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WE WANT TO HEAR FROM YOU!

We encourage you to send
letters to the editor to
tomstumb@nashvillebankandtrust.com.



THE STAFF OF NASHVILLE BANK & TRUST: (front row, left to right) **Barbi Taylor**, Vice President, Operations; **Don Shriver**, Senior Vice President, Private Banking; **Patty Love**, Senior Vice President and Portfolio Manager; **Charlie Cook**, Vice Chairman; **Portia Wells**, Vice President and Trust Officer; **Tom Snyder**, Managing Director, Private Banking; **Judy Adams**, Personal Banker. (back row, left to right) **Debbie McCarter**, Personal Banker; **Linda Payne**, Private Banking; **Beverly Hodgson**, Wealth Management Specialist; **Derrick Jones**, Managing Director, Wealth Management Services; **Steve Davis**, Senior Vice President and Trust Officer; **Don Thurmond**, Chairman and Chief Executive Officer; **Tom Stumb**, President; **Bryant Tirrill**, Senior Vice President, Private Banking; **Overton Colton**, Managing Director, Finance & Administration and Chief Administrative Officer; **Allison Griffin**, Private Banking; **Julie Marr**, Accounting Operations Manager; **Lynn May**, Senior Vice President, Private Banking.

NBT: A YEAR OF GROWTH, PROGRESS

One year ago, a different kind of bank and trust company was established in Nashville – one that combined “the way things used to be” with a team approach to client service.

“If you could sum up the Nashville Bank & Trust concept in one phrase, it would be ‘peace of mind,’” said Tom Stumb, NBT president. “Through mergers and acquisitions, the banking climate in Nashville has changed so dramatically over the years that many people just feel lost. They do not know anyone at their bank anymore and things that used to be simple were becoming complicated.

“We knew there was a better way because we had experienced it. It is how banking used to be in Nashville – where your banker not only knew you and your business, but knew

your family, your neighbors and the community. But more than that, you knew everybody at the bank, not just who some banks might call your ‘relationship manager.’ You felt like family, not just a customer,” he added.

Thus was founded Nashville Bank & Trust – a full-service bank with services that are coordinated, not departmentalized, so that work for the client in one part of the bank is not undone by work in another part of the bank.

This new/old approach to banking seems to be working. In its first year of operation, the bank has seen its total assets grow to more than \$60 million. The bank has also developed in excess of \$100 million of assets under management in its wealth management. **Anniversary: continued on page 2**

Chairman's Letter

You've been named an Executor... Is that a good thing? What do you do next?

- A friend or relative has asked you to be the executor named in a new Will they are about to sign.....
- A friend or relative has recently passed away and you are named executor in their Will.....
- You are confused by all of the hype about the Probate process.....

If one of these situations has happened recently or you anticipate it happening in the future, what are some of the things you need to consider?

Serving as an executor is a position of honor, great responsibility and, potentially, great liability. It takes time and expertise to do this properly and, unless you do it often, there is a pretty steep learning curve. It is a formal process that is governed by local procedures, state and federal laws and ever-changing tax codes.

In simple terms, what you are doing is accounting for income, collecting assets, valuing them, paying expenses, settling claims and distributing income and assets in accordance with the decedent's wishes.

Some of the biggest challenges relate to properly dealing with real estate, locating assets, verifying how they are titled, properly valuing them, determining liquidity needs, resolving financial claims, working with partners or co-owners, dealing with out-of-state assets, evaluating generation-skipping transfer tax implications and handling the various estate, income and gift tax filings. The rapidly-evolving laws dealing with the transfer of IRA's, 401(k)'s and other types of Retirement Plans have created some of the most complicated issues now facing estate settlement professionals.

You have probably been bombarded by information about avoiding the probate process. Some of this information is informative and accurate, but occasionally it is propaganda aimed at creating fear and uncertainty.

We can help uncomplicate and explain things. If you would like more information about Nashville Bank & Trust's Estate Settlement services or some straight talk about Probate and the use of Trusts, please contact one of our Wealth Management professionals.



Don Thurmond,
Chairman and CEO

Anniversary: continued from page 1

ment business, which according to Don Thurmond, chairman and CEO, is the result of a unique style of client service.

"Personal, expert service is this bank's hallmark. Our clients benefit from direct contact with senior-level, experienced bankers and trust officers who have decision-making authority and a real understanding of the local community and the client's relationship with the bank," Don said.

"We use a team approach to banking," he said. "When a client comes to us, we do everything we can to ensure that our team has a clear, comprehensive understanding of his or her financial picture, from loans and checking accounts to investments and trusts. That way we can maximize growth potential, limit tax liability and provide the banking services that suit the client's individual needs for today and tomorrow – for a lifetime. I believe that this kind of complete client service sets us apart from other banks."

While NBT's team approach to banking is one key to its success, according to Tom Snyder, managing director, private banking, there is no substitute for good old-fashioned personal service.

"We had a new client move her account to our bank because she was fed up with the service she was getting from the large bank she was with," he said. "She called them to ask for a copy of a cancelled check and was told that it would take 7-10 business days and would cost \$25. Then she found out that instead of talking with her bank, she was talking to a call center in another state. At NBT, we answer our own phones and any of our bankers could have accessed her account and emailed or faxed her an image of the check at no charge in just a few seconds.

