

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.

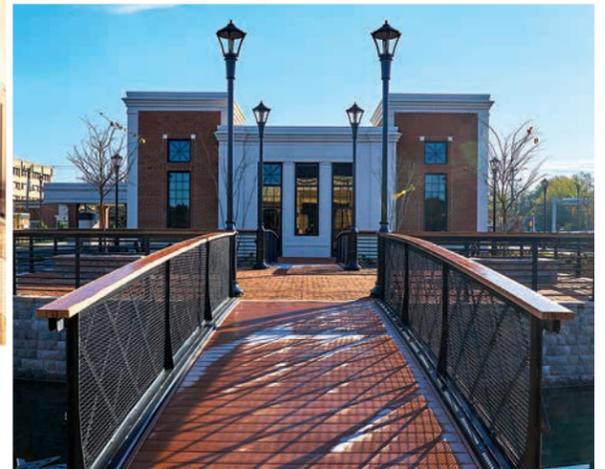
In Charlotte, our Myers Park Financial Center is located at 150 Providence Road. The beautiful new facility center has 8,460 square feet on the first floor and 3,850 square feet on the second floor. Edifice Inc., an award-winning company headquartered in Charlotte, served as general contractor. HBA Architecture 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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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.

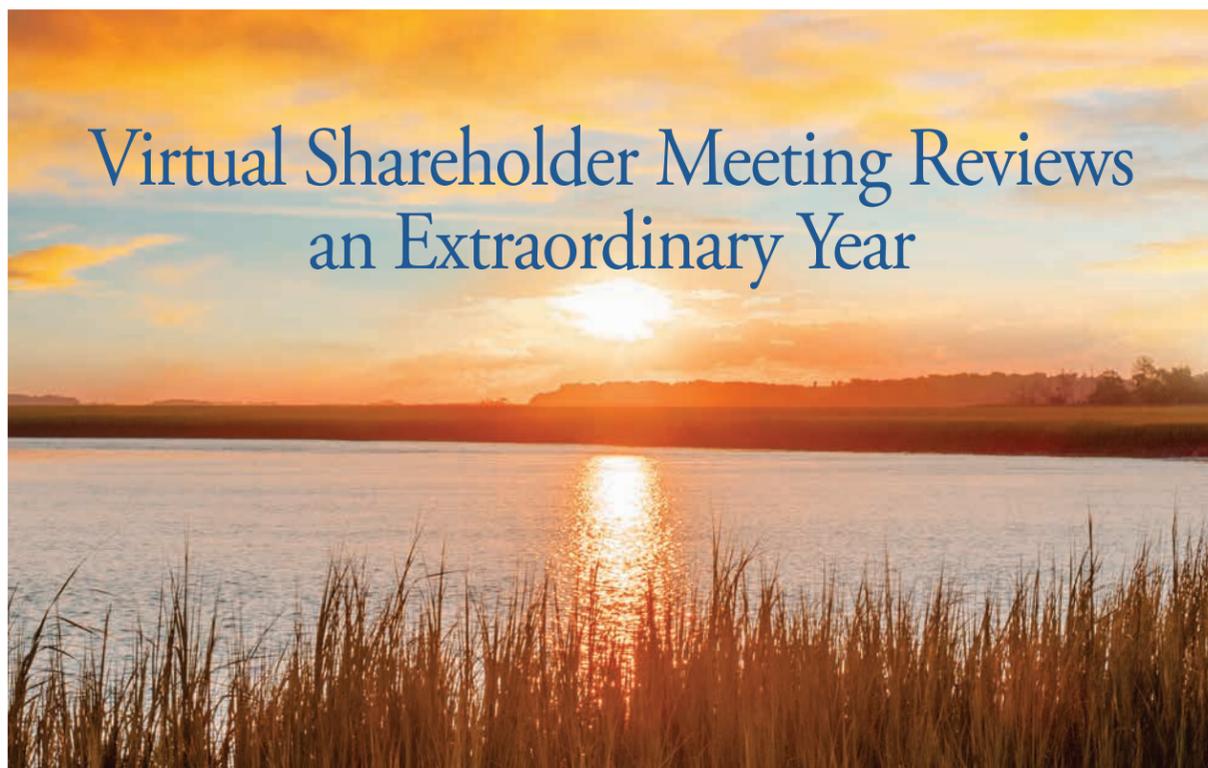
Today, there are 89 graduates of the LEAD Program serving in important roles across the company including marketing, human resources, training, treasury services, branch managers, credit review, operations, compliance, technology, insurance, private banking, and commercial lending.

