedicated to the Wilson family, owners of the land where the new building is located. A plaque on the site pays tribute to the Wilsons and reads in part: *Dedicated to Clarence A. Wilson and Caroline (Carrie) Wilson who resided on this property for more than 50 years and were prominent citizens in the early development of the Courthouse community.*

Matt Clarke serves as Chesterfield regional president. He has more than 30 years of experience in the financial services industry and is a leader skilled in building commercial member relationships.

Both new locations offer a competitive array of business and personal financial services including private and commercial banking, mortgage, and insurance. Local decision-making and a strong commitment to the communities we serve are central to TowneBank's 22-year history of extraordinary service. We look forward to seeing you soon in our two new offices or in one of our more than 40 banking centers throughout Hampton Roads and Central Virginia, and Northeastern and Central North Carolina. Visit TowneBank.com for a wealth of information on our services.

TowneBank Moves Up on the Forbes Best Banks in America List!

For the third consecutive year, TowneBank has been listed among *Forbes* magazine's Best Banks in America. This year, your hometown bank soared to the #16 position from #45 and is once again the top-ranked bank in Virginia.

S&P Global Market Intelligence provides the data, with rankings performed by *Forbes*.

Forbes' annual look at America's Best Banks ranks the 100 largest publicly traded banks and thrifts based on their growth, credit quality, and profitability.

Thanks to our members, shareholders, and employees for their flexibility and resiliency during a unique year in 2020. This year's ranking reveals what can be accomplished amid uncertainty.

"Our Towne Family pulled together during a truly extraordinary year, never wavering in their care and dedication to our members and friends," says Bob Aston, TowneBank executive chairman. "It is heartwarming to once again see TowneBank recognized on Nasdaq's sign in Times Square."

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ALL AROUND TOWNE
SUMMER 2021

We hope you enjoy this edition of TowneToday, which features stories about great people and businesses making a positive difference in our community.

Founded in 1999, TowneBank is a company built on relationships, offering a full range of banking and other financial services, with a focus on serving others and enriching lives. Today, TowneBank operates over 40 banking offices throughout Hampton Roads and Central Virginia, as well as Northeastern and Central North Carolina – serving as a local leader in promoting the social, cultural, and economic growth in each community. Visit TowneBank.com.

CHAIRMAN'S LETTER

Dear Friends,

In a recent group discussion on the topic of leadership, I was asked, "In your opinion, what is the single most important trait of successful leaders?"

Without hesitation, my answer was "the ability to build and shape great teams." Of course, there are many other important leadership traits such as humility, empathy, honesty, trust, and vision that also have great value.

Foundationally, I have always believed that life is a team sport made enjoyable by the human connections we make along the way. I also believe that great teams are built by the joining together of the lives of talented individuals who are willing to join hearts and hands in pursuit of a common goal.



▲ The first TowneBank Management Trainees, pictured in 2001, (l. to r.) John Fruit, Ross Morgan, and J.T. McDonald.

Here at Towne, we are blessed with a talented team that continues to deliver extraordinary results by striving for excellence in all they do each and every day. They are emotionally connected to our mission of serving others and enriching lives as the Towne way of life. It is who we are yesterday, today, and tomorrow.

When it comes to the Towne team, the future is always under construction as our teammates are our greatest assets. Perhaps our strongest return on investment is achieved in the development of our leadership team that will guide our company into the future.

We began building our future leadership the very first year we opened for business in 1999 when John Fruit, Ross Morgan, and J. T. McDonald became our first Management Trainees.

Without a truly structured training program, they were the pathfinders for the subsequent full development of our leadership training program.

We are extremely proud of John, Ross, and J. T. as they have climbed the ladder of success with John serving as a Senior Vice President of Card Services and Digital Banking Support Manager, J. T. as a Senior Vice President and Commercial Loan Officer, and Ross as President of the Real Estate Finance Group. All three certainly serve as fantastic role models for others who choose to enter our program.



Our leadership development has continued to evolve over the years into our current Leadership Exploration and Development Program referred to as our LEAD Program.

It is now a comprehensive three-year program with career tracks in retail and private banking, commercial banking, mortgage banking, and insurance, with specialized tracks in audit, accounting, technology, and risk management.

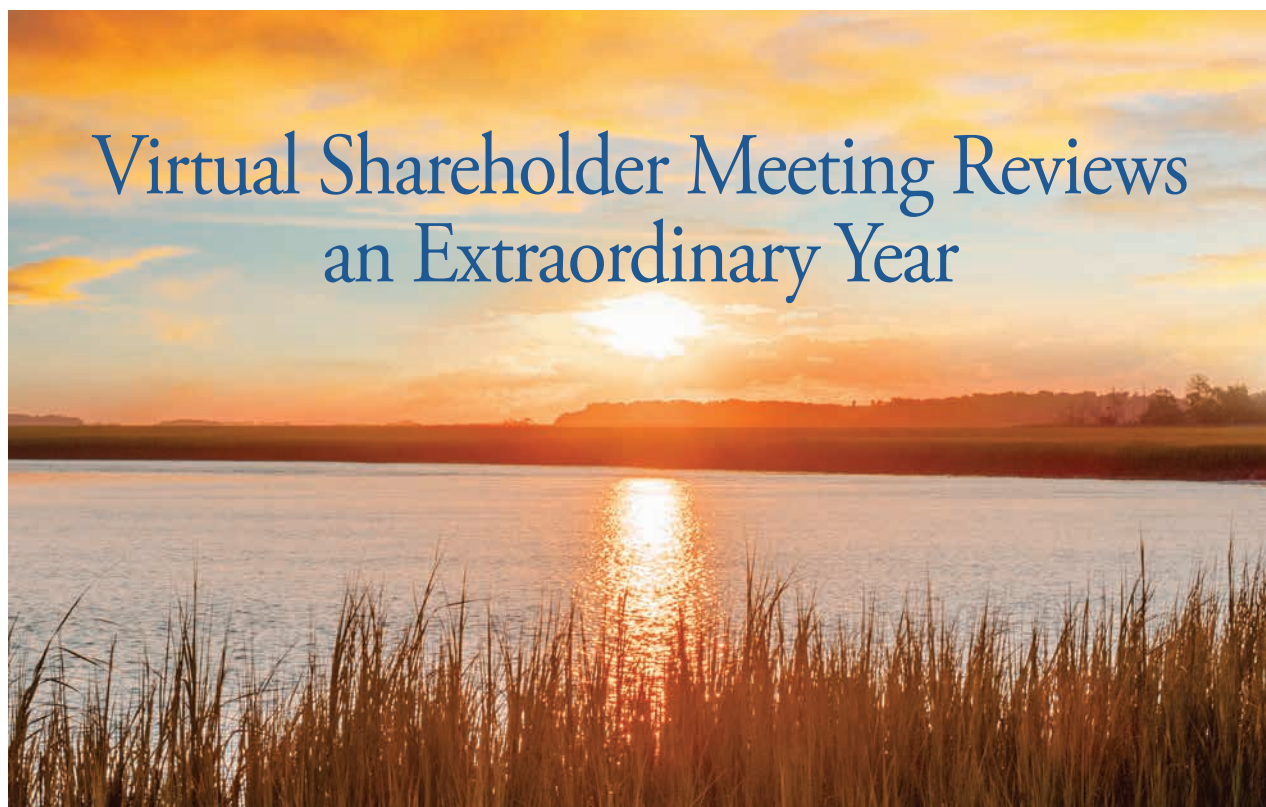
Today, there are 89 graduates of the LEAD Program serving in important roles across the company including marketing, human resources, training, treasury services, branch managers, credit review, operations, compliance, technology, insurance, private banking, and commercial lending.

