



**2020 Report to our Community**



## To our Customers, Community and Employees

In confronting the challenges arising from the COVID-19 pandemic, the team at Meredith Village Savings Bank (MVSB) worked together to ensure that our ongoing legacy of providing dedicated community service and exceptional customer support remains as strong as ever.

Outstanding financial results tell only part of the story. This sense of camaraderie and commitment to our neighbors was also reflected in countless ways that were equally valuable yet unable to be quantified.

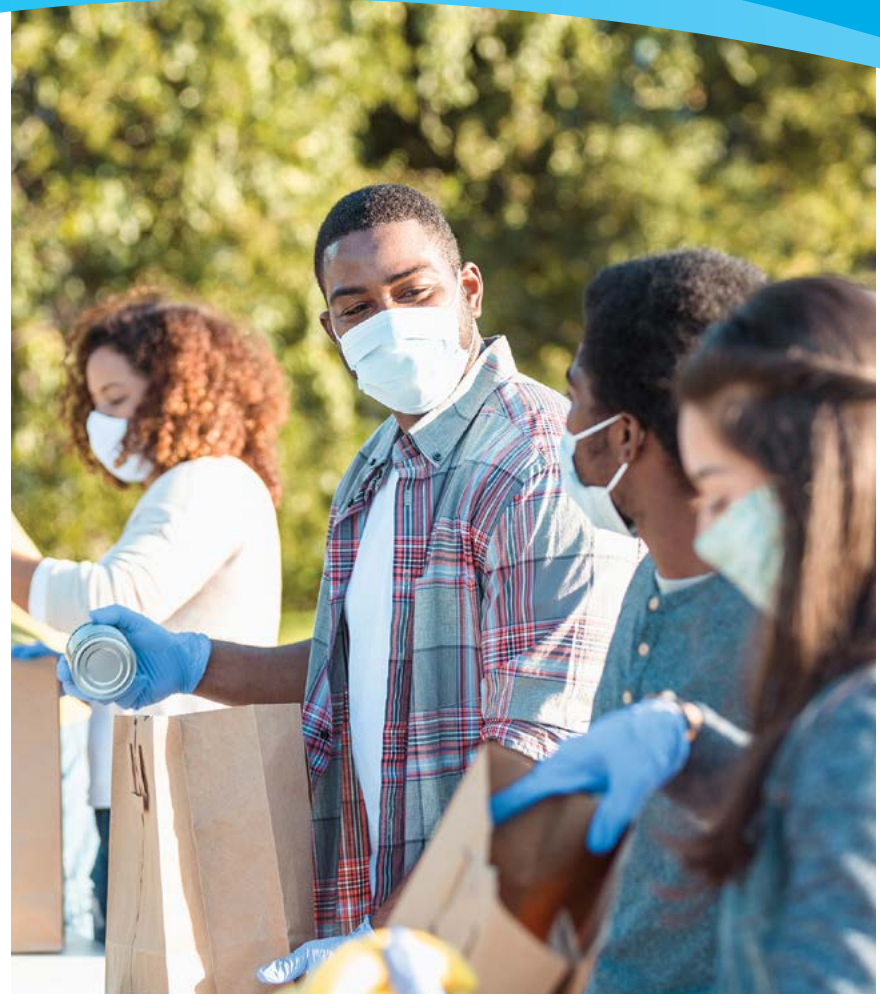
Most importantly, in adapting to the pandemic, we did so by always keeping the safety of our employees and customers as our top priority.

# Bedrock Values that Sustain Us

MVSB holds strongly to seven core values that are reflective of our primary mission to enhance the welfare, well-being and vitality of the community and its members:

- Accountability
- Mutuality
- Excellence
- Respect
- Integrity
- Teamwork
- Stewardship

In short, we are here to serve the community—and these values help sustain and guide us in those efforts.





# Supporting Businesses and Residents



Throughout 2020, MVSB continued to provide financial support for the ongoing growth and economic health of the greater Lakes Region.

## Commercial Lending

On the business side, our commercial lending team closed 649 Small Business Administration (SBA) Paycheck Protection Program (PPP) loans—delivering \$51.5 million in stimulus payments to companies in need. In addition, we modified payment plans on 265 separate business loans to accommodate the impact of COVID. By year-end, our commercial lending team had processed nearly 150 forgiveness applications of the original 649 PPP loans—resulting in \$19 million in conversions from loan to grant for local businesses.



