

AN ORDINANCE OF THE CITY OF OSAGE BEACH, MISSOURI, AUTHORIZING THE MAYOR TO EXECUTE A CONTRACT WITH PROVIDENCE BANK FOR INVESTMENT SERVICES

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF OSAGE BEACH, MISSOURI AS FOLLOWS:

Section 1. The Mayor is authorized to execute on behalf of the City of Osage Beach, the contract with Providence Bank for Investments Services as attached or in a form substantially the same and under the terms set forth in the form attached hereto as (“Exhibit A”, “Exhibit B”, “Exhibit C”).

Section 2. The City Administrator is hereby authorized to enter into any necessary supplemental agreements to effectuate the purpose of this ordinance in a commercially reasonable manner and establish the parameters and details of the agreements authorized in Section 1 above.

Section 3. Severability

The chapters, sections, paragraphs, sentences, clauses and phrases of this ordinance are severable, and if any phrase, clause, sentence, paragraph or section of this ordinance shall be declared unconstitutional or otherwise invalid by the valid judgment or degree of any Court of any competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs, or sections of this ordinance since the same would have been enacted by the Board of Aldermen without the incorporation in this ordinance of any such unconstitutional or invalid phrase, clause, sentence, paragraph or section.

Section 4. Repeal of Ordinances not to affect liabilities, etc.

Whenever any part of this ordinance shall be repealed or modified, either expressly or by implication, by a subsequent ordinance, that part of the ordinance thus repealed or modified shall continue in force until the subsequent ordinance repealing or modifying the ordinance shall go into effect unless therein otherwise expressly provided; but no suit, prosecution, proceeding, right, fine or penalty instituted, created, given, secured or accrued under this ordinance previous to its repeal shall not be affected, released or discharged but may be prosecuted, enjoined and recovered as fully as if this ordinance or provisions had continued in force, unless it shall be therein otherwise expressly provided.

Section 5. That this Ordinance shall be in full force and effect from and after the date of passage and approval of the Mayor.

READ FIRST TIME: September 17, 2020 READ SECOND TIME: October 1, 2020

I hereby certify that Ordinance No.20.58 was duly passed on October 1, 2020, by the Board of Aldermen of the City of Osage Beach. The votes thereon were as follows:

Ayes: 6

Nays: 0

Abstentions: 0

Absent: 0

This Ordinance is hereby transmitted to the Mayor for his signature.

October 1, 2020

Date

Tara Berreth

Tara Berreth, City Clerk

Approved as to form:

Edward B. Rucker

Edward B. Rucker, City Attorney

I hereby approve Ordinance No.20.58.

John Olivarri

John Olivarri, Mayor

October 1, 2020

Date

Tara Berreth

Tara Berreth, City Clerk

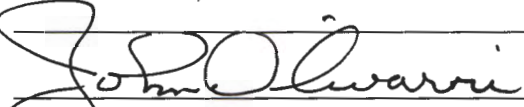


ACCEPTANCE FORM – REQUEST FOR PROPOSAL FOR INVESTMENT SERVICES

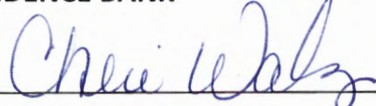
The Undersigned, City of Osage Beach, confirms to have read, understood and accepted the terms of the **Request for Proposal (RFP) –for Investment Services submitted by Providence Bank dated August 17, 2020, effective January 1, 2021** and continuing for a period of four years, with options to extend for an additional two years.

Termination: Services may be terminated by the CITY at any time and for any reason, and/or by the FINANCIAL INSTITUTION, by giving ninety (90) days written notice.

Please contact, Karri Bell, City Treasurer, of the City of Osage Beach to discuss the plan to transition and to establish all of the requested investment services with Providence Bank.