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



Virtual Shareholder Meeting Reviews an Extraordinary Year

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.

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

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.

"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

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>

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."

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

LAYING THE GROUNDWORK FOR SUCCESSFUL BUSINESSES



▲ Sharat Nagaraj, celito CEO

Using their unique knowledge and capabilities to help people is the passion for celito, a leading information technology and telecommunications company based in Raleigh. Sharat Nagaraj, celito CEO, started the company in 1999 and from the beginning, has dedicated the business to providing state-of-the-art technology for business owners.

Sharat was a student at North Carolina State University, putting himself through school in the mid-1990s. “The internet field was really the thing to get involved with back then. It was the beginning of the dot-com era,” Sharat explains. “I quickly found that I loved the work and it came naturally to me to help people with computers and networking. I also worked in a co-op program for Cisco Systems in Research Triangle Park back in 1996. That grew my passion for networking more and more so it was a logical decision for me to think about starting my own business.”

More than 20 years later, celito provides technology services for businesses across all sectors both large and small, including high-speed internet service, quality VoIP telecom services, and setting up office networks. celito has data

centers in Raleigh and Charlotte, in-house wiring, and construction crews. “It’s amazing for a company our size with 21 employees to be able to provide all these services,” Sharat says. “We are passionate about our community and the success and growth of our clients. I love working with people, finding out what problems they are facing and coming up with a solution. A business owner might be trying to set up five locations and I will say, ‘Let’s talk about it and see what that will take.’ Then I get to connect them with my team.”

celito uses the Entrepreneur Operating System (EOS) as a guide which encourages companies to set core values and abide by them. “Our purpose is non-technical, which might sound strange for a tech company,” Sharat says. “Every day I want to make sure that everyone here wants to help someone. Our company is all about people. At celito, our passion and core values influence what we do each day – from the work we produce, to the way we treat our clients, to the atmosphere we maintain in our office.”



Our passion:

Helping people with our unique knowledge and capabilities

Core Values:

- Thorough commitment to client
- Driven
- Ability to inspire
- Understanding of value
- Appreciation of structure
- Positive energy

Sharat explains that he first connected with Paragon Bank, now TowneBank, when celito began putting in fiber optic cables. “Fiber optics were expensive back in the day and that’s when we needed a good banking partner. I first met Patsy Johnson, president of TowneBank Cary, when we were providing IT services for Paragon. We started a banking relationship and today, we have about 95 miles of fiber optic cable, all in the Raleigh area and all financed through TowneBank.”

For more information, visit celito.net.

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,

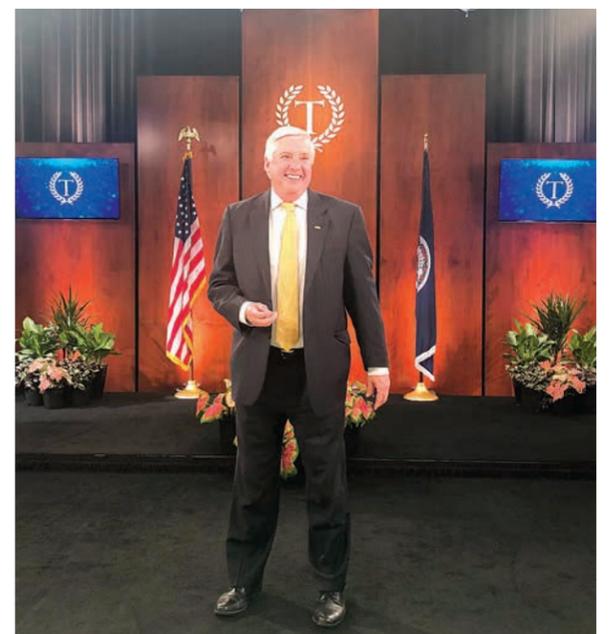
“I like the dreams of the future more than the history of the past.”

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!





LIONHEART
ACADEMY
OF THE TRIAD

OPENING DOORS FOR STUDENTS WITH AUTISM

Established in 2015, Lionheart Academy of the Triad helps students with Autism Spectrum Disorders (ASD) become independent adults through research-based education strategies that enhance both academic and social success.

The school was the effort of a group of concerned families and educators who recognized the lack of educational options and specialized services for their children with ASD. The like-minded and passionate group worked together to establish a private school dedicated to the needs of students with ASD, and soon after, Lionheart Academy enrolled its first class.