## Mortgage Lending

Our mortgage lending team processed over twice as many home loans in 2020 compared to 2019, reflecting a total of 877 mortgages and \$238.7 million. In fact, MVSB was recognized by the NH Registry Review as the top mortgage lender in Belknap and Carrol Counties. Furthermore, under the “Banks” category in NH Registry Review, MVSB ranked as follows:

- MVSB was #1 for local community NH banks in the number of bank loans for Residential Refinance Purchase Loans (4th overall)
- MVSB was #1 for local community NH banks for the bank volume of loans for Residential Refinance Purchase Loans (4th overall)
- MVSB was #1 for local community NH banks in dollar volume for Single-Family Home loans (2nd overall)
- MVSB was #2 for local community NH banks in the number of loans closed for Single-Family Homes (3rd overall)
- MVSB was #2 for local community NH banks in number of loans for Condominium purchases
- MVSB was #2 for local community NH banks in the volume of loans for Condominiums category (4th overall)

\*All statistics per Registry Review, March of 2021

In addition, as part of the COVID Loan Deferment Program for home mortgage lenders, there were 181 loans in a COVID forbearance with principal balances totaling \$34,198,314 during 2020 for MVSB. As of December 31, 2020, those were down to 56 active loans in the COVID program, totaling \$9,195,403.

# Lending a Helping Hand

MVSB has always considered it a tremendous honor to be recognized as a well-established neighbor.

Both as an institution and a family of employees, we are privileged to enjoy the benefits that come with living and working here. That's why we take seriously our responsibility to respond in kind with ongoing support of nonprofits, charities and grassroots organizations. In 2020, MVSB proudly provided our communities with a total of \$491,050 in financial support.

## Grant Funding

A member institution of the FHL Bank Boston, MVSB applied to the 2020 Jobs for New England Recovery Program and was selected to provide \$100,000 in grant funding to support small businesses and nonprofits that experienced significant losses due to COVID. Winners of grants through MVSB included: Back Bay Salon; Capelli Hair & Body; Corporate Images; Event Builders; Haughey, Philpot & Laurent; Lakes Region Tourism Association; the Law Office of Paul M Monziona; Peter Woodaman Design Group; the Preserve at Chocorua; and Salon Alibrio.

In addition, recipients of the 2020 annual Meredith Village Savings Bank Fund grants included:

- Eleven local food pantries (\$11,000 total)
- Belknap House, Laconia (\$7,500)
- Children's Museum of New Hampshire, Dover (\$2,500)
- GOT LUNCH, Ashland & Holderness (\$1,000)
- Hospice Help Foundation, Portsmouth (\$5,000)
- Lakes Region Food Pantry, Moultonborough (\$5,000)
- Patriot Resilient Leader Institute for Camp Resilience, Gilford (\$5,000)
- Step Up Parents, Portsmouth (\$5,000)
- Tuftonboro Historical Society, Melvin Village (\$5,000)

# Partnerships



In partnership with our sister banks Merrimack County Savings Bank and Savings Bank of Walpole, MVSB contributed to the NH Nonprofit Response Fund with a combined tax credit purchase of \$150,000. This contribution represented the first of its kind by banking institutions. Supported by donations from businesses in exchange for tax credits and flexible loan funds from the Community Development Finance Authority and the Business Finance Authority, the NH Nonprofit Response Fund provides nonprofit organizations with resources of up to \$100,000 for working capital, equipment purchases and programming expenses.

Overall, MVSB donated to hundreds of local nonprofits through grants, donations, sponsorships and tax credit purchases—in addition to the thousands of hours volunteered by our staff. Other major contributions included:

- The Music Hall's Youth Educational Series, Portsmouth (\$10,500 corporate sponsorship)
- Save our Gale School Fund, Belmont (\$5,000 donation)
- Lakes Center for the Arts, Meredith (\$10,000 tax credits investor)
- Black Heritage Trail of New Hampshire, Portsmouth (\$5,000 tax credits investor)
- Makers Mill, Wolfeboro (\$25,000 tax credits investor)

# We're Honored to be Recognized

While MVSB experienced remarkable financial results in 2020—including year-over-year deposit account growth of \$250+ million and mortgage volume growth of over 100 percent—quality was not compromised with quantity.

For example, we were recognized as the Best Home Mortgage provider by the 2020 Best of the Lakes Region Awards. Similarly, we were also recognized as Best Employer (Silver Award) and Best Bank (Silver Award) for 2019-2020. Furthermore, MVSB was presented with a Special Recognition Award at the Meredith Area Chamber of Commerce Annual Meeting and Awards. In addition to MVSB being recognized as an organization, our employees were cited for their assistance and support of customers, businesses and the community amid the pandemic and its associated challenges.