Board Approval Date: October 1, 2020
Authorized Signature: 
Print Name & Title: John Olivarri, Mayor
Date: October 16, 2020

PROVIDENCE BANK

By: 
Name: Cheri Walz
Title: SVP, Treasury Mgmt

Please return signed form to: Providence Bank
Attention: Cheri Walz
995 KK Drive
Osage Beach, MO 65065

II



**Proposal
For
Investment Services**



August 2020

INVESTMENT SERVICES PROPOSAL – CITY OF OSAGE BEACH

August 2020

BANK PROFILE

Providence Bank is a multi-state locally owned community bank, with locations in Missouri, Illinois, Texas and Indiana. We strive to be a vital part of the day-to-day financial needs of the communities we serve and we continue to look for new and exciting ways to expand and strengthen our products and services, while retaining the integrity and commitment that can only be found at a community bank.

Since our start in banking in 1888, to the technology driven world of today, Providence Banks commitment to friendly, knowledgeable customer service, high quality products and services, financial strength and desire to serve the community has always remained the same.

REQUIRED QUALIFICATIONS

As of June 30, 2020, Providence Bank is or has the following qualifications that meet the specifications of the City of Osage Beach:

- Insured by the FDIC- Our FDIC number is 1643.
- FFIEC Tier 1 Leverage Capital Ratio of 12.8913%
- We are a State of Missouri chartered bank, with 14 full-service branches with one located in the City Osage Beach.
- We are a member of the St. Louis Federal Reserve for both cash and securities.
- Bauer Financial, a nationally recognized bank rating organization, has rated Providence Bank with its top rating of 5 Stars, which is Superior and one step above their Excellent rating. The rating is attached in the supporting documents.
- We can provide 100 percent collateralization on all of the City's deposits with collateral permitted by the State of Missouri and in compliance with the City's investment policy. We can also provide 100 percent collateralization through a Federal Home Loan Bank Irrevocable Letter of Credit.
- No joint ventures, consortiums, or contract service providers will be utilized.

SCOPE OF SERVICES REQUESTED

Investment Instruments

Investment instrument options, current invested funds total \$15,000,000.

Certificates of Deposit (CD) – Providence Bank offers fully insured deposit options with a multitude of maturity options to match the City's cash flow requirements. We offer fixed rate options which can accommodate multiple terms, including three-month, six-month, twelve-month up to sixty months.

We can provide collateral for these deposits by pledging government securities that provides 100% collateralization on all of the City's deposits that will also be in compliance with the City's Investment Policy. We can also insure 100% of the City's deposits through the Certificate of Deposit Account Registry Service (CDARS). This option makes it easy for the City to manage, as it eliminates the ongoing collateral-tracking burdens associated with pledging bank-owned securities and it protects the public's financial resources with 100% insured funds through the FDIC.

2. Other Investment Options

Money Market Accounts - Certificate of Deposit - Providence Bank offers fully insured money market accounts that will accommodate the City's liquidity needs by allowing access to excess funds while earning a competitive rate of return. There is no minimum balance and no maintenance fee.

We can provide collateral for these deposits by pledging government securities that provides 100% collateralization on all of the City's deposits that will also be in compliance with the City's Investment Policy. We can also insure 100% of the City's deposits through an Insured Cash Sweep (ICS) service for public funds. Through the ICS service, the City's deposits would be placed into 100% FDIC insured interest-bearing demand deposit accounts and/or money market deposit accounts. This option makes it easy for the City to manage, as it eliminates the ongoing collateral-tracking burdens associated with pledging bank-owned securities and it also protects the public's financial resources with fully insured funds through the FDIC.

3. Term options

Certificate of Deposit

- 90 Day
- 180 Day
- 1 Year
- 2 Year
- 3 Year
- 4 Year
- 5 Year

4. Explain how interest will be distributed to the City

For Certificate of Deposits - Interest can be distributed to the City via check or it can be reinvested and added to the balance of the CD at maturity and reinvested.

For Money Market Accounts – Interest is deposited to the account(s) monthly.

5. Sample of Investment Report - Included in the Supporting Documentation are sample statements for a Money Market Account, Insured Cash Sweep (ICS) and Certificate of Deposit Account Registry Service CDARS. For investments that are collateralized with Bank owned securities, the Federal Home Loan Bank of Des Moines will provide monthly investment reports directly to the City that will list all of the City's investments, along with the amount and market value of the pledged securities.