“We started out renting a few rooms at a local church, and then eventually we purchased our own building,” says Heather Pardue, board president and mother of two sons with ASD. “We enrolled 19 students our first year, and now, we have over 50 students.”

The academy enrolls students starting in the 4th grade and offers both a traditional diploma track and an occupational course study track that focuses on gainful employment in the competitive work force. Both educational tracks provide programming developed to meet each student’s specific needs. Additionally, Lionheart Academy offers outings to help develop social skills and community support, like bowling and hiking events, as well as extracurricular clubs and special events like a karaoke/dance night.

Lionheart Academy’s relationship with TowneBank began at the onset of the COVID pandemic. In need of assistance with the Paycheck Protection Program, Heather reached out to Scott Baker,

president of TowneBank Triad and David Lane, senior vice president and commercial banking officer, who helped Lionheart Academy successfully apply for and receive funding.

“I was worried we may not be able to open the following school year,” says Heather. “My first concern was our students: what would they do without Lionheart?”

Since then, the TowneBank team has worked with Lionheart on refinancing a real estate loan, ultimately cutting down the cost of the loan payment. With the additional funding, Lionheart is launching a new program that provides support to students following graduation. CREW – Character, Relationships, Education, Work Skills – includes independent living skills and executive function skills aimed at assisting students as they enter community college or the workforce.



▲ In Lionheart Academy’s CREW program, students learn independent living skills like cooking.

Heather, who works full-time as an audiologist at Greensboro ENT, notes that Lionheart’s success can be credited to the ongoing volunteer efforts and dedication of the Lionheart Academy families. TowneBank is proud to be a partner in the school’s continued growth and success. “With TowneBank, I know that we are not alone. They are a true partner – the TowneBank team has our back,” Heather says.

Learn more about Lionheart Academy by visiting lionheartacademy.com.

BREAKING THE CYCLE OF HOMELESSNESS IN CENTRAL NORTH CAROLINA

On a single night, more than half a million Americans are homeless. These statistics have gotten worse during the COVID pandemic as many people faced losing jobs, evictions, and foreclosures. One organization based in Cary, NC, is working to break the cycle of homelessness especially among working families. The Caring Place is a non-profit transitional housing program that supports families in their journey to independence and self-sufficiency.

The Caring Place (TCP) began in 1993 and since then has served nearly 500 families. About 85 percent of families who graduate from TCP are living independently and gainfully employed at least a year after completing the program. For every family that is accepted into the program, The Caring Place provides:

- A furnished apartment
- Rent and utilities
- Support Partners, who help in teaching families how to balance a checkbook; create and follow a budget; improve career opportunities; and start a savings program
- A children’s program that works with and assesses the needs of each child



▲ Leslie Covington, The Caring Place Executive Director

Leslie Covington is executive director of The Caring Place. She has a Master of Social Work degree from NC State and has focused her career on serving families. “A lot of us did not grow up with the idea that we are capable of doing great and mighty things. We have to be taught,” Leslie shares. “Many times, people do not know what they are capable of, especially when it comes to digging out of the crisis of homelessness.”



▲ The Caring Place gives children a place to grow and develop their skills.

She describes what happens as families progress through the TCP program, – “When I see a family that is now able to save their income for housing and then they realize the impact that has on them and their children, it is truly life changing. And they take this new confidence and transfer it to other areas of their lives. They become their own superheroes. All we did was give them the time and space to make it happen. That is the most rewarding part of my work.”

Leslie explains how TCP came to be a TowneBank partner. “Two of our Advisory Board members, Sandy and Richard Byrne, are big TowneBank supporters and they encouraged me to meet with Towne. It was one of the first experiences I had of directly working with bank staff in Cary, sharing our story and having so much support for the financial education we provide. The mission of financial literacy is something we and Towne are avid about. It’s like a match made in heaven.”



▲ The Caring Place provides one-on-one support for clients on topics like budgeting and career opportunities.

The Caring Place relies on volunteers to accomplish their mission – working directly with clients, helping out in the office, maintaining and beautifying TCP properties, and helping with events. The Caring Place Annual Benefit Auction – There’s No Place Like Home – will take place on August 13 and the annual Labor Day Race for Home is coming up in September. TowneBank is honored to support both of these events that raise funds so The Caring Place can continue its vital work.