# Innovations in Action



At MVSB, we're consistently taking measures to enhance the ease, convenience and security of banking. Given the effects and ramifications of COVID, these efforts—always implemented with both customers and employees in mind—were greater than ever this past year.

We introduced more advanced and user-friendly online banking technology. Integral to this upgrade and conversion was the critical need to introduce more safeguards in our banking environment. Particular emphasis was given to conducting and processing transactions in new ways that minimized contact and maximized social distancing—while simultaneously enhancing overall convenience.

During 2020, we introduced a simplified suite of deposit products for individuals as well as businesses. Furthermore, we expanded our education initiatives among our staff, customers and the community at large to facilitate greater awareness, understanding and prevention of fraud and identity theft.

# 2020 Financial Highlights

## Meredith Village Savings Bank Executive Summary

December 31, 2020

<b>Balance Sheet (\$000's)</b>	December 2019	December 2020
Interest Bearing Deposits	2,668	12,049
Intercompany Fed Funds Sold	—	—
Investment Securities	55,425	72,482
Loans	876,652	1,007,102
Assets	983,790	1,136,272
Deposits	746,870	975,524
Repurchase Agreements	17,600	24,382
Intercompany Fed Funds Purchased	13,000	—
Borrowed Funds	88,279	8,025
Equity	112,033	120,629

<b>Balance Sheet Statistics (%)</b>	December 2019	December 2020
On-Balance Sheet Liquidity	2.96%	3.92%
Basic Surplus (30 Day)	19.34%	24.69%
Loan to Deposit	117.35%	101.79%
Loan to Asset	88.58%	86.54%
ALLL to Loans	0.76%	0.96%
Leverage Capital	11.31%	10.37%
Tier 1 Risk Based Capital	16.73%	15.66%
Total Risk Based Capital	17.75%	16.95%
ALLL to Loans Excluding PPP Loans		0.99%
Leverage Capital Excluding PPP Loans		10.73%

# 2020 Financial Highlights

## Meredith Village Savings Bank Executive Summary December 31, 2020

<b>Income Statement (\$000's)</b>	YTD Actual as of Dec 2019	YTD Actual as of Dec 2020
Interest Income	41,187	42,555
Interest Expense	8,112	5,228
Net Interest Income	33,075	37,327
Provision for Loan Losses	397	3,090
Other Income	5,624	7,215
Other Expense	28,067	31,012
Pre-Tax Income	10,235	10,440
Provision for Taxes	2,319	2,422
Net Income	7,916	8,018

<b>Income Statement Statistics (%)</b>	December 2019	December 2020
Yield on Earning Assets	4.43%	4.09%
Cost of Paying Liabilities	0.94%	0.54%
Net Spread	3.49%	3.55%
Net Interest Margin	3.55%	3.59%
Return on Average Assets	0.81%	0.74%
Operating Expense to Average Assets	2.86%	2.85%
Efficiency Ratio	72.53%	69.62%

# Directors and Corporators

## DIRECTORS

Chair: Maurice Lafreniere, *Holderness*

Vice Chair: John Moulton, *Meredith*

James Dirubbo, *Gilford*

Charles Hanson, *Center Harbor*

Samuel Laverack, *Holderness*

Carmen Lorentz, *Belmont*

Michelle McEwen, *Bristol*

Michael O'Leary, *Holderness*

Gregg Tewksbury, *Keene*

(President & CEO,

New Hampshire Mutual Bancorp)

Richard Wyman, *Laconia*

(President, Meredith Village Savings Bank)

## LOCAL NHMB CORPORATORS

William Abbott, *Holderness*

Rusty Bertholet, *Gilford*

Patti-Jeanne Biederman, *Plymouth*

Mark Billings, *Meredith*

Susan Cerutti, *Center Harbor*

Shelagh Connelly, *Holderness*

John Daigneault, *Wolfeboro*

James Dirubbo, *Gilford*

Nathan Dutile, *Meredith*

Jeanie Forrester, *Meredith*

Mark Fraser, *Laconia*

David Hamblet, *Meredith*

Charles Hanson, *Center Harbor*

William Johnstone, *Holderness*

Michael Kilfoyle, *Plymouth*

Maurice Lafreniere, *Holderness*

Samuel Laverack, *Holderness*

Carmen Lorentz, *Belmont*

Linda Lovering, *Meredith & Nashua*

Michael Merrill, *Meredith*

John Moulton, *Meredith*

Michelle McEwen, *Bristol*

Rusty McLearn, *Meredith*

Tod O'Dowd, *Wolfeboro*

Michael O'Leary, *Holderness*

Richard Pendergast, *Meredith*

Michael Persson, *Laconia*

Alex Ray, *Holderness*

Chris Swanson, *Holderness*

Kathleen Sweeney, *Center Harbor*

Gregg Tewksbury, *Keene*

(President & CEO,

New Hampshire Mutual Bancorp)