6. Current interest rate (not APY) and method of determining interest rates used

<u>Certificate of Deposit</u>	<u>Current Rates</u>
○ 90 Day	.35%
○ 180 Day	.40%
○ 1 Year	.70%
○ 2 Year	.80%
○ 3 Year	.90%
○ 4 Year	.95%
○ 5 Year	1.00%
Money Market Account(s)	.38%

Rates are set internally periodically, typically weekly, after evaluating a combination of factors, including Treasury Bill rates, Fed Funds rate, and other market indicators. The above rates are our current rates and are subject to change.

7. Describe any cost(s) associated with transferring funds

There are no cost(s) associated with transferring funds.

REQUIRED INVESTMENT SERVICES

Designated Account Liaison

The City will require the selected financial institution to designate a senior officer as a liaison. This officer must be capable of coordination of all City activities with the financial institution and be able to resolve any problems or issues that may arise.

Cheri Walz, SVP Treasury Management, will serve as your primary point of contact for all of your servicing requirements. Her background in bank investments and finance will allow her to recommend investments to maximize earnings while meeting the City's liquidity needs. She will also resolve any problems and/or issues that may arise. Other responsibilities include:

- Recommend products that will maximize earnings and provide for the City's liquidity needs.
- Oversee the delivery of products and services.
- Address your overall satisfaction with the Providence Bank relationship.

Record Retention

The financial institution should maintain records for the City for the term of five years after the completion of the contract.

Providence Bank can accommodate the City's request to retain the City's records for five years after the completion of the contract.

**YOUR COMMERCIAL BANKING SOLUTIONS IMPLEMENTATION,
TRAINING AND SUPPORT TEAM -RESUMES AND ORG CHART**



Role: Cheri Walz – SVP – Electronic Banking and Treasury Management Manager

Address: 995 KK Drive
Osage Beach, MO 65065

Phone: 573.353.8863

Email: cwalz@myprovidencebank.com

Responsibilities

Cheri will lead the City's bank team focusing on quality of our services. She will:

- Serve as your primary point of contact for the bank's full capabilities
- Recommend and oversee implementation of products and services that meets the City's needs and goals, including financing solutions, treasury management and other banking services.
- Assist the City if realizing day-to-day operational efficiencies in alignment with your treasury goals.
- Address your overall satisfaction with the Providence banking relationship.

Bio

Walz has over 31 years of banking experience. Her background is in finance, accounting, treasury management and bank operations. Before moving to lead the Treasury Management Department at Providence, she held the role of CFO for the prior 15 years at two different banks.. Walz holds a B.S. in Accounting and completed the Graduate School of Banking from Stonier and the Wharton Leadership program. Walz is a Certified Public Accountant (CPA), Certified Treasury Professional (CTP), and Certified Fraud Examiner (CFE).



Role: Michelle Abbott – VP -Electronic Banking & Treasury Management Coordinator

Address: 817 W Stadium Blvd
Jefferson City, MO 6510

Phone: 573-761-3710

Email: mabbott@myprovidencebank.com

Responsibilities

Michelle will assist and support the City with technical assistance to support the treasury services the City has in place. Her experience and specialized product knowledge of our cash management and treasury services will facilitate the timely resolution of all service issues and questions. Michelle and her team will also provide information, communication, training and guidance to your staff regarding various treasury products and services, policies, procedures, risk and controls.

Bio

Abbott has over 23 years of banking experience. She joined Providence Bank in July 2002 and joined the Electronic Banking and Treasury Management department in 2005. Michelle graduated from Lincoln University with a B.S. in Business Administration. She has lived in the Wardsville/Jefferson City community her entire life.



Role: Susie Danforth – AVP -Osage Beach Banking Center Manager

Address: 995 KK Drive
Osage Beach, MO 65065

Phone: 573-746-7213

Email: sdanforth@myprovidencebank.com

Responsibilities

Susie will serve as lead for the City's depositary needs and will also focus on quality delivery of our services. She will serve as your primary point of contact for processing deposits, supplying banking supplies, providing rates on deposits and CD's and other full-service banking needs at the Osage Beach banking center.