To find out more about how you can help, visit thecaringplace.org.





Diagnosing and Treating Skin Cancer and How to Prevent It

Skin cancer is the most common cancer in the U.S., and it is estimated that one in five Americans will develop skin cancer in their lifetimes. The doctors and staff at Dermatologic Surgery of the Carolinas (DSC) specialize in the diagnosis and treatment of skin cancer and other dermatologic surgery conditions, with a mission to provide the highest quality care to their patients in a pleasant and caring environment.

A Midwest native, DSC founder Dr. David Lane always had his eye on moving to the south. After completing his dermatology residency in Missouri, he moved to Atlanta for a fellowship in Mohs Micrographic Surgery and Procedural Dermatology at Emory University. During his fellowship, his family visited North Carolina frequently, eventually deciding to plant roots in the city of Charlotte.

Two years after moving, David opened Dermatologic Surgery of the Carolinas (DSC) in Rock Hill. The practice specializes in the diagnosis and treatment of skin cancer, offering the state-of-the-art Mohs surgery, as well as reconstructive and general dermatologic surgery. Mohs Surgery is the most effective way to treat certain types of skin cancer with cure rates as high as 99%.

Today, DSC has two additional Charlotte-area locations, one in Ballantyne and its newest location near Lake Norman, and two dermatologists have joined Dr. Lane – Dr. Jonathan Olson and Dr. Lauren Jenkins. They encourage everyone to follow these Skin Cancer Foundation recommendations:



- **Don't get sunburned.** Seek the shade, especially between 10 AM and 4 PM.
- **Avoid tanning** and never use UV tanning beds.
- **Cover up** with clothing, including a broad-brimmed hat and UV-blocking sunglasses.
- **Use a broad-spectrum sunscreen** with an SPF of 15 or higher daily. For extended outdoor activity, use a water-resistant, broad-spectrum sunscreen with an SPF of 30 or higher.
- **Apply sunscreen** to your entire body 30 minutes before going outside. Reapply every two hours or after swimming or excessive sweating.
- **Keep newborns out of the sun.** Use sunscreen on babies over the age of six months.
- **Examine your skin every month.** See a dermatologist yearly for a professional skin exam.

David explains how DSC connected with TowneBank. "When I moved to Charlotte, I wanted a bank that offered a personal touch and feel," says David. "My colleagues recommended TowneBank, and I was immediately impressed. It was clear that TowneBank was excited to be in the area and wanted to grow, but was doing so in a way that maintained a personal relationship with each client – something I had lost in the past with my previous banks."

As he looked to expand his business, David knew he could count on Stephanie Bryant, senior vice president and private banking officer at TowneBank, as well as the rest of the team at Towne. "As time went on, I was hugely impressed with the service I was receiving for my personal banking. It was a natural transition to move my business banking to TowneBank, too."

"One of the biggest things I've learned in business is that so much of what we do is about relationships and connections," he says. "It is invaluable to have someone who knows you on a personal level and can help solve problems in relation to what you need, not always based on some protocol. It has been paramount in my personal and professional success to have someone, like TowneBank, who is there to help with what I need."

For more information, visit dsc-charlotte.com.



▲ Dr. David Lane is the founder of Dermatologic Surgery of the Carolinas.

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, we are pleased to introduce you to our new Wealth Management team in Raleigh.

Towne Introduces Raleigh Wealth Management Team

Adding to Towne's presence in the Triangle and Charlotte markets, excitement has surrounded the formation of the new Towne Wealth Management team in Raleigh. These experienced and well-respected individuals bring a wealth of knowledge and talent to the Towne Family. The Bray-Harris Group is based on the 1st floor of our office at 3535 Glenwood Avenue, Raleigh, NC 27612. Please join us in welcoming Doug Bray and Austin Harris to Towne Wealth Management!

The Towne Wealth Management team in Raleigh serves the comprehensive wealth management needs of high net worth families, business owners and families with multi-generational wealth. Through a highly experienced, team-based approach, the Raymond James advisors at Towne Wealth Management deliver comprehensive wealth management services which are custom-tailored to a client's specific goals and needs. They passionately believe client behavioral management is just as important as the selection of investment managers and securities. It is one thing to design a good portfolio but making the right decisions along the way is imperative.