Tomorrow is the first day of the future, but what we do today to select, train, and develop future leadership will set the table for our continued success.

As the war for talent rages on in our industry, please take comfort that your bank continues to invest in preparing young people to carry on the mission of this great company.

Best regards,

G. Robert Aston, Jr.
Executive Chairman



THE TOWNE CULTURE

Caring	<i>displaying kindness & concern for others</i>
Culture	<i>shared values & beliefs guiding thinking, feeling, & acting</i>
Team	<i>a group of individuals linked by a common purpose & goal</i>
Hometown Spirit	<i>warm-hearted feelings, sense of belonging, & commitment to others</i>
Community Engagement	<i>building working relationships to better our communities</i>

TowneBank's annual shareholder meeting was once again held virtually on June 2 due to concerns about the pandemic. Broadcast from studios at WHRO, executive chairman Bob Aston and president and CEO Morgan Davis spoke about what was truly an extraordinary year.

Towne's overarching goal during this past year of crisis was to do everything in our power to help and protect our members, our employees, our community, and our shareholders. In the end, achieving that goal was our success story for the year, thanks to the personal sacrifice, loyalty, and dedication of our Towne family.

Bob gave a review of the pandemic and its devastating effect on the economy and unemployment. He also talked about the social justice movement in the United States – "this caused all of us to reflect on what we could do individually and together to make the world a better place for everyone."

2020 Deposit Market Share

BANK	DEPOSITS	MARKET SHARE
TowneBank	\$7.56 billion	25.59%
Truist	\$7.06 billion	23.92%
Wells Fargo	\$5.81 billion	19.68%
Bank of America	\$3.68 billion	12.45%

Source: FDIC Market Share, June 30, 2020.
Virginia Beach-Norfolk-Newport News, VA-NC MSA

"This has been a year like none other and one that we hope will never be repeated," Bob said. "Today is a story written by the 2,700 employees in our company. These extraordinary teammates worked together in the midst of the impact the pandemic had on their families, the stress of working from home, and caring for and educating their children. But they came through, and the amazing performance they turned in is the reason why we ended up with a successful year."

The Towne Culture is what Bob believes continues to make a difference.

Through monumental teamwork, dedication and passion, Team Towne rose to the occasion. Facilities were secured and made safe. Towne's technology professionals arranged for more than two-thirds of our staff to work from home. Through it all, our bankers stood side by side with our members and literally lived through the crisis with them.

Continued on page 3

Families in Crisis Find Strength Together

Hearing the news that your child has a serious illness is devastating and after finding the best medical care, it is vital to have support during this most difficult time. Stephanie Becker, executive director of Better2gether RVA, explains how her family made it through.

"Five years ago, my son Jack was diagnosed with stage 4 lymphoma," Stephanie says. "In the blink of an eye, our family was in crisis – our lives were turned upside down. Immediately two local organizations provided support for our family. It was transformational for us."



▲ Stephanie Becker, Executive Director

About the same time, a close friend learned that her son had a rare lung disease. Both boys started treatment plans at the same hospital system, but the difference was in the non-medical support services available. "This family was also in crisis, but no organization stepped in to provide support for their family," Stephanie says. "We searched everywhere, but it turned out there is not a local support group for children in the Richmond area with rare illnesses. It was a call to action for me to help these families in need. That's how Better2gether started."

As Stephanie discovered, there are support groups for children with cancer, juvenile diabetes, autism, and other diseases. Better2gether supports children with rare or complex medical illnesses by equipping their families with the tools they need to care for their child and creating a community of like families. "The reward for me is when a family says, 'I don't know how we would have gotten through this without you.' We are changing the landscape of how families care for their child, so they know that they are not alone, that they are part of a community of parents and kids. Together we can work to make the best possible life for their kids, that's the biggest reward for me," Stephanie says.

About the same time, a close friend learned that her son had a rare lung disease. Both boys started treatment plans at the same hospital system, but the difference was in the non-medical support services available. "This family was also in crisis, but no organization stepped in to provide support for their family," Stephanie says. "We searched everywhere, but it turned out there is not a local support group for children in the Richmond area with rare illnesses. It was a call to action for me to help these families in need. That's how Better2gether started."



▲ Richmond Cares 5K race helped raise funds for Better2gether RVA to support their mission to help the families of children facing serious illnesses.

Better2gether has a number of programs including:

- **Mentor Support** – connects families who are experienced in managing a child's complex medical care with those of recently diagnosed children, providing valuable guidance and support in navigating the medical care system.
- **Music Therapy** – offers the child and their siblings a chance to explore a variety of instruments, learn different genres of music, as well as dancing and art.
- **SMILE – Students Making It a Little Easier** – VCU's School of Medicine pairs medical students with pediatric patients during long stays at the hospital, providing recreational and emotional support.

Stephanie explains how people can help Better2gether accomplish their goals. "We are an organization built on the support of our community. We want to grow our programs and be able to extend what we can offer families. We always welcome volunteers for events and to share their expertise. For example, I would love to find a graphic designer to help us with some graphic needs that we have."

For more information visit better2getherrva.org.

Better2gether connected with TowneBank through Missy Reynolds, manager of the Gateway office in downtown Richmond. "We shared our story with Missy and we quickly learned what TowneBank stands for as a community-oriented bank," Stephanie says. "There are a lot of people you can do business with, but we want to support those who are giving back. That made TowneBank a natural fit for us."

Stephanie also gave a report on her son Jack. "He's doing great. After completing more than three years of treatment, he is coming up on two years in remission. He's living a wonderful life and we are really fortunate and blessed."



Better2gether
Connect. Support. Educate.

Virtual Shareholder Meeting Reviews An Extraordinary Year (CONTINUED FROM PAGE 3)



▲ Bob Aston, TowneBank executive chairman (above), and Morgan Davis, president and CEO (below right) spoke virtually to TowneBank Shareholders from WHRO studios in Norfolk.

In a video segment, Stephanie Bryant, private banking officer in Charlotte, spoke about the impact of the year – "It was difficult to see many of our members, people who had become our personal friends, go through tough times. We have unfortunately witnessed some real pain, some fear, and some real sadness this year. But for us as bankers at Towne, it was our time to shine. It was our time to step up and show our members we will be here for you in good times and in bad. I will wear the year 2020 as a badge of honor, knowing we helped a lot of people in significant ways."

Bob credited the CARES Act and the Paycheck Protection Program for making a significant difference in the lives of

so many people. "Our team rallied and worked 24/7 to assist our members and friends," Bob said. "In the end, more than 181,000 jobs were impacted through over 9,800 loans and \$1.5 billion funded."

Bob gave a review of 2020, a year that showed Towne with strong earnings for the 21st consecutive year. At year-end 2020, bank assets reached a historic high of \$14.6 billion, an increase of 22.4% over 2019. As of June 2020, Towne had a 25.6% market share in the Virginia Beach-Norfolk-Newport News, VA, NC MSA with \$7.56 billion in deposits, putting Towne at the number one spot among banks in the area. Towne has also seen positive growth in deposit market share in our other markets including Richmond, Raleigh-Cary, Charlotte, Greensboro, and Greenville.

At a time when so many nonprofits were suffering, Towne continued our commitment to supporting the communities we serve with \$8.9 million provided by TowneBank and our foundation in 2020. That brings cumulative community support since 1999 to \$76.3 million.

Morgan Davis, president and CEO, reflected on a quote from Thomas Jefferson,

"I like the dreams of the future more than the history of the past."

