

## Virginia Association of Community Banks E-Newsletter

June 2019

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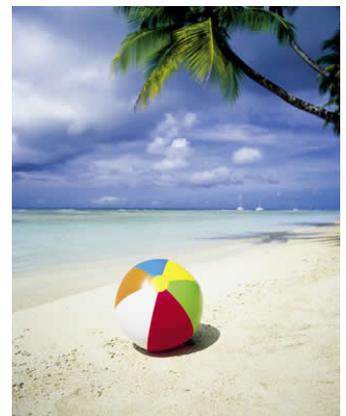
### Join Our List

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### Greetings!

Greetings from VACB! Summer is upon us and it's hard to believe 2019 is almost at the half-way mark. VACB has had a busy spring between educational offerings, our annual golf tournament and the ICBA Capital Summit in D.C. As you can see below, there's always exciting information to share with the membership! Don't keep good news to yourself, let us help your bank and your staff celebrate all the great successes!

Please share our newsletter with your peers. Can't everyone benefit from reading our e-newsletter and learning about all the great information and programs VACB has to offer the membership? Please forward liberally! Read on to learn what VACB and its members have been up to since our last issue.



Happy Summer!

## Carolyn Kline - Virginia Partners Bank - Named to ICBA's List of "40 Under 40" Emerging Community Bank Leaders

*"The book that has been a big inspiration to me is **The Magic of Thinking Big** by David J. Schwartz."*

*- Carolyn Kline*

### Transformation from the inside out

Carolyn Kline worked her way through college as a store manager at Chick-fil-A, overseeing 45 employees, and she paid her way through graduate school as a teller in a large bank. It is this determination that she brought to Virginia Partners Bank, where she quickly earned a role in executive management. Understanding the important role that local banks play within communities, she has been working on improving the customer experience (she created a Service Quality Team at the bank in 2017), while also delivering a return to shareholders. One of her signature achievements was an internal expense control contest that will save the community bank about \$100,000 per year. Kline also implemented a successful campaign to convert customers from paper to e-statements, which saves additional expenses and lessens the bank's impact on the environment.



**Carolyn Kline, 25 - VP and Chief  
Retail Operations Officer.**

Carolyn was also named VACB's Rising Star at the 2018 Convention. Look for many more good things to come from this community banking superstar!

## Learn Bond Basics with Your Peers at ICBA's Bond Academy



The Bond Academy is designed to provide community bankers with the basic knowledge needed to help plan and create effective investment portfolios.

A high performance investment portfolio can provide a noticeable increase to your bank's bottom line. The learning objectives of Bond Academy are aimed at providing you with the tools to understand how debt instruments work and their overall role in complementing the entire balance sheet.

This all new curriculum has been specifically designed to equip a new portfolio manager with basic portfolio management issues. Specifically, fundamentals of