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Doug heads the advisor team in the Raleigh, North Carolina office of Towne Wealth Management and Raymond James Financial Services, Inc. Doug is a Certified Investment Management Analyst®, which signifies that Doug has met initial and ongoing experience, ethical, education, and examination requirements for investment management consulting, including advanced investment management theory and application. With nearly 20 years of financial service experience, Doug, a CERTIFIED FINANCIAL PLANNER™ professional, offers comprehensive wealth management services including, but not limited to estate planning, risk management, investment policy statement creation, retirement planning, and investment management in a tax efficient manner. He graduated with a bachelor's degree in business administration from UNC-Chapel Hill in 1990 and earned his MBA from UNC-Greensboro in 1995.



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With over 10 years of financial service experience, Austin's primary responsibilities are portfolio construction, investment manager selection and reviewing, and ongoing analysis. He is also the lead on our client service model for client reviews, preparation, and delivery. Austin earned a bachelor's degree in trust and wealth management from the Lundy-Fetterman School of Business at Campbell University in 2009.

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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

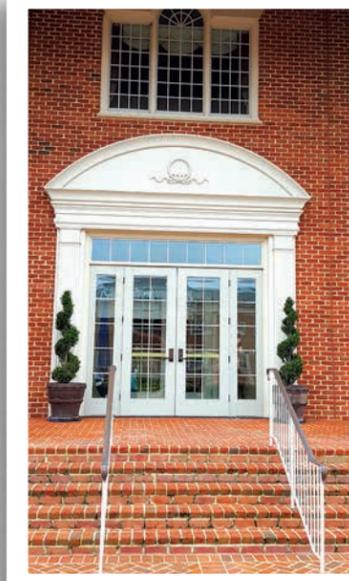
Donating Desks for At-Home Learning

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.

WATCHING YOUR ENVIRONMENTAL FOOTPRINT? TFC Recycling Can Help!



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

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 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 (envioperks.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.





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 Receives Awards for Excellence

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

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!

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



▲ Virginia Peninsula Foodbank



▲ MedAssist, Charlotte



▲ 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.

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.

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

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

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.



▲ 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

TOWNEBANK CENTRAL NORTH CAROLINA AREA LOCATIONS READY TO SERVE YOU

TowneBank has grown over the years from three offices in 1999 to more than 40 offices today throughout Hampton Roads, the greater Richmond area, Northeastern North Carolina and right here in Central North Carolina. From Raleigh

and Cary to Greensboro and Greenville to our newest location in Charlotte's Myers Park, we are knitted into North Carolina's communities with some of the most experienced local bankers in the market. We look forward to seeing you soon!



Cary

5000 Vallestone Drive #110
Cary, NC 27519
919-415-4377



Charlotte — SouthPark

6337 Morrison Blvd.
Charlotte, NC 28211
704-644-4001



Greensboro

802 Green Valley Road, Suite 100
Greensboro, NC 27408
336-493-7200



Charlotte — Myers Park

150 Providence Road
Charlotte, NC 28207
980-375-0100



Greenville

2839 Charles Blvd.
Greenville, NC 27858
252-214-7500



Raleigh

3535 Glenwood Avenue
Raleigh, NC 27612
919-788-7770

Exciting Changes at



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!

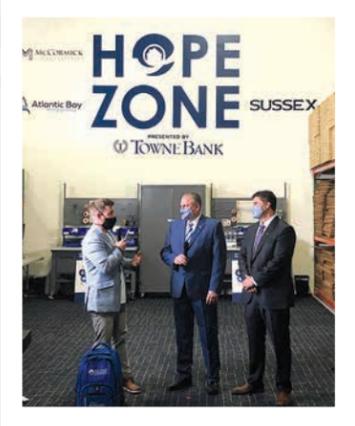
Insurance and investment products offered through Towne Insurance, a subsidiary of TowneBank, are NOT a deposit, NOT FDIC-Insured, NOT guaranteed by TowneBank, and may go down in value.

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

Since 2009, OBX Room in the Inn has provided hospitality, food, shelter, and support services to homeless men and women in Dare County from November through April. Partnering with churches and other local organizations, OBX Room in the Inn has helped hundreds of guests over the years.

COVID made life even more difficult for the homeless population as churches, which normally provided space for a week at a time, could not continue to offer housing due to social distancing and sanitizing requirements. That's when OBX Room in the Inn took a leap of faith and rented a facility in Nags Head for housing. Guests stay in the same location nightly instead of traveling from church to church each week, helping form a sense of community.



▲ OBX Room in the Inn worked with Interfaith Community Outreach to pay for the bus ticket for Everett to return to his family in New Jersey. An OBX Room in the Inn volunteer drove him to the bus station.