In looking to the future, Morgan referenced the growth of Towne Financial Services Group (TFSG), which will be under one roof in downtown Norfolk in the former Norfolk Southern building by the end of 2021. Brian Skinner is the new president and CEO of TFSG, which includes TowneBank Mortgage, Towne Insurance, Towne Benefits, Towne Investment Group and Towne Wealth Management,

Berkshire Hathaway HomeServices Towne Realty, and Towne Vacations. "Forty-three percent of our income comes from these companies," Morgan said. "That is extraordinary, and few, if any, other banks can claim that."

In a closing video segment, Nerissa Smith, relationship specialist manager, sums up what it's like to be a member of the Towne family. "Working in banking, you like to think you have an impact in your community. That's why as a banker here at TowneBank we love working here. Whether it's your family or business or personal financial concerns, we know we make a difference in people's lives. Being a banker for TowneBank – best job in the world."

Thanks to everyone for your support over the last year. Together we will move forward into a bright future!



MAKING RECOVERY A REALITY For Individuals With Mental Illness

"What you do for my son and my family is a debt that I'll never be able to repay." Those words come from a note written by a man sending a donation to Gateway Homes. His son has a mental illness and Gateway Homes stepped in to help.

Gateway Homes is a non-profit organization headquartered in Chesterfield County that provides mental health services in a residential setting for individuals who want to eventually live independently.

Dr. Lynda Hyatt serves as chief executive officer. "Gateway was founded back in 1983 by two family members who had adult children with mental illness," Lynda says. "They were at a state hospital, and, at that time, there were not any resources for discharge planning from the hospital. The two families did not want their children to live in a hospital the rest of their lives so they took action. One purchased the land in Chesterfield and the other, Flossie Segal, who still actively serves on our board at age 96, wrote a grant for HUD funding to start our first building on the land. That's how Gateway started and it was with the intention of serving adults with mental illness, helping them live as independently as they could in a community with support."

The Chesterfield Campus provides a residential setting with supportive services specifically designed to meet the needs of



◀ Gateway Homes, headquartered in Chesterfield, offers mental health services in a residential setting.

◀ Flossie Segal (center in blue) an original co-founder of Gateway Homes who continues to serve on the board, and Dr. Lynda Hyatt, Gateway Homes chief executive officer, (next to Flossie in black) with a group of residents.

individuals diagnosed with serious mental illness. The Supported Living Center provides housing and residential treatment for people coming out of state hospitals in Virginia. Last year, Gateway added a home in Goochland County that offers similar residential services for individuals.

Supported Living Apartments offer on-campus apartment living where staff work with each person to help them live as they would out in the community. Residents focus on developing socialization, educational, and vocational skills and are challenged to become more self-sufficient. In the community level of Gateway's program, residents transition to independent living in the community. They receive staff support on a weekly basis and continue to participate in many social events and rehabilitation programs on campus. "We've expanded tremendously over the years," Lynda says, "and we now have 20 different facilities throughout Virginia including our newest program serving adolescent girls and boys ages 14-17."

Lynda, who is a licensed clinical psychologist, explains what working at Gateway means to her. "What I love is seeing the growth that people can demonstrate when barriers are eliminated. Gateway prides itself on our ability to think creatively and to

solve individual problems for people so they can progress. I just talked to one of our clients who graduated from our program a couple of years ago. She told me she's lost over 100 pounds, she's now a peer specialist, has her own apartment, and is doing really well. She said, 'I could never have done any of this without Gateway. You taught me the skills I needed to learn to be on my own.' Those are the stories that are so rewarding to me and all of the Gateway staff."

Gateway Homes first connected with Towne through Curt Straub, senior vice president in the Gateway office in downtown Richmond. "We had a different bank a few years ago and we were having a difficult time. I could never reach our account manager," Lynda says. "Someone recommended we get in touch with TowneBank. I met with Curt and, ever since, we've had a wonderful relationship with Towne. Now we have our insurance through Towne Insurance and we just used TowneBank Mortgage to purchase a house. I tell all the non-profit executives I know that if you need a bank, go to Towne because they are wonderful."

To learn more, visit gatewayhomes.org.



Helping Businesses Grow and Succeed in Richmond and Around the World

It's hard to believe that 21 years have passed since the Y2K phenomenon. With the technology advancements we have witnessed since the turn of the century, it's amusing to reminisce on a time when we thought computers were incapable of changing the date from 1999 to 2000. While most of us were busy preparing for the apocalypse in 1999, there was a company in Richmond that rejoiced at being ahead of the curve.

CSC Leasing started as a telephone leasing company in 1986. Current CEO, John Corey, joined the company in 1990 because he recognized what was coming, an intersection of data and telecommunications that would lead to the explosive growth of Wide-Area Network (WAN) computing. Today, the internet is the world's largest WAN. John joined CSC following a successful sales career, first with IBM Corporation and then with CCA Financial, Inc.

Today, CSC is a financial services company that helps businesses meet their capital expenditure needs. CSC allows businesses to free up growth capital by offering equipment leasing, such as computers. The company focused on technology for the first 20 years because they

knew the world was on the brink of change. Now, they also lease manufacturing and distribution equipment, such as forklifts. Headquartered in Richmond, CSC has expanded beyond their Mid-Atlantic footprint, now leasing to companies across the country.

When the COVID pandemic started, CSC recognized an opportunity to support the local community. They received word that there was a lack of technology resources for families adjusting to distance learning. CSC responded to this by donating used, personal computers to support students in their new remote environments. Most of CSC's community involvement centers on education, because John knows the impact of a solid educational foundation;



his mother taught students for over 40 years. CSC lends support to many schools in the Richmond area, including Anna Julia Cooper Episcopal School, where they recently built a gymnasium for student and community use, and Northstar Academy, a private, non-profit school that serves students with learning challenges.

John credits his employees for the success of the company, stating they are the "secret sauce" of the business. He also acknowledges

the CSC culture and work environment, which allows them to hire and retain high caliber, talented individuals. John appreciates a robust working culture and that is one of the qualities that attracted him to TowneBank. He watched TowneBank grow from a distance, until the Towne footprint entered the Richmond market. Around this time, their senior banking partner at another institution was retiring, so they started an extensive and exhausting interview process. In the end, they felt Towne was the best cultural fit because we share the same values and beliefs. Today, John believes that "CSC would not be in business without Towne. TowneBank has been a phenomenal partner who has permitted us to grow over the last 6 years."

Before partnering with Towne, John related to Mark Twain's attitude toward banking when he said, "A banker is a fellow who lends you his umbrella when the sun is shining and wants it back the minute it begins to rain." John credits his relationship with TowneBank for changing his opinion. "Working with Duncan Owen, no matter what's going on, it's always, 'How can we help?' Towne is there to guide us through success and through adverse circumstances," he says. John also applauds Towne for offering the most unique, flexible, and creative solutions, one of which allowed CSC to grow their business portfolio and capital base. "When people ask me if I recommend Towne, I tell them don't do it unless you want to grow and prosper. I'm delighted to see the bank's success. TowneBank is simply the best. We grow together." For more information, visit cscleasing.com.



John Corey, CSC CEO, in a classic photo of the company's first office, a lunch breakroom.

VOLUNTEER Hampton Roads

Recognizes Hope House Elves



▲ The Towne Family and friends brought holiday cheer and their decorating skills to Hope House, and their efforts over the years were recognized by VOLUNTEER Hampton Roads.

Since 2013, TowneBank's Hope House Elves have decked the halls of Hope House for the holidays. We are excited to announce that this dedicated group of volunteers was honored as the Corporate Group for this year's Volunteer Achievement Awards by VOLUNTEER Hampton Roads.

The service project began as an offshoot of VOLUNTEER Hampton Roads' Family Volunteer Day, when the Hope House Elves would unpack food donations sorted by volunteers at Virginia Wesleyan University on the Saturday before Thanksgiving. That event evolved into a day when 20 to 25 TowneBank employees and their family members spread holiday cheer to the residents and employees of Hope House. The Hope House mission is to help adults with intellectual and developmental disabilities find independence and inclusion in their communities.