Justin Van Etten, *Holderness*

Don Weigel, *Meredith*

Douglas Willett, *Rumney*

Richard Wyman, *Laconia*

(President, Meredith Village

Savings Bank)



## Executive and Administration

Richard Wyman, President

## Commercial Lending

John Swedberg, SVP Senior Commercial Lending Officer

Richard Burgess, VP Commercial Loan Officer

Brian Chalmers, VP Commercial Loan Officer

Robert Davis, VP Commercial Loan Officer

Daniel Dolan, VP Commercial Loan Officer

Kim Elfstrom, VP Commercial Loan Administration

Eric MacDonald, VP Credit Manager

Daniel Osetek, VP Commercial Lending, Team Leader

Christina Simpson, Senior Credit Analyst

Angela M. Ferris, VP Commercial Loan Officer

## Residential Lending

Lori Borrin, VP Loan Officer & Administration

Wendy Vittum, VP Mortgage Operations

Michele Masters, AVP Mortgage Operations Officer

Elizabeth Brothers, Mortgage Sales Support Manager

Charles Dowd, VP Residential Mortgage Sales

## Retail Banking

Marcus Weeks, SVP Senior Retail Banking Officer

Kathleen Doeg, VP Business Development/Small Business Lender

Melissa Reid, VP Retail Sales & Branch Services

Robyn Masteller, RVP Branch & Business Development Manager

Cynthia Oxtan, RVP Branch & Business Development Manager

Jill White, RVP, Branch & Business Development Manager, CRA Officer

James Carrigan, AVP Branch & Business Development Manager

Julie Clement, AVP Cash Management/SBD Lending Officer

Elise Cushing, AVP, Business Development Officer

Amy Harpell-LeMien, Branch & Business Development Manager

Martha Clifford, Branch & Business Development Manager

Andrew Hernandez, Branch & Business Development Manager

Becky Reposa, Branch & Business Development Manager

Jessica Ruel, Branch & Business Development Manager

Cathleen Sleeper, Branch & Business Development Manager

Stacy Trites, Branch & Business Development Manager



In the words of the author Simon Sinek, “The ability of a group of people to do remarkable things hinges on how well those people can pull together.” The staff of Meredith Village Savings Bank absolutely pulled together with remarkable results in 2020.

Our commercial lending team, under the leadership of John Swedberg, pulled together twice over the course of the past year to meet the needs of local businesses and help ensure their survival. These MVSB employees gave up numerous weekends and evenings to process PPP loans and modify existing loans and thereby help businesses pay employees and bills.

As mentioned, MVSB was selected by the New England Recovery Program to provide grant funding to support small businesses and nonprofit organizations hit particularly hard by COVID-19. Daniel Osetek, Vice President and Commercial Loan Officer, championed the program by completing the application to the FHL Bank Boston and working with the Bank’s marketing, compliance management and information technology department to quickly develop a complete, user-friendly application for local businesses. Daniel also chaired the multi-department committee that carefully reviewed and vetted the applications to ensure they were able to provide funding that best served our community’s needs.

The mortgage lending team also pulled together for remarkable results. Not only did team members assist customers with more than twice as many home mortgages in 2020 as 2019, but they were recognized by the NH Registry Review as the top mortgage lender in Belknap and Carrol Counties. Sue Ross was recognized as the top lender through the first three quarters of 2020 in Belknap County, while Lori Borrin was ranked second.

Given the changes due to the pandemic—as well as the changes in the economic, political and social environment—it’s difficult to predict how 2021 will impact New Hampshire’s Lakes Region and Seacoast areas. I have no doubt, however, that the MVSB staff will continue to pull together and do remarkable things—for each other, for the Bank, for our customers and for our community.

Thank you for your continued support and stay well.

Sincerely,

A handwritten signature in black ink that reads "Rick Wyman". The signature is fluid and cursive.

Rick Wyman  
President