

Hear ye, hear ye

The Town Crier

OFFICIAL NEWSLETTER OF TOWN & COUNTRY BANK



Town & Country
BANK

November 2008

BANK PERFORMING WELL AT 9-MONTH MARK

After completing nine months of operations, Town & Country Bank has more than tripled in size. Assets have grown from \$9.6 million at opening to \$31.0 million as of November 18th, 2008.

Growth in both deposits and loans has exceeded the bank's nine-month projections. "We are pleased with our continued success in attracting new customers," says Brad



L. Hales, Executive Vice President & Chief Financial Officer. "With the current, uncertain financial conditions, we feel fortunate to be in an expansionary mode with new business coming from local sources."

Town & Country's opening date earlier this year proved fortuitous. Much of the subprime lending fallout had already occurred, and the bank's capital and liquidity strengths have been central in facilitating growth. According to Hales, the bank's innovative approach has also contributed to a steady rise in new business. "Retail customers are responding favorably to our teller-less concierge banking service and our ATM/debit card, which offers purchase discounts at approximately 200 local stores, restaurants and businesses," he explains. "Business customers have been eager to utilize our free courier service for deposit pick up and other onsite banking needs."

Bank Garners High Visibility at "What Women Want" Expo

Ever wonder what women yearn for? Town & Country Bank's two female business development officers have at least one answer: women want personalized,

responsive banking. Accordingly, Wendy Holt and Shannon Walker set up shop for two days at the What Women Want Fall Expo to let the fair sex know that Town & Country has real solutions. The event took place on October 24th and 25th at the Dixie Center in St. George.

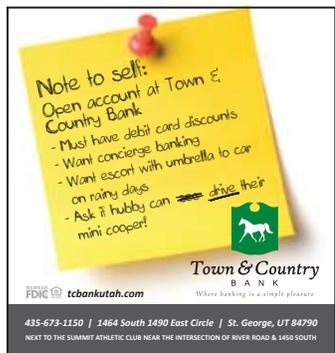


Green and white balloons made the bank's presence easy to spot from afar. Parked in the booth itself was the familiar Town & Country Mini Cooper, which served as a backdrop for Wendy and Shannon to preach their message. The car also became a catalyst for conversation and a great advertisement for the bank's free Business Courier service.

Wendy and Shannon were well occupied throughout the expo, taking occasion to introduce to attendees the many unique bank products and services. Hot topics of discussion were "concierge banking," the Town Card discount program and Town & Country's exclusive "Failsafe

CD” – the innovative, high rate FDIC-insured deposit that allows customers to add and withdraw funds, and adjust the rate during the CD term. Wendy and Shannon gained about two dozen firm prospect leads from the event, several of which are women-run businesses.

A drawing was also held for various gifts. Among the prizes awarded were the coveted custom-made Town & Country signature plush white stick horses. The two lucky stick horse winners were Rylee Eggleston and Lori Mayfield.



Ad for “What Women Want” Expo

All in all, the What Women Want show was a positive experience for both Town & Country Bank and attendees. You might say the experience was a win-win, because when women choose our bank we win, and *they* win by obtaining great concierge service, great products and great savings on Town Card purchases.

Community Involvement

Town and Country Bank Business Development Officer, Shannon Walker, assisted by senior bank lenders P. West Martin (Executive Vice President & Chief Lending Officer) and Brian Taylor (Vice President & Loan Officer), delivered a series of four presentations to the Junior Achievement classes at Pine View High School on November 19th and 20th. These classes were focused on providing information to help students understand and develop skills in establishing and managing wise use of credit. The course stressed the importance of creating and maintaining a good credit standing, and helped students understand the factors that affect a person’s credit score. Students were also taught how the use of credit impacts their ability to obtain housing,

purchase a home, or even obtain a job. Additionally, the course discussed mortgages and how lenders analyze a borrower, how they compute the debt-to-income ratio and how existing debt can affect a borrower’s opportunities to purchase a home. As Shannon explained, “Having a fundamental knowledge of these important aspects of credit can help students make educated decisions that will allow access to financial resources necessary to build wealth.”



Shannon Walker and class

“Professor” P. West Martin



“Professor” Brian Taylor

The Junior Achievement program has been implemented by the Utah State Board of Education as required curriculum for graduating high school seniors. Classes are taught by local volunteers from the professional and business community who have expertise in the various areas taught within the curriculum. Town & Country Bank is pleased to be part of this important program.

Message From The President

As the Thanksgiving holiday draws near, I’m reminded of this turkey hunting yarn:

Tommy and Billy were discussing their latest turkey shoot. Tommy says emphatically, “I am never going to take my wife Donna shooting with me ever again, Billy!”

“That bad, eh?” enquires Billy smiling.

“Yeah, Donna did everything wrong – got nothing right. She chattered too much, constantly disturbed the undergrowth, loaded the wrong gauge shot in the gun, used the wrong luring whistles and worst of all,” bellows Tommy,

“she shot more turkeys than me!”