TowneBank's Patti Mason and Amber Morgan coordinate with the Hope House Foundation to recruit and manage volunteers for the annual event. Their dedication and infectious spirit for supporting Hope House has made this a much-anticipated TowneBank tradition. Volunteers are encouraged to bring their family members to help out. For many children, this is their first exposure to volunteerism.

The Hope House Elves have purchased a new artificial tree, decorations and ornaments, and have created around 200 angel ornaments to represent and honor each resident of Hope House. These ornaments serve as a reminder that people in the Hampton Roads community care about them, their happiness, and success.

Congratulations to the Hope House Elves! You represent the best in our Towne Family.

Premier Millwork & Lumber Company

Donating Desks for At-Home Learning

When George Melnyk, Jr. was sweeping the floor at his father's business at age thirteen, he could never have imagined that years later, he would be leading an effort to provide desks for children who were learning from home in the midst of a pandemic.

Premier Millwork & Lumber Company began in 1950 as a small custom millwork company in Virginia Beach. In 1974, George Melnyk, Sr., purchased the business and today, his son, George Jr. and his wife, Kim, are the owners. "We put the finishing touches on projects and it's great when a job is complete to see how our company was able to make it beautiful," George says. "I've been doing this work for 30 years now and I can drive all over cities in Hampton Roads and beyond and say, 'We did that job and that job and that job.' There is great satisfaction in that."

Over the years, Premier Millwork has moved from primarily residential work to commercial, and the company has a portfolio of projects that includes churches, hospitals, hotels, schools, courthouses, and banks. One project the company worked on is Scott Morgan Hall at TowneBank's Member Service Center in Suffolk.

When the COVID pandemic hit last year, George was intent on looking for a way his company could help the community. Trish O'Brien, president and CEO of CHIP of South Hampton Roads, (Children's Health Investment Project), reached out to George explaining that with so many children working from home, many did not have desks. "Trish asked me if I would be interested in helping to provide desks," George explains. With plans from a company in Salt Lake City, George tasked his engineering department with making one desk. "Trish loved it and asked if we could make 20," George says. "When I found out that she was hoping to have a total of 220 desks, I said, 'Give me some time to work on this.' Within four hours, I had raised \$4,000 which meant I had enough funding to make 220 desks."



▲ Scott Morgan Hall at TowneBank's Member Service Center in Suffolk received some beautiful finishing touches from the skilled workers at Premier Millwork.

George then asked his employees if they would volunteer some time on a Saturday to make the desks. "I told them that we had been blessed to be able to stay busy during the pandemic and now we have an opportunity to give back. Right away, I had eight volunteers, and within two weeks, we had completed the 220 desks and delivered them to CHIP for distribution."

Meanwhile, local media heard about the project and two television stations came out to Premier Millwork to film the desk-making process. George then received news that a documentary company in New York wanted to come to interview him and Trish. "We found out that this was really for a show called *Returning the Favor*, hosted by Mike Rowe on Facebook Live. Mike presented us with a check for \$20,000 from his foundation to build more desks. We had some students and their parents there and they had made thank you signs. It was very emotional."

In the end, Premier Millwork built 2,095 desks. The desks are four pieces and can be put together in about a minute. "A child can put it up in the morning, attend class, and then put it away



▲ Premier Millwork owners George and Kim Melnyk, along with employees and volunteers, worked many long hours to create desks for children learning from home during the pandemic.

in the evening so it doesn't take up space. They have a private place to work and we've heard from teachers that students' grades improve when they have their own space," George says.

TowneBank is honored to have Premier Millwork as a member. "I love that Towne is a hometown bank," George says. "They make us feel that we are an important member of the Towne Family. That's the way I run our business – that we are all family, and that's how I am treated at Towne. They care about me and my business so I can grow my business and take care of my work family."

Premier Millwork was recently recognized by VOLUNTEER Hampton Roads. "It is awesome when people see the good in the things you are doing and recognize you for it, but it was never done for that intention," George says. "I have always believed in paying it forward. "At the end of the day, if we changed one child's life and 20 years from now they are in a position to give something back, then we have made a difference."

For more information, visit premiermillwork.com and to learn more about the CHIP desk project, visit chipshr.org/desk-program.

A Day of Caring in Virginia and North Carolina



▲ Edmarc Hospice for Children, Portsmouth



The 28th annual Day of Caring event required many changes in how we came together, but masks and social distancing did not stop volunteers from completing more than 100 projects at local non-profits during the community's largest volunteer event of the year.

Day of Caring is an annual United Way volunteer event that brings the community together to create a positive impact on the non-profits and human service providers that help those in need. The Day of Caring acts as the unofficial start to the United Way's workplace giving campaign. The theme for the 2020-21 campaign year is "Better Together."

▲ Boys & Girls Clubs of the Virginia Peninsula



▲ Bridge Foster Ministry, Greenville, NC

Volunteers from our Richmond and Currituck offices created "Cards of Encouragement" for critical front-line organizations and individuals helping others through the ongoing effects of COVID. Six offices created 115 cards! In Greenville, members of the Towne family organized a pajama drive, collecting 80 pairs of pajamas for Bridge Foster Ministry, an organization that supports children as they transition into a foster home. In Raleigh, volunteers made blankets for SAFEchild, a child abuse prevention agency that supports families throughout Wake County.

The annual Day of Caring was established by the United Way of West Florida in 1992 and embodies TowneBank's culture of caring and our commitment to the areas we serve. "Each year, our volunteers look forward to Going to Towne to help so many non-profit partners during Day of Caring," shared Allie



▲ Virginia Peninsula Foodbank



▲ MedAssist, Charlotte

Wittkamp, director of marketing communications. "We were thrilled to be able to keep the momentum going while providing safe conditions for all."

We are proud to continue to provide support for the United Way through volunteer efforts, sponsorships, and generous contributions from the TowneBank family. In 2020, the Workplace Giving Campaign raised \$527,402. To learn more about the United Way and how you can get involved, visit unitedwayshr.org.



▲ Virginia Beach SPCA

The Towne family looks forward to the event every year and supports projects in every market we serve. On the Peninsula, one group of volunteers painted the foyer at the Boys & Girls Club, while another group packed food with the Virginia Peninsula Foodbank. In Portsmouth, volunteers completed landscaping and grounds clean-up for Edmarc, a pediatric home health and hospice serving children with life-threatening illnesses.



▲ Cards of Encouragement at TowneBank of Currituck

In Virginia Beach, Towne family members spruced up the Pet Memorial Garden at the Virginia Beach SPCA which serves as an area for the community to remember their beloved pets. In Williamsburg, volunteers completed landscaping and power washing for Grove Christian Outreach Center, an organization that provides food, clothing, and financial assistance to all Grove residents and partners with more than 20 different churches.



▲ ForKids, Norfolk



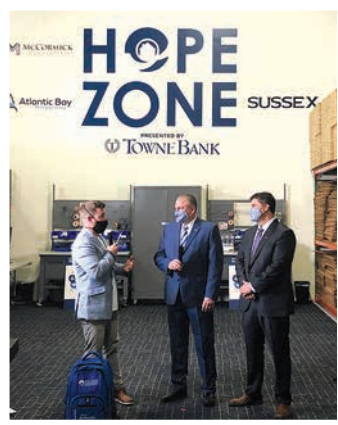
▲ Coast Guard Station, Outer Banks

BRINGING HOPE TO FAMILIES



▲ The Towne Family came together to build a playset in the Member Service Center parking lot that will be delivered to a child.