Mike Jones serves as executive director of OBX Room in the Inn. He worked at a substance abuse and treatment center before obtaining his bachelor's in psychology and master's in social work. When the opportunity to work at OBX Room in the Inn opened, Mike knew it was the right career move for him. "I like connecting people with resources," Mike says.



"Sometimes it's difficult to find out what someone needs and how to get it, but when we finally work things out, it's very rewarding."

He tells the story of a guest who arrived with nothing – he had suffered a stroke, lost his finances, and did not remember the contact information for his relatives. "We worked with him to help him sign up for Medicaid and disability services, took him to the doctor, and eventually had him admitted to an assisted living facility. It took a lot of work, but we finally got him connected with the right resources."

At their intake center in Kill Devil Hills, OBX Room in the Inn provides case management where volunteers work with guests to provide help with learning life skills, setting goals, how to access local resources, housing, employment, and other services. "We want to guide people, to point them in the right direction to help them get back on their feet," Mike says.

OBX Room in the Inn recently completed its first virtual auction with donations from the community and plans are to continue this fundraiser in the future. In December, more than a dozen local restaurants joined Kelly's Catering to create a drive-through lunch-to-go



fundraiser. Area churches and other volunteers continue to provide meals daily during shelter season. Through a grant from the Outer Banks Community Foundation, OBX Room in the Inn recently bought a new van. Mike explains that community support is vital to fulfilling the mission of OBX Room in the Inn. "Volunteers are the lifeblood of our organization and we post new volunteer opportunities regularly on our website and our Facebook page."

TowneBank is honored to partner with OBX Room in the Inn as they work to help Dare County's homeless population. For more information and to see how you can help, visit obxroomintheinn.org.



▲ Taylor Sugg, TowneBank of Currituck president (right), presents Tracy Ryder, OBX Room in the Inn board president, with funding to help with their outreach to the homeless in Dare County.

Dolphin Boats, Milkshakes, Ice Cream

That's John's Drive-In



Since 1977, John's Drive-In in Kitty Hawk has been a favorite for Outer Banks residents and visitors. John Tice, known as "Big John," and his wife Pat purchased the property at 3716 N. Virginia Dare Trail and, with their three teenagers as staff, they opened John's. The menu featured dolphin boats with homemade tartar sauce and chocolate peanut butter milkshakes. John's Drive-In quickly became one of the most popular spots on the beach with many regular customers coming back year after year, often bringing their dogs who enjoyed the puppy cups.

When John passed away in 2007, his son "Little John," who had grown up in the business, carried on the family

tradition for 13 more years. In 2020, John decided to retire and sell the business. Jason and Chelsea Jordan were eager to take on the challenge of preserving an Outer Banks icon. "My dad ran into John in the grocery store and he told him about his plans to retire and sell his business and wondered if we would be interested," Chelsea says. "When my father told Jason and me this news, at first it seemed like a dream, but then we started planning how we could make it happen."

Opening in July 2020 in the middle of a pandemic was not easy. "We had to take a big leap of faith, but

since John's is a to-go only restaurant, it has worked out well and we didn't have to change very much," Chelsea says. Starting in June, John's will be open six days a week and closed on Wednesdays.

Jason is a well-known Outer Banks chef and Chelsea handles the business side of John's Drive-In. "We are so fortunate to have the opportunity to carry on the tradition of John's," Chelsea says. "So many families, ours included, have been coming here for years. John's holds such a special place in their hearts and now Jason and I get to see their excitement. It's so great to be a part of that."

► Jason and Chelsea Jordan are eager to carry on the long tradition of John's Drive-In, an Outer Banks icon in Kitty Hawk.

Jason and Chelsea have banked with TowneBank over the years so it was a natural fit for them to turn to Towne for guidance and support when they were becoming the new owners of John's Drive-In.

Chelsea hired Katy Spore, a NC State University design student, to create some graphics for John's, including the drawing of the building and some ice cream cone designs for t-shirts. If your mouth is watering and you want to check out the menu as well as the merchandise for a souvenir, visit johnsdrivein.com.

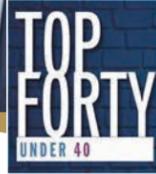


Terry Parker is Tops!

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.

INSIDE BUSINESS



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."
- **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.

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!

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



- 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.

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.



INSIDE BUSINESS

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!



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