In the business world, I suppose there are some CEO's that can't stand to be out-gunned by colleagues. But any leader worth a dime ought to recognize the governing paradigm of success: achievement in any endeavor lies with the collective effort of ALL who put their heart, soul and skill into the task at hand. While Town & Country Bank has miles to go before sustained success can be measured, our team is off to a pretty good start – and in a difficult economic setting to boot.



I'd like to express my personal thanks to those at Town & Country who have “shot more turkeys than me” and are responsible for nine months of solid performance. Our bank is blessed to have a board of directors comprised of capable and accomplished community pillars. All board members share a commitment to deliver unparalleled banking service, and to provide shareholders with true value. Our directors spend considerable time (unpaid, at present) in guiding and monitoring bank operations, and in referring business to the bank. I am sincerely thankful for their efforts.

Town & Country Bank also has a 24-member advisory board that likewise consists of area leading lights. This group (also unpaid at present) meets at least monthly and provides management with valuable ideas and feedback. These individuals have also steered significant customer relationships to Town & Country Bank. One of our advisory board subcommittees has worked tirelessly and successfully in expanding our Town Card program. I'm thankful for an advisory board that aids us in our quest for excellence.

Perhaps the folks who have “shot the most turkeys” are our incredible team members. What a devoted group of professionals we enjoy at Town & Country! Our seasoned management group represents motivated individuals with a common goal: to draw upon

well over a century of collective banking involvement and create the finest banking experience available. Our loan officers are experienced, responsive and careful. I'm grateful for their many abilities. To be sure, they are professional and relationship driven. I'm also thankful for our loan support staff, all of whom take great pride in their precision and efficiency. Our concierge bankers are focused on pleasing each and every customer. They are courteous and proficient, and aim to make “banking a simple pleasure” for our clientele. I am grateful for them. Not to be forgotten are our business development officers, who do so well at articulating the Town & Country philosophy and are never seen without anything but smiles and energetic demeanors. I'm extremely thankful for them, as well. No bank could have a finer group of employees than Town & Country Bank.

Are we perfect? Far from it. But we believe in what we're doing and we all enjoy doing it together. It is our goal to create lasting customer relationships and satisfaction. And so, as I pause this Thanksgiving to acknowledge so many blessings in my life, I consider my association with my Town & Country family to be among my richest.

Oh yes. How could I forget? I am most certainly thankful for our loyal customers and shareholders. Their patronage and support is dearly appreciated and vital to our future existence.

For me, this will be a good year for eating lots of turkey. And as I consume my feast, I'll keep in mind the words of Benjamin Disraeli: “I feel a very unusual sensation – if it is not indigestion, I think it must be gratitude.”



Bruce T. Jensen

President &
Chief Executive Officer

bjensen@tcbankutah.com

Customer Spotlight

Customer Spotlight

Preston Office Supply

1509 South 270 East, Suite 4

St. George, UT 84790

Office: (435) 673-7677

Fax: (435) 673-7691

www.prestondigital.com



Back in 1983, Richard Preston introduced to St. George a new concept for buying office supplies. Richard would visit offices and take orders for office supplies, filing cabinets, copier and printer supplies, computer accessories and of course, paper. Those orders would usually be delivered the next business day. The small company grew quickly as companies found this service to be reliable, convenient and priced competitively!

From that day forward, Preston Office Supply has been a fixture of the St. George business community – providing office furniture and supplies to businesses



Richard Preston

of all types. Growing along with the St. George area, the firm continues to provide companies of all sizes and types with the office necessities they need on a daily basis.

In 1985, Preston Office Supply began a new phase in its history by adding a new product line. Office equipment and repair service was offered to clientele and the full line of Ricoh copiers was introduced to St. George. At that time, few had ever heard of a Ricoh copier. Most frequently people would say “I have a Ricoh camera; is that the same company?” The answer was yes. Preston Office Supply grew the equipment business with a commitment to great customer service and reliable equipment.

As the company grew, other members of the Preston family joined the team. In 1986, Kyle Preston started as a full time employee and he eventually purchased the office supply portion of the business from Richard in May of 1988. The two brothers worked together as they worked

to grow the two separate businesses.

After 20+ years of serving the St. George business community in the office supply business, Kyle retired from office supplies and founded another highly valuable business service. Kyle can now be found promoting his Onsite Shredding service. Secure document management, including document destruction, has become a business necessity in today's world of identity theft, government regulation and liability to businesses brought on by having and storing their customer's personal information.

On October 1, 2008, Richard Preston acquired the office supply business from Kyle, bringing this business full circle. Richard and his staff are excited to



have this opportunity to continue to serve the businesses of Washington County. With service that is second to none, Preston Office Supply offers competitive pricing, on-time delivery and most importantly a focus on the success of each individual customer.

For the above reasons, Town & Country Bank selected Preston Office Supply in purchasing and servicing its copiers, printers, faxes and scanners. The business partnership has led to a solid banking partnership, as well. Preston Office Supply has moved key accounts to the bank. Says Richard, “The experiences I have had banking with Town and Country Bank prove to me that this bank gets to know their clientele and provides the kind of individual service needed to help businesses succeed.”

Town & Country highly values its relationship with the professionals at Preston because of their commitment to excellence. Richard Preston adds, “We have that in common with Town and Country Bank.”



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Where banking is a simple pleasure

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