Bio

Danforth has over 40 years of banking experience. Her background is in bank operations and retail banking. She has served as the Osage Beach Banking Center Manager for 10 years and prior to that was the AVP of Operations for Central Bank for 20 years. Susie is long time resident of Camden County and Osage Beach.



Role: Peter Grefrath – Commercial Banking Officer – Jefferson City and Osage Beach Office

Address: 817 W Stadium Blvd
Jefferson City, MO 65109

Phone: 573-761-3669

Email: pgrefrath@myprovidencebank.com

Responsibilities

Peter will assist and support the City with lending requests for equipment, real estate, or other purposes. He has proven successful in providing both lending and business solutions and prides himself in being a trusted advisor. A strong believer in customer service, Peter's willingness to provide personal attention to his clients is one of his best attributes.

Bio

Grefrath has over 10 years of banking experience, with 5 years of service at Providence Bank in a lending role. He graduated from the University of Columbia with a B.S. in Economics. He has lived around the central Missouri area all of his life and also has a residence in the Lake Ozark area.

ELECTRONIC BANKING AND TREASURY MANAGEMENT TEAM	
Cheri Walz SVP, Overall Account Relationship Manager	573.644.7141 o 573.353.8863 c cwalz@myprovidencebank.com
Michelle Abbott VP Electronic Banking and Treasury Management Coordinator	573.761.3710 mabbott@myprovidencebank.com
Erin Larimore Electronic Banking and Treasury Management Support Specialist	573.761.3700 elarimore@myprovidencebank.com
Stephanie Silva Electronic Banking and Treasury Management Support Specialist	573.761.3700 ssilva@myprovidencebank.com
General Department Email	ebanking@myprovidencebank.com
ELECTRONIC BANKING AND TREASURY SERVICES	
Products Supported: Online Banking Treasury/Cash Management ACH Wires Remote Deposit Positive Pay ACH Blocks/Filters Commercial P-Cards	Responsibilities Technical Support Product Support Access Interruptions Authorization Changes New Products and Services
OSAGE BEACH BANKING CENTER - DAY TO DAY ACCOUNT OPERATIONS	
Susie Danforth AVP, Banking Center Manager	573.746.7213 sdanforth@myprovidencebank.com
Dennis Patterson Assistant Banking Center Manager	573..746.7220 dpatterson@myprovidencebank.com
Banking Center Number	573.302.1117
DAY TO DAY ACCOUNT SUPPORT	
Products Supported:	
New Accounts Account balances Cashier's checks Debit cards New signature cards	Safe deposit box access Cash and Coin Services Deposits Overdrafts Stop pays
INVESTMENTS - PLEDGING AND COLLATERAL	
Darrell Wolken SVP, Controller	573.644.7139 dwolken@myprovidencebank.com
DEPOSIT OPERATIONS	
Jim Haslag SVP, Director of Deposit Services	573.761.3666 jhaslag@myprovidencebank.com
Vicki Harkenstein Universal Deposit Services Specialist	573.761.3666 vharkenstein@myprovidencebank.com
Rachelle Odom Deposit Services Specialist	573.761.3666 rododom@myprovidencebank.com
General Department Email	depositops@myprovidencebank.com
DEPOSIT OPERATIONS SERVICES	
Returns Domestic and International Wires Account Research	

COMMUNITY INVOLVEMENT/REINVESTMENT

We are proud to participate in several associations and groups in the Osage Beach and Lake Ozark community.

- Susie Danforth was on the Parkway West Business Association Board
- Bob Tostenrud is our current LORDEC representative
- Cheri Walz, Susie Danforth, Bob Tostenrud are involved with local Chamber of Commerce associations.