The Roc Solid Foundation's Hope Zone is now open! This new space at Roc Solid's warehouse in Chesapeake will welcome groups throughout the year to help pack Ready Bags for families when their child is first diagnosed with cancer.



Roc Solid Ready Bags are given to families on the worst day of their lives... the day they find out their child has cancer. Often treatment starts right away so the Ready Bags include everything a family might need for their unexpected hospital stay – toiletries, a blanket, a journal, a tablet, and more. The bags also send a message to each family that they are not alone as they begin this journey.

A long-time partner of Roc Solid, TowneBank was honored to sponsor the new Hope Zone. At the Hope Zone's ribbon cutting, Roc Solid's founder and chief play officer Eric Newman thanked TowneBank's Greg Ohmsen for sharing the vision of Roc Solid from the first playground build. He also expressed gratitude to Phil Smith for creating the first budget and building the financial structure throughout the years.



▲ Allie Wittkamp (left) and Bruce Bangley joined many other volunteers to make a child's dreams come true.

Five-year-old cancer survivor Olivia was the event's true headliner with her mom Morgan talking about how much the Ready Bag meant to her when they had to rush Olivia to the hospital as a toddler. Thousands of Ready Bags are distributed through partnerships with nearly 50 children's hospitals throughout the country.

The story of the Roc Solid Foundation began more than 30 years ago when Eric was diagnosed with liver cancer at age three. He beat the odds and has dedicated his life to helping kids with cancer. Roc Solid's Play It Forward initiative builds playsets for children right in their own backyard.

In May, a group of Towne volunteers joined the Roc Solid Foundation to build hope for a child with pediatric cancer. The playset build was onsite at our Member Service Center in Suffolk due to COVID restrictions, but that didn't dampen the enthusiasm of the Towne Family who worked hard to make a child's dreams come true.



▲ Roc Solid founder Eric Newman (above left) joined Towne's Phil Smith (center) and Greg Ohmsen (right) and others to cut the ribbon for the new Hope Zone at Roc Solid's headquarters in Chesapeake.



For more information, visit rocsolidfoundation.org.

REACHING OUT TO HELP DURING COVID-19

This past year has been an incredibly challenging one. The unprecedented economic storm caused by the pandemic has impacted so many of TowneBank's members and friends. There was no greater vehicle for assisting businesses and non-profits hurt by the pandemic than the Paycheck Protection Program, or PPP. During the first and second rounds of PPP, we have been able to provide more than 9,800 loans totaling \$1.6 billion of needed funding. To date, we've assisted more than 5,000 businesses in receiving PPP loan forgiveness for nearly \$730 million in funded loans.

many households and businesses faced unimaginable decisions as they saw cash flow slow to a trickle or stop altogether.

We have received so many wonderful notes of thanks from people throughout the areas TowneBank serves – heartwarming stories of businesses that were saved, jobs that were protected, and borrowers who had the grace they needed in a difficult time. It means so much to us to be described as a bank that will stick with you during good times and bad.



Additionally, we worked with thousands of borrowers to defer interest or delay payments on their loans throughout 2020. So



SERVING OTHERS. ENRICHING LIVES.

#IN THIS TOGETHER

WATCHING YOUR ENVIRONMENTAL FOOTPRINT?

TFC Recycling Can Help!

Each year, as the days get longer, we start to prepare for a new season. We adjust our clocks, we shed our layered attire, and we dust off the dreary days of winter for the bright, cheerful days of spring. In 2020, we were tasked with much more. We had to adjust to new routines and a new way of life. With people working remotely and traveling less, we soon noticed an improvement in air quality and a reduction in water pollution around the world.

We've now entered the Summer of 2021, where millions have been vaccinated and rising fuel prices indicate that busy months of travel are ahead. While we are excited to resume our everyday lives, we must also ask ourselves: what can we do to sustain our reduced environmental impact?

The Benedetto family has been working to answer this question since the 1800s. In 1896, they started the first major recycling center in New York City where they collected rags and newspapers with a pushcart. In 1973, Joe Benedetto relocated the company to the South Norfolk section of Chesapeake and founded Tidewater Fibre Corporation (TFC). Today, TFC Recycling is Virginia's largest residential curbside recycler, employing over 475 people with a footprint that extends from Richmond to Northeast North Carolina. Current CEO, Michael "Recycle" Benedetto, started working for the family business as a teenager. He worked summers in the Material Recovery Facility (MRF), and he's been



▲ Noland Montague, commercial and residential collection operator, in front of a TFC Recycling truck. TFC Recycling is Virginia's largest residential curbside recycler.

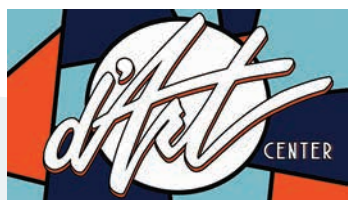
employed full-time since 1987. The mission of the business remains rooted in family, community, and preserving the environment for future generations.

TFC Recycling believes that recycling is one of the easiest solutions to minimize our impact on the environment. Recycling allows us to reuse materials that have value, reducing the need to collect new raw materials. To make recycling easier and more economical, TFC developed the first automated MRF on the East Coast, which eliminated the need for sorting, allowing customers to throw all recyclables into one container. This state-of-the-art technology ensures recyclables are captured and processed efficiently and limits the amount of trash that ends up in a landfill. Michael emphasizes that "landfills

are the least sustainable option for trash. Landfilling takes valuable natural resources and ends their life by putting them into holes in the ground. This creates greenhouse gases and compromises our air and water quality, among other things. Landfilling is the last option because it's the worst option." At TFC, most trash that cannot be recycled is sent to a waste-to-energy facility in Portsmouth.

To encourage community recycling participation, TFC recently introduced an incentive program. EnviroPerks (enviroparks.com) is a free loyalty program where residents earn points for recycling and then use their awarded points to redeem rewards offered by local and national businesses. The technology is in the trucks and customers can redeem their awards directly from their smartphone.

Michael believes it's important for a company to "walk the walk, not just talk the talk." It was this philosophy that led TFC to become the first company in Virginia to run Compressed Natural Gas (CNG) vehicles. It was also this philosophy that brought Michael to TowneBank. Michael describes Towne's unique style of banking as "not corporate." Michael says, "Towne was there for us, they took a chance, understood our vision, and supported us." Michael adds, "A lot of folks are in it to make a dollar, we're in it to make a difference. We're in business today because of Towne." For more information, visit tfcrecycling.com.



Calling All Artists!

The d'Art Center is open in a big, new space in Norfolk's NEON District and is ready to welcome you. Located at 740 Boush Street, the former Atlantic Permanent Savings & Loan building, the 9,500 square-foot center is more than double their previous center and offers exciting opportunities for artists of all ages and abilities.

The d'Art Center was founded in 1986 and has a long-standing reputation for supporting community art. The center's mission is to connect the community and artists to create an appreciation for visual art by providing a unique opportunity to watch, create, learn, collect, and enjoy work from diverse artists in an interactive environment.

Tricia Hudson serves as executive director of the d'Art Center and is enthusiastic about the new space. "We moved into our new building in March and it is already making a big difference in how we can reach out to our community," Tricia says.

The Main Gallery is twice the size of the previous space and has excellent visibility to pedestrians and traffic because of the large window façade. "We have nine national juried exhibitions and we can hang and display between 55 and 70 pieces, depending on their size," Tricia says.



The Vault – Since this was previously a bank building, the historic vault was left intact with the door. "This space allows for a solo artist to be featured during our exhibitions." We are excited to offer this space to an individual and we can also rent the space to artists interested in having their own solo show."

Additionally, there are ten large resident studio and wall spaces available for artists to display their work. "Right now, we have about 25 artists who are either in residency or associates," Tricia says. "We are almost at capacity for studio space."

