

# THE RESPONDENT

**BANKERS' BANK**  
N O R T H E A S T

*A New Direction In Correspondent Banking.*

## **Bankers' Bank Launches New Web Site**

Our goal at the Bankers' Bank Northeast is to provide community banks with products and services that reduce costs and improve their profitability. There is, however, another role that we fulfill at the Bank – an information source.

Information is vital in today's competitive banking climate. Our newsletter, *The Respondent*, is one way of keeping community banks informed about our services and correspondent banking issues that may affect them.

On October 8th, we launched our new web site: [www.bankersbanknortheast.com](http://www.bankersbanknortheast.com) to provide bankers with timely and more detailed information about the Bank. Community banks now have access to up-to-date information on the Bank's Fed Funds rates, services, and links to learn more about our programs. The web site will also keep you updated about special events, such as seminars and meetings.

If you visited our site in the past, you'll be very pleased at what you see on the new version. Richard B. Lockwood III, our vice president/director of sales & marketing, spent nine months redesigning the site to make it functional and interactive for community bankers. Rachel Carlson, our operations specialist, provided the technical expertise to convert the text, create the design elements, create the links, and get the site up and running. She will serve as the webmaster for our site.

There are many features that will provide you with useful information. Our Fed Funds rates are now updated daily. You'll be able to see the rates as they

closed on the previous business day and review the rates for the previous two months. Compare our Fed Funds rates with other correspondent banks and you'll see that we most often surpass the competition.

We understand that every bank doesn't know our full range of products and services. We are now bringing what we offer directly to you! Just click on the service you want to know more about and you'll get a detailed description.

Our new web site is also much more interactive. If you have any questions or comments regarding the Bank, you can send an email directly to any one of our officers or employees. You will also be able to view press releases distributed by the Bank and read articles written by our officers that appear in local and regional business publications throughout New England and New York. We will always have our current, as well as back issues, of our newsletter, *The Respondent*, on the web site, as well.

The web site is a work in progress so check it often. In the months ahead, we will be enhancing the site and adding new links that will be helpful to you. For example, we are planning a page for client banks to place career opportunities for everything from senior management positions to tellers. There will also be an area on our site that will serve as a "clearinghouse" for upstream and downstream loan participations.

We understand your need for information. We hope you find [www.bankersbanknortheast.com](http://www.bankersbanknortheast.com) to be a resource that you visit frequently.

## **President's Message**

*Community Banks: A Safe Haven*



The events of September 11th have deeply impacted every American. The cowardly actions of the terrorists could have caused widespread panic. On the following day we assessed what we could possibly do. In response, we posted the following message in our offices: "*Our job: Stay focused. Keep our clients calm. Help them to help their customers. Business as normal is the objective – that's how we'll beat the enemy.*"

These words served as a guide for us, but we quickly learned that our clients, service partners, and our clients' customers shared this resolve to do their jobs in the face of unprecedented catastrophe.

During the days following the attack, the Department of Banking and the Federal Reserve Bank of Boston asked if we had heard of any extraordinary activity within our market area. We listened intently looking for potential problems. We found none.

Of interest is the fact that banks experienced no significant cash withdrawals. Such occurrences are historically common when the banking public faces natural disasters such as hurricanes and blizzards. We also noticed that the wholesale banking community acted in a positive and efficient manner. For example, the Fed Funds market reacted precisely in step with the Central Bank's intentions, with only a slight deviation for a few days.

As we continue to face uncharted hazards within a dramatically changed environment, the results are encouraging. While Americans were shaken at what they saw, they were confident that their assets at their local banks were safe. The events over the past two months demonstrate that banks, particularly community banks, are regarded as symbols of democracy. Community banks are local representatives of the financial world and the public looks to them for reassurance. They have survived economic recessions, natural disasters, and more, by standing close to their customers.

We will continue to build on this tremendous bond of trust that we have constructed over the years. We need to simply stay focused on our clients' financial needs so that they are free to respond to the more important human needs of their families and neighbors.

Peter J. Sposito  
President & CEO

## Product Spotlight: Check Program

The Bankers' Bank Northeast's Official Check Program can increase non-interest income, reduce operating costs, and enhance key financial ratios for client banks. An alliance partner of the Bankers' Bank Northeast, Travelers Express provides both Official Check and Money Order programs.

Your bank receives the benefits of outsourcing while maintaining the control of an in-house service. We will work with you to design a disbursement program that integrates smoothly with your current program – while allowing you to reduce expenses and earn income on outstanding balances. The Travelers Express Official Check Program maximizes your earning potential by generating increased income while reducing your back office expenses.

The Bankers' Bank Northeast serves as a settlement agent between its client banks and Travelers Express. Once you begin issuing your official checks under the Travelers Express program, each day's total dollars are reported to the Bankers' Bank Northeast through an automated system. Your Bankers' Bank Northeast account will be charged for the total day's remittance and wired to an account designated by Travelers Express.

The Bankers' Bank Northeast Travelers Express Official Check Program provides:

- True positive pay.
- Fraud reduction by reducing exposure to risk.
- Full reconciliation of your account daily/monthly providing all research on any exception items.
- Dedicated service/support group with daily account management and review, as well as a local representative.
- Internet access enables your bank to:
  - Obtain issuance reporting.
  - View cleared items front and back and print from your PC... free!
  - Place stop payments (no forms required)... free!
  - Retrieve reports... free!
- Custom design by client banks of their checks.
- Complete staff training.

For more information on becoming a part of this alliance, contact Richard B. Lockwood III, Vice President/Director of Sales & Marketing at (508) 272-9901.

## Profile: Carol Paré

Carol Paré joined the Bankers' Bank Northeast last June as an administrative assistant. She was recently promoted to Office Manager. Her organization and administrative skills have made her a valuable asset to the Bank's organization. And as every community banker knows, it's people like Carol that keep the operations of a bank running smoothly.

In her new position, Carol will utilize all of her skills. She is responsible for maintaining employee and payroll records, monitoring inventory, and transmitting and verifying domestic and international wires through the Bank's Fed line. She's also the key administrative support person for the executive and sales staff, taking care of such items as travel plans and expense reports. If there's a problem in the Glastonbury office, it's Carol that serves as the liaison with the building's management.

Carol's experience encompasses banking and business. For nine years, she was the executive secretary/administrative assistant to the Corporate Secretary and General Counsel for the Connecticut Bank and Trust Company.

She also worked for seven years as the cash applications clerk for EIS Brake Parts in Berlin, CT processing the applications of monthly cash deposits, adjustments, and customer claims. She is a resident of Glastonbury.



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