"We hear stories like that all the time," Tom said. "Clients tell us that they know if there is a problem that they can pick up a phone and speak with someone who has the ability and authority to solve it. That seems like a small common-sense thing, but if you have any experience with large banks, you know it is not the norm." ■

Outstanding Customer Service: One Client's Story

Nashville Bank & Trust's combination of outstanding customer service and our team approach to banking is revolutionizing the way banking is done in Nashville. Our clients tell us they appreciate our expertise and experience.

"We want our clients to feel like NBT is an extension of their family," said Tom Stumb, NBT president. "The more we understand our clients and get to know their situation, the better our services become as we are able to tailor a variety of investment, loan and savings products to our clients' needs."

Dick Stiegele, a Nashville Bank & Trust customer and shareholder, says he is very impressed with the bank's comprehensive approach to his family's finances.

"They met with us as a team and thoroughly reviewed our financial situation and our concerns," he said. "They asked experienced questions and took notes. They even asked about our grandchildren – which I later learned was important to helping them design a total approach to our financial situation. They came back with a team of experts and a presentation that answered all our questions and concerns. Then they opened an account for us, transferred our IRA along with our various stocks and bond holdings. I was a banker for 40 years and it still surprised me how smoothly the transfer went."

During the first month as a client, the NBT team worked extensively on

Stiegele's portfolio: taking gains, replacing underachievers with better opportunities and increasing diversification.

"They showed a significant portfolio gain in one month," Stiegele said. "That was remarkable."

"The important thing to remember is that there is always someone at the bank who can help a client with any problem or question," Stumb said. "If your banker is out of the office, there will be someone here who you can count on to know you and be able to help with anything." ■



Dick Stiegele

WHAT PEOPLE ARE SAYING ABOUT NASHVILLE BANK & TRUST

"The first thing that comes to mind about Nashville Bank & Trust is the people. For me, it's not really about the rates or this or that – it's about people who help me with whatever I need."

– Bruce Dobie

"I love them. Everyone there, from the top down, is great – and I know them all because I was introduced to everyone when I opened my account. I have a whole team. So if one person is out, someone else can help me – and is happy to. And they took the time to learn about my business. They really care."

– Andre Lequire, Germantown Partners

NBT to Offer Remote Deposit Technology to Business Clients

"Remote Deposit Service" Will Make Handling Paper Checks Easier and More Efficient

NBT is introducing a new service for businesses that makes accepting and depositing paper checks as easy as sitting down at your desk. Called Remote Deposit, the service works via a web-based application and a scanning device that plugs into the client's computer. It scans checks and automatically deposits the funds into the business's account, ending the need for depositing paper checks at the bank.

"Clients using Remote Deposit will benefit from the ability to consolidate accounts, shorten the time between a check's receipt and its deposit, and eliminate trips to the bank that cut into employee productivity," said Tom Stumb, NBT president. "It not only saves our

clients time and money, but it allows the bank to expand our geographic range for serving commercial clients, since driving distance to the bank is of less importance."

Remote Deposit automatically checks for duplicate items and presents customers with a "virtual deposit slip." Deposited items are stored and may be easily retrieved for future problem resolution. Any checks that are returned due to insufficient funds are made known to the client via a "red flag" the day after the item was originally deposited versus waiting several days to receive an NSF notice via mail the way banks have traditionally handled bounced checks. Remote Deposit was developed to allow banks and their commercial clients to take advantage of recent

changes in bank regulations such as Check 21, which eliminates the need to transfer paper checks from bank to bank when they are deposited.

"Technology is the driving force of modern banking," Stumb said. "Many of our clients are very savvy when it comes to things like electronic bill payments and Internet banking. Remote Deposit is a natural extension of this trend. Since we are a locally-owned bank, we can adopt technological innovations more quickly and less expensively than our larger counterparts – giving our clients prompt access to the latest time- and money-saving technology.

"Remote Deposit is a flexible and efficient system that is easy to learn and use," he added. ■

IDENTITY THEFT: TAKE STEPS TO KEEP YOUR PERSONAL INFORMATION SAFE

The Federal Trade Commission (FTC) recommends the following steps to keep your personal information from being used to commit fraud or other crimes.

- Do not give out personal information over the phone, in the mail or on the Internet.
- Do not carry your Social Security card. Leave it in a secure place, such as your safe deposit box.
- Secure personal information in your home, especially if you are having service work done, if you employ outside help or if you have roommates.
- Guard your trash and mail from theft.
 - ♦ Deposit outgoing mail at a postal collection box or at your local post office.
 - ♦ Remove incoming mail promptly.
 - ♦ Before throwing them away, tear or shred documents that contain personal information.
 - ♦ Call 1-888-5-OPTOUT (1-888-567-8688) to opt out of receiving unsolicited credit card offers. (You will be asked for your Social Security number so credit bureaus can identify your account).
- Carry only the identification and credit cards you will actually need.

- Use passwords for your credit card, bank and phone accounts that are not based on easily obtainable information such as your mother's maiden name.

- Give out your Social Security number only when necessary and ask to use other identifiers when possible. If your health insurance company uses your SSN as an identifier, ask to substitute another number.

- Keep up with your billing cycles. A missing bill can indicate an identity thief has taken over your account and changed the billing address.

- Keep your purse or wallet in a safe place at work.

- When ordering new checks, pick them up at the bank, rather than having them mailed to your home.


One of the more common methods of identity theft is called "phishing." The victim receives an email that appears to be from a bank or other online service asking him or her to follow a link and update personal information. The emails look real and are very convincing. Delete them. Do not follow the links. Do not give them any personal information. No reputable company will ever ask you for personal information in an email. ■

Nashville Bank & Trust will never request personal client information via email or any other online communication.

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