Coming this summer is a retail space where artists can offer their work. A catering kitchen allows the d'Art Center to be used more for events like weddings, receptions, and private dinners. There is also a social area where artists and guests can mingle and enjoy art.

Other features include: two large classroom spaces as well as a technology classroom for digital art and graphic design, and a pottery studio with six wheels. "We have 60 class offerings currently on our website and more to come. Classes are taught by artists who are affiliated with us," Tricia says.



▲ Tricia Hudson (center) serves as executive director of the d'Art Center. Supporters Tracy Ashley (left) and Lisa Davenport (right) joined Tricia at an event at the d'Art Center which features work by local artists in its new location in Norfolk's NEON District.

"Another exciting opportunity is summer camp where we hope to have 300 children over a six-week period. We employ local art teachers to teach summer camp."

"The new space is helping us get back to our roots as a community art center. Now we can provide more art for people to come and enjoy."

TowneBank is honored to support the Main Gallery at the d'Art Center. For more information and a list of classes, visit d-artcenter.org.

Exciting Changes at

TOWNE INSURANCE

A Towne Family Company

Join us in welcoming the new president and CEO of Towne Insurance, Doug Russell. Doug has more than 35 years of industry experience and most recently served as president of Core Assurance Partners. He succeeds Dudley Fulton, who will assume the role of president emeritus, serving in a consulting capacity focused on agency acquisitions.

Under Dudley's leadership, Towne Insurance has grown to be the fifth largest bank-owned insurance agency in the United States with over \$78 million in revenue. "I continue to be excited about the future of our agency, and I can't think of anyone better than Doug to lead Towne Insurance into the future," Dudley says. "I am looking forward to my new role assisting him in our continued quest to acquire top notch agencies across our footprint."

"It is an honor to be selected to lead this extraordinary organization," Doug adds. "I know many of the Towne team members and have always admired and respected all insurance professionals associated with our company. I

am humbled and excited about the opportunity to continue to build on the tremendous legacy that Dudley and the Towne Insurance team have built."

The expanded Towne Insurance Executive Management team also includes: Christopher T. Rogerson, Chief Operating Officer; Richard P. Herzberg, President of Towne Benefits; Joseph D. Harrow, President of the Virginia Region of Towne Insurance; James E. Clement, Jr., President of the North Carolina and South Carolina Region of Towne Insurance; and B. Boyd Griffin, Jr., Executive Vice President and Chief Financial Officer.

In other Towne Insurance news, we recently added more talents and services to the Towne Family with the acquisition of George Johnson Insurance in Spartanburg, South Carolina. Established in 1953 by George L. Johnson, Sr., George Johnson Insurance was founded on the philosophy of offering personal, professional, and dedicated service. Since then, it has grown into a full-service agency with a staff of 10 insurance specialists



▲ The Towne Insurance management team, seated (l. to r.): Richard Herzberg, President, Towne Benefits; Chris Rogerson, Chief Operating Officer. Standing (l. to r.): Jim Clement, President, Carolinas; Joe Harrow, President, Virginia; Doug Russell, President and Chief Executive Officer; Boyd Griffin, Chief Financial Officer

serving nearly 2,000 individuals and families and 1,000 businesses in Spartanburg County. Welcome to the Towne Family!

Insurance and investment products offered through Towne Insurance, a subsidiary of TowneBank, are NOT a deposit, NOT FDIC-insured, NOT guaranteed by TowneBank, and may go down in value.

TOWNE INVESTMENT GROUP

A Towne Family Company

As part of an ongoing series in TowneToday, the professionals located at Towne Wealth Management are pleased to provide informative articles on a variety of investment topics. In this issue, Pat Faulkner discusses the benefits of donating appreciated stock.



Patrick A. Faulkner
Managing Partner, EVP
Towne Wealth
Management

Financial Advisor, RJFS
757-585-2380

The Gift of Appreciated Stock

Donating appreciated equity can be a gift for both you and the charities that mean the most to you.

Consider this: donating long-term appreciated securities has the potential to help you realign your portfolio and give back tax-efficiently to the causes you care about. When done right, your donation may have an even greater impact for the designated recipient.

A gift for them, a (tax) break for you

Donating appreciated stock offers several benefits – chief among them, the ability to make a larger value donation than giving cash after liquidating. You can avoid capital gains tax on the appreciated amount that you would have incurred had you sold the stock, and you get a tax deduction for the full fair market value of your long-term capital gain asset – up to 30% of your adjusted gross income. Plus, as mentioned earlier,

it's a way to reduce a concentrated equity position and help bring your portfolio back in line with your goals.

Here are four benefits of donating appreciated stock:

- 1) The tax deduction for the market value of the donation
- 2) Federal capital gains taxes savings in the amount you otherwise would have incurred from selling the stock outright
- 3) An opportunity to rebalance your portfolio in line with your financial plan
- 4) The ability to benefit a charity by the full appreciated amount of the stock

Gift of stock to a donor advised fund (DAF)

Donating to a charitable DAF tacks on another great benefit: the potential to grow your donation, tax-free. Donors use the fund as a financial planning tool to enhance their charitable giving. According to your recommendations, the fund – a charity in and of itself – then distributes the contributions to approved 501(c)(3) organizations over time. Additional benefits of DAFs include the ability to make contributions whenever you please and claim the tax deduction when it works best for you and your financial plan, as well as providing an easy and cost-efficient way to get multiple generations involved in your family's philanthropic endeavors.

There are several factors to take into account when deciding how best to share your wealth. The Raymond James financial advisors at Towne Investment Group and Towne Wealth Management can walk through the many options to find the best path for you, your family, and your financial plan. Please contact any of our financial advisors with questions at 757-638-6850.

Sources: forbes.com, wsj.com, jasantiego.org, investopedia.com

Diversification does not guarantee a profit nor protect against loss. The process of rebalancing may result in tax consequences. This material is not intended as tax advice. Please consult your tax advisor for further information. Donors are urged to consult their attorneys, accountants or tax advisors with respect to questions relating to the deductibility of various types of contributions to a donor advised fund for federal and state tax purposes. To learn more about the potential risks and benefits of donor advised funds, please contact Raymond James.

Securities are offered through Raymond James Financial Services Inc., member FINRA/SIPC, and are: NOT insured by FDIC or any governmental agency, NOT guaranteed by TowneBank, NOT deposits of TowneBank, and are subject to risk and may lose value. Towne Investment Group, Towne Wealth Management and TowneBank are not registered broker/dealers and are independent of Raymond James Financial Services, Inc. Investment advisory services are offered through Raymond James Financial Services Advisors, Inc. Headquarters: 5806 Harbour View Boulevard, Suffolk, VA 23435.



Congratulations to PAT FAULKNER who has been named to the 2021 edition of the Forbes list of Best-In-State Wealth Advisors!

Pat Faulkner, Financial Advisor, RJFS, and Managing Partner, EVP, Towne Wealth Management, has more than 35 years of experience in the financial services industry. Pat and the team at Towne Wealth Management in Williamsburg professionally serve the wealth management needs of high net worth families, business owners, and families with multi-generational wealth. They deliver comprehensive and customized financial solutions, hand-crafted to a client's specific goals and needs.

The Best-In-State Wealth Advisors list spotlights over 5,000 top-performing advisors across the country who were nominated by their firms – and then researched, interviewed, and assigned a ranking within their respective states. The Forbes ranking of Best-In-State Wealth Advisors, developed by SHOOK Research, is based on an algorithm of qualitative criteria, mostly gained through telephone and in-person due diligence interviews, and quantitative data.

This achievement would not have been possible without your continued trust and support. Milestones like this serve to reinforce our belief that putting clients – you – first is still the best way to do business.