We also make charitable donations to:

- Kids Harbor
- CADV – Citizens Against Domestic Violence
- Foster Care Adoption
- Lake Regional Hospital Ball
- Project Graduation
- Osage Beach Senior Center
- Forget Me Not Horse Rescue & Sanctuary
- Newcomers & Longtimers
- Osage Beach Fire Protection District
- Osage Beach Elks
- Rotary Club in Osage Beach

REFERENCES

Housing Authority of the City of Columbia

201 Switzler Street

Columbia MO 65203

Mary Harvey, CFO – mharvey@columbiaha.com – 573.554.7003

Lincoln School District R-IV

701 W Elm Street

Winfield, MO 63389

Daniel Williams, Superintendent – dwilliams@winfieldriv.us – 636.668.8188

Paige Sports Entertainment

302 Campusview Drive, Ste. 108

Columbia, MO 65201

Amber Snider, CFO – amber@paigesports.com – 573.447.8000

SECURITY PRECAUTIONS

Internet Banking Security

Providence Bank provides best practice security protocols with leveled security. We require account agreements and we will also obtain corporate resolutions that lists the authorized individuals who can transact business on behalf of the City.

To access and use our Business Online Banking System, users are required to enter a User ID, complex password, and provide answers to security challenge questions as required by transaction type. We require a security token for ACH and/or Wire Transfer Services when accessed through our Business Online Banking as an additional layer of security. These tokens use complex mathematical algorithms to generate a series of one-time codes from a secret shared key. We also perform call backs to designated City staff for all wires generated through online through our Online Banking/Cash Management system. Audit reports are available which details user ID, and date and time of all activities.

The City will appoint at least one security administrator for Business Online Banking. These security administrators will define the functions, accounts and limits to which users have rights. Users can view and access the functions only for which they are authorized.

Our Business Online Banking Service provides you the ability to require that an approval of certain transactions be given before they can be processed. To increase your internal security, we recommend that your Security Administrators assign dual control, which requires a second user's approval, to initiate and approve transactions such as ACH payment originations, Wire Transfers and Bill Pay whenever possible.

Bank Security

We exercise commercially reasonable efforts to ensure that we meet all our obligations to the City and to all our clients. Our policies define our critical business processes to comply with the requirements of the Federal Reserve, the Federal Financial Institutions Examination Council (FFIEC), and the Missouri Division of Finance.

To ensure a high degree of security, we utilize a multi-tiered demilitarized zone between the Internet and our internal systems. We also employ a firewall infrastructure that allows the Bank to specify and limit both inbound and outbound traffic, as well as,

employ the use of intrusion detection systems at each tier to detect and stop intruders before they reach our internal systems.

We are examined regularly by both our external regulators, as well as external and internal auditors. The Federal Reserve and Missouri Division of Finance conduct annual examinations of our information technology platforms.

These audits of our systems are performed to validate appropriate controls for fraud prevention and ensure we meet industry standards for security. The Bank uses a layered approach for fraud prevention, seeking primarily to prevent initiation of fraudulent items in the first place, but also using other safeguards and software to identify fraud.

E-banking channels are frequently reviewed to identify new opportunities to increase security and remain state-of-the-art from a security perspective. In addition to managing security at the point of initiation, fraud detection tools are in place on core bank platforms as another layer of protection.

Business Continuity Program

We have established policies and assigned responsibilities to verify that appropriate contingency plans are developed and maintained for each business area that supports our networks and the products and services that we offer. The intent of these contingency plans is to assure the continued operation of critical systems in the event of a disaster, emergency or other unforeseen events threatening interruption of these services.

Our business continuity program provides comprehensive business impact analysis, risk assessment, disaster recovery planning and testing to ensure we can manage our risk and our clients risk within a reasonable time period.

Providence Bank's systems provide built-in redundancy for core processing, operations, and service delivery functions. We have strategically located data centers and operations centers throughout the United States. In addition, our treasury management and commercial banking team led by Cheri Walz are available for assistance with day-to-day banking transactions if online capabilities and functionality are temporarily unavailable.

EXHIBIT A

**CITY OF OSAGE BEACH, MISSOURI REQUEST FOR PROPOSALS-INVESTMENT
SERVICES**

FINANCIAL INSTITUTION NAME

APPLICATION TO ACT AS DEPOSITORY FOR FUNDS FOR THE CITY OF OSAGE BEACH,
MISSOURI.