About Forbes ranking of Best-In-State Wealth Advisors

Data provided by SHOOKTM Research, LLC.

Source: Forbes.com (January, 2021). The Forbes ranking of Best-In-State Wealth Advisors, developed by SHOOK Research, is based on an algorithm of qualitative criteria, mostly gained through telephone and in-person due diligence interviews, and quantitative data. Those advisors that are considered have a minimum of seven years' experience, and the algorithm weights factors like revenue trends, assets under management, compliance records, industry experience and those that encompass best practices in their practices and approach to working with clients. Out of approximately 32,725 nominations received, based on thresholds, more than 5,000 advisors received the award. Portfolio performance is not a criteria due to varying client objectives and lack of audited data. Neither Forbes nor SHOOK receives a fee in exchange for rankings. This ranking is not indicative of advisor's future performance, is not an endorsement, and may not be representative of individual clients' experience. Neither Raymond James nor any of its financial advisors or RIA firms pay a fee in exchange for this award/rating. Raymond James is not affiliated with Forbes or Shook Research, LLC. For more information: <https://www.forbes.com/best-in-state-wealth-advisors/>.



Tax-Deferred Exchanges, 1031s Have You Confused?

Towne 1031 Exchange Has Answers

Calling all real estate investors! Have you discovered the value of tax-deferred exchanges? A tax-deferred exchange relies on Section 1031 of the U.S. Internal Revenue Code and allows participants to swap one investment property for another, while reducing their taxable income. Instead of paying capital gains taxes and depreciation recapture taxes when you sell an investment property, you can defer your tax obligations by acquiring other investment real estate.

Additional benefits of a 1031 Exchange include consolidation or diversification of your investment property portfolio, increased income potential, and relocation of investment properties to a more convenient or desirable location.

To take advantage of the potential benefits, it's important to work with an experienced Qualified Intermediary because there are certain time limitations and all 1031 regulations must be followed. Look no further than your hometown bank to complete your exchange.

Towne 1031 Exchange, LLC offers the highest level of professional expertise and personal service. Led by Ute Heidenreich, Esq., this TowneBank subsidiary can handle every aspect of a tax-deferred exchange. Ute has been a member of the TowneBank family for more than 10 years. A native of Germany, she received her bachelor's degree from the College of William & Mary and her law degree from Marshall-Wythe School of Law. Before joining the Towne Family, she practiced law in the corporate banking field and served as branch counsel for a title insurance company. Ute is a member of the Virginia State Bar Association and the Norfolk Portsmouth Bar Association. She's been included in the Virginia Business Legal Elite every year since they started the category of Corporate Counsel in 2015. She also received a Distinguished Rating for 2021 from Martindale-Hubbell, the rating firm for lawyers that relies on Peer and Client Review Ratings. In the community, Ute serves on the boards of the CIVIC Leadership Institute and LISC Hampton Roads.



Assisting Ute with the exchange process is exchange officer, Leila Bradley. A native of Hampton Roads, Leila grew up in Virginia Beach and attended Old Dominion University. Leila also has been with Towne for more than 10 years and has been a part of the 1031 Exchange team for 4 years. Before joining Towne 1031 Exchange, Leila was the executive assistant to TowneBank president and CEO Morgan Davis. Leila is a graduate of TowneBank's LEAD program and LEAD Hampton Roads. In the community, Leila serves on the board of the Virginia Beach SPCA.



Let Ute and Leila guide you through the exchange process today! For more information, contact Ute Heidenreich, Esq., at 757-673-1586 or Ute.Heidenreich@TowneBank.net, or Leila Bradley at 757-686-7078, or Leila.Bradley@TowneBank.net. You can also visit our website, TowneBank.com/1031Exchange.

Towne 1031 Exchange, LLC cannot provide legal or tax advice. Please consult an accountant and/or attorney.



Standard Calibrations provides services for companies around the world from their new facility located in Chesapeake.

CALIBRATING AND PLANNING for a Bright Future

Founded in 1989, Standard Calibrations, Inc. (SCI) continues to operate by its original slogan: "If it controls, indicates, or alarms, we service it." With over 8,700 projects completed, the Chesapeake-based company serves as a leader in the calibration, repair, and configuration of sensors and instrumentation for companies worldwide.



Standard Calibrations management group includes (l. to r.) William "Bill" Eager, VP Production & Services; Kevin Knaack, VP Sales & Marketing; Floyd Cross Jr., President & Founder; Michael Jones, VP Director of Operations & Founder; Mike Meyer, VP Executive Director; and Chris Fontaine, VP Quality & Safety.



SCI serves industries that range from chemical, power generation, and oil and gas, to food and beverage and pulp and paper plants. Clients include all branches of the military, as well as household names like NASA, Dominion Energy, and Kraft.

"Whether we are working with Liebherr in Newport News, or cleaning an oxygen cart that is going to end up on Wallops Island, we are very proud of the work that we do," says SCI co-founder Floyd Cross. "Our calibration team helps establish quality and accuracy for our clients, and our service team is available to help them solve issues as they arise." Additionally, the SCI sales department is always ready to support urgent and routine instrumentation needs.

Floyd founded the company with high school classmate Michael Jones. The pair, both from Hampton Roads, bonded over a common passion for cars. Michael joined Floyd at the same company following graduation, and after eight years of learning controls from the ground-up, they decided to venture out on their own. "We started with three employees, then to six and next thing you know, we grew to where we are today with 130 employees," says Floyd.

SCI has worked on a variety of projects throughout its three decades of business,



including the Monster Jam Truck series and Penske racing. "We always remember our start with the Department of Defense and the maritime industry. That work was the foundation of the company from day one and opened up doors into the commercial side." Most recently, SCI expanded their work into global data centers. "We've trademarked the saying 'calibrating the cloud,'" says Floyd. "We are really proud of this new endeavor."

Recently, SCI moved into a new 45,000 square foot office space in Chesapeake. The space includes a specialized clean room, defined as a controlled environment that has a low level of pollutants such as dust, airborne microbes, aerosol particles, and chemical vapors. "A retired Navy diver runs the clean room," says Chris Fontaine, Vice President of Quality and Safety. "As someone who has had experience relying on clean air to breathe undersea, he is very particular about Oxygen and Critical Air Cleaning!"



TowneBank is proud to be a partner in SCI's growth, including the process of obtaining their new facility and throughout

the challenges of 2020 due to COVID. "The building endeavor took a lot of work, and TowneBank was very hands-on throughout the project," says Floyd.

As SCI continues to expand into the cloud and beyond, TowneBank will be there to provide support so that SCI can stay focused on their growth and dedicated to their clients. "Our customers know that we are there to help their equipment and systems operate reliably and accurately, and that we will be there at the drop of a hat if needed," says Floyd.

To learn more about SCI, visit standardcal.com.



TowneBank has been a consistent recipient of awards for excellence in U.S. Small Business Banking since 2005. The 2020 Greenwich Excellence Awards were announced in February and Towne received two Southern Region Awards for:

- Overall Satisfaction
- Likelihood to Recommend

Greenwich Associates is the leading global provider of data, analytics, and insights to the financial services industry. For 2020 honors, Greenwich Associates evaluated the small business banking platforms of more than 600 banks. Of these, only 32 have the distinctive quality required to win a Greenwich Excellence Award for small business. Awards in the small

TowneBank Receives Awards for Excellence

business category are based on over 12,000 interviews with businesses with sales of \$1-10 million across the country.

The Greenwich Awards signify the confidence that small businesses place in us and the satisfaction they have with our services. This year's award carries additional significance because small businesses were greatly impacted by the COVID pandemic in 2020. Towne is grateful for the opportunity to serve our small business partners in a time of economic disruption, and we look forward to serving them in the better days ahead.