To: Karri Bell

City Treasurer

City of Osage Beach, Missouri 1000 City Parkway

Osage Beach, MO 65065

The undersigned certifies that the financial institution submitting this proposal is an institution eligible to be a depository of public funds pursuant to Missouri Statutes.

The undersigned hereby proposes, if selected by the City of Osage Beach, to furnish the following services at the prices and terms stated, subject to all instructions, hereto. By submitting this signed proposal, initialed on each page, the financial institution officially agrees to provide the services requested and this agreement covers all the terms, conditions, and specifications of this proposal. The prices shall remain fixed for a period of four years.

Proposing Financial Institution: PROVIDENCE BANK

By: Cheri Walz

Title: SVP, Electronic Banking & Treasury Mgmt Manager

EXHIBIT B

CITY OF OSAGE BEACH, MISSOURI REQUEST FOR PROPOSALS-INVESTMENTS

NON-COLLUSION AFFIDAVIT

CITY OF OSAGE BEACH

The undersigned bidder or agent, being duly sworn on oath, says that he has not, nor has any other member, representative, or agent of the firm, company, corporation, or partnership represented by him, entered into any combination, collusion, or agreement with any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

He further says that no person or persons, firms or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such sale.

Cheri Walz
SVP, Electronic Banking & Treasury Mgmt Manager
Bidder or Agent

For: PROVIDENCE BANK

Firm or Corporation

Subscribed and sworn to before me this 20 day of August, 2020.

My Commission Expires May 23, 2024 Janette L Danforth



JANETTE L. DANFORTH
My Commission Expires
May 23, 2024
Camden County
Commission #12487755

EXHIBIT C

ADDENDUM NO. 1

For the Osage Beach RFP for Banking Services

This Addendum is hereby made a part of the official documents for the above referenced RFP. The bid is hereby amended as described herein.

CHANGES AND/OR ADDITIONS

Additions –Exhibit F (City of Osage Beach, Investment Policy) was not included in the distribution of the original RFP and is included in this Addendum No. 1.

YOU MUST ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 IN YOUR BIDDING DOCUMENTS BY INCLUDING IT WITH THE SEALED BID. FAILURE TO DO SO WILL RESULT IN DISQUALIFICATION.

END OF ADDENDUM.

Providence Bank acknowledges receipt of the City of Osage Beach Investment Policy. We also acknowledge that we are in compliance with the City's Investment Policy and agree to the requirements below.

1. Financial institution agrees to review the City investment policy and agrees to disclose potential conflicts or risks to the City's funds that might arise out of business transactions between the financial institution and the City.
2. Financial institution agrees to undertake reasonable efforts to preclude imprudent transactions involving City funds.
3. Financial institution agrees to notify the City in advance of a change in senior relationship managers.
4. Financial institution agrees to notify the City of any new or modified services offered by the financial institution that would be beneficial for the City.
5. Financial institution agrees to provide the City with annual financial statements.
6. Financial institution is an institution eligible to be a depository of public funds under Missouri Statutes.

Proposing Financial Institution: PROVIDENCE BANK

By: Cherice Walsh

Title: SVP, Electronic Banking & Treasury Mgmt Mgr

SUPPORTING DOCUMENTATION

- Sample Investment Reports
- Financial Institution Profile Data
- Bauer Bank Rating
- Statement of Equal Opportunity Employment Practices

FINANCIAL PROFILE

The 2019 year-end financial statements for Providence Bank and it's Holding Company, Linco, are attached in the supporting documentation. Providence Bank is 100% owned by the Laurie family of Columbia, Mo.

In terms of how the City would rank in size, complexity of service and availability and expertise personnel, the City would be among one of our mid-size to large clients. Some of our larger clients maintain 80 plus accounts with us, utilize all of our Treasury/Cash Management and Investment services that have been requested by the City, plus lockbox and purchasing card, and have average employees of 100 to 500 employees for ACH direct deposit. We also have business and municipalities that currently maintain multi-million dollars with our Bank in the form of Certificate of Deposits, Money Market, Savings, Demand Deposit or other interest bearing accounts with us.

In our proposal, we have provided the profile of our bank personnel that will serve as your client services team and will deliver top-notch personalized service and support. Cheri Walz will be your overall relationship manager. She lives at the Lake and her office is located here as well. She has over 31 years of experience in banking and is Certified Public Account (CPA) and a Certified Treasury Professional (CTP). Her team is experienced and has a long tenure in banking and with Providence Bank. We are available when you need us. As part of our concierge service, we establish scheduled meetings with the City to ensure the City is receiving the service they expect and that our services are meeting the City's expectations.

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Providence Bank | PRIVATE COMPANY
(MI KEY: 1012658; SPCIQ KEY: 46710256)

Financial Highlights

Source: SNL Financial

Quarterly Period Ended	3/31/2020	6/30/2020
Total Assets (\$000)	1,101,967	1,183,567
NPAs/Assets (%)	1.27	1.17
NPA Excl. Rest/Assets (%)	1.19	1.08
Reserves/Loans (%)	1.00	0.94
Tang Equity/ Tang Assets (%)	13.52	12.76
Tier 1 Leverage Ratio (Alt) (%)	13.52	12.89
Net Interest Margin, FTE (%)	3.44	3.40
ROAA (%)	0.65	0.79
ROAE (%)	4.20	5.53
Efficiency Ratio (FTE) (%)	75.61	68.45
Net LCOs/ Avg Loans (%)	0.22	0.34

Providence Bank - Columbia, MO

Certificate # 1643

is rated: **5** ★★★★★
STARS

STAR RATING DEFINITIONS:

5 ★★★★★
STARS**Superior** (These institutions are recommended by Bauer.)**4** ★★★★★
STARS**Excellent** (These institutions are recommended by Bauer.)**3^{1/2}** ★★★★★
STARS**Good****3** ★★★★★
STARS**Adequate****2** ★★★★★
STARS**Problematic****1** ★★★★★
STAR**Troubled****ZERO**
STARS

Our lowest rating

N.R.
NOT RATED

Credit Unions that either: have less than \$1.5 million in assets, are not NCUA insured or are too new to rate.

Providence Bank Employee Handbook

POLICY:	Equal Employment Opportunity and Diversity	POLICY #:	100
SECTION:	General Policies	EFFECTIVE DATE:	April 22, 2011
PAGE:	1 of 1	LAST REVISED DATE:	June 20, 2018

Providence Bank endorses the principle that all individuals are entitled to equal employment opportunities. Accordingly, it is the policy of Providence Bank to provide and to promote equal employment opportunity for all persons on the basis of merit, (possessing the necessary skills, education, and experience), regardless of that person's race, color, religion, sex, pregnancy, age, national origin, ancestry, citizenship status, disability, genetic information or condition, marital status, sexual orientation, gender identity or expression, military status or status as a veteran, or any other categories protected by federal, state, or local law.

This policy relates to all aspects of employment, including recruitment and selection, training and staff development, transfers and promotions, job classification, supervision, compensation, discipline, job assignments, layoffs and terminations, and access to benefits, recreation and social activities. It is also our policy that no program or activity, including employment, which is administered by Providence Bank shall exclude from participation, deny benefits to, or subject to discrimination, any individual solely by reason of his or her disability.

Providence Bank will make reasonable accommodations for qualified individuals with known disabilities, or for religious beliefs or practices, unless doing so would result in an undue hardship.

Employees with questions or concerns about any type of discrimination in the workplace should bring these issues to the attention of their immediate supervisor, directly to any member of management or Human Resources. Employees may report concerns regarding discrimination without fear of retaliation. If the Bank determines that unlawful discrimination has occurred, effective remedial action commensurate with the severity of the offense will be taken. Any employee determined by the Bank to be responsible for inappropriate or unlawful conduct will be subject to appropriate disciplinary action, up to and including termination from employment.

As required by federal law, the Bank also has an Affirmative Action Plan which is designed to ensure equal employment opportunity.