Thanks to our business members who participated in this nationwide survey, and congratulations to our local bankers for this well-earned recognition for the exquisite service you offer every day!

TOWNEBANK RICHMOND AREA LOCATIONS READY TO SERVE YOU



Chesterfield - Iron Bridge

9961 Iron Bridge Road
Chesterfield, VA 23832
804-748-9700



Glen Allen - Innsbrook

4501 Cox Road
Glen Allen, VA 23060
804-967-7026



Mechanicsville - Bell Creek

7279 Bell Creek Road
Mechanicsville, VA 23111
804-746-1335

TowneBank has grown over the years from three offices in 1999 to more than 40 offices today throughout Hampton Roads, Northeastern and Central North Carolina, and here in Greater Richmond. From Innsbrook to the Gateway Tower to Libbie Mill, to our newest location on Iron Bridge Road in Chesterfield, we are knitted into the Richmond community with some of the most experienced local bankers in the market. We look forward to seeing you soon!



Gateway Plaza

800 East Canal Street, Suite 100
Richmond, VA 23219
804-377-4200



Nine Mile

5100 Nine Mile Road
Richmond, VA 23223
804-737-0800



Libbie Mill

4901 Libbie Mill East Boulevard, Suite 140
Richmond, VA 23230
804-266-1596



Stony Point

9000 West Huguenot Road
Richmond, VA 23235
804-323-1147



Village

7013 Three Chopt Road
Richmond, VA 23226
804-282-7991



SENIOR PARTNERS

Travel Plans are Coming Together for Senior Partners in 2021



After more than a year staying home and staying safe, TowneBank Senior Partners are ready to hit the road again. Some great trips are coming up for the second half of 2021 and into 2022, including Lancaster, and of course, Christmas in New York City!

Check out the calendar on this page and start making plans now to join your friends on a trip.

Our Senior Partners coordinator Carol Hernandez is busy planning every detail and working hard to make sure everyone stays safe.



A reminder that Venture Tours, the company that provides luxury motor coaches for our trips, has instituted strict cleaning and sanitation policies to ensure that you will be safe as you travel. This includes

disinfecting buses before they leave the lot by cleaning all seats, handrails, armrests, bathrooms, and drivers' areas.

In addition to travel, the Senior Partners program offers a full range of banking benefits. If you would like to know more about how to become a Senior Partner, talk to your hometown banker or visit TowneBank.com.

TOWNEBANK SENIOR PARTNER CALENDAR

For reservations or additional information, please call Carol Hernandez at 757-638-6797 or email - Carol.Hernandez@TowneBank.net

2021-2022 TRAVEL CALENDAR



>> NEW YORK CITY

NOVEMBER 30 - DECEMBER 3, 2021
Broadway is Back! Two Broadway shows, your choice of one. Possibilities include: The Phantom of the Opera, Aladdin, Hamilton, Mrs. Doubtfire, The Lion King, Jersey Boys, and Wicked. Radio City Music Hall's Christmas Spectacular, shopping at Macy's. Lodging at New York Hilton. \$1,800 per person (double)

>> LANCASTER, PA

MAY 11-13, 2022
"David" at Sight & Sound Theatre
Experience one of the most legendary Bible stories as it comes to life with spectacular special effects, massive sets, and live animals in this brand-new original stage production.

Please note, all trips and dates are subject to change. Additional trips may be added so stay tuned!

Terry Parker is Tops!

Congratulations to TowneBank's own Terry Parker who was selected as a Top Forty Under 40 by *Inside Business* magazine!

Terry is assistant vice president and credit portfolio analyst based in TowneBank's office in Cary. He started his career with Towne after graduating from Hampton University. He worked in retail banking, credit review, and in the fraud review department before moving to his current position. Terry was part of the 2015 Leadership Exploration and Development (LEAD) program and attended the Virginia Bankers Association School of Bank Management.

During his time in Hampton Roads, Terry actively supported a variety of community organizations, especially those with the mission to help at-risk youth, including Friends of Portsmouth Juvenile Court, where he served on the board of directors, and Tidewater Youth Services.

Here are a few excerpts from the *Inside Business* article about Terry –

- **Motivating factor:** My parents and grandparents showed me that I must continue the lineage of service and support for the community and the next generation.
- **Advice for young people:** Make every decision in life intentional: "Be faithful and strategic."

Top Forty Under 40 recognizes outstanding young businesspeople who exemplify success in their profession. Emphasis is placed on their community involvement and how they give back and use their talents. The Towne family is proud of you, Terry!



INSIDE BUSINESS

- **Professional goal in five years:** Enhance my growth in banking and finance through commercial lending. Also, it will be important to me to create a lane of opportunities for the next generation in my community.
- **What really gets under my skin:** It bothers me when people are not empathetic to other people who are underrepresented.

OUTSTANDING WOMAN IN BUSINESS

Congratulations to Michelle Butler, TowneBank's director of private banking, who was selected to receive a Women in Business Achievement Award by *Inside Business* magazine!

Michelle joined the Towne Family in 2006. As one of TowneBank's first private bankers, she helped grow the professional partner programs. She has been recognized numerous times as part of the Chairman's Club.

A native of Chesapeake, Michelle is a graduate of Old Dominion University. A dedicated community volunteer, she has been an enthusiastic United Way supporter for more than 25 years and is a member of Women United. She also works with the Southeast Virginia Community Foundation, the ARDX Foundation, VOLUNTEER Hampton Roads, the Boys and Girls Club, and Healthy People Healthy Suffolk.

Here are a few excerpts from the *Inside Business* article about Michelle –

- **Home and family:** My husband and I have been married for 27 years. I have three amazing children, and two have graduated from college and are off on their own new adventures. As an ODU graduate, I believe in opportunity and change. My family loves to travel and continue to fill the memory book with new adventures and laughter.
- **Motivating factor:** Find your passion and be the best you can be. One may not be able to change everything, but you can make a difference to one person every day!
- **Advice for women in business:** Be the solution! If you don't know the answer — ask. And don't be afraid to share your input and ideas. Go forth every day with a plan and goal, set your boundaries, and be kind.
- **Downtime:** I love spending time with family and friends at the lake and the beach. Cooking is a passion, so I enjoy creating new dishes and making old ones to share.
- **What really gets under my skin:** To hear the words "I can't." Failure will happen, circumstances will present themselves that are out of our control, but they do not define who we are. Your desire, will, integrity to keep moving forward for what you believe in, and how you treat others do.

The Women in Business Achievement Awards are designed to celebrate women who have been successful in their business and careers, have made a significant impact on the business community and local economy and have served as mentors and examples to others. Your Towne family congratulates you, Michelle!



INSIDE BUSINESS

Virtual Food Drive is a Huge Success

TowneBank's LEAD (Leadership Exploration and Development) Associates hosted a virtual food drive to "feed hope" by supporting local food banks that serve communities throughout Virginia and North Carolina. On average about one in eight people in Virginia and North Carolina struggles with hunger. The impact of the pandemic increased the need and food banks have been overwhelmed with requests for assistance.

The virtual food drive raised more than \$50,000 which equates to 250,000 meals. The food banks below each received \$8,500 to support their mission of providing nutritious meals to those in need:



- Foodbank of Southeastern Virginia and the Eastern Shore



- Feed More (Central Virginia Foodbank) Richmond



- Food Bank of Central and Eastern NC Triangle & Greenville



- Virginia Peninsula Foodbank



Together We CAN End Hunger

- Second Harvest Food Bank of Metrolina Charlotte



- Beach Food Pantry (OBX)

TowneBank's LEAD Associates are emerging and energetic leaders who are enthusiastic about fulfilling the vision of TowneBank to deliver exquisite financial services while investing in the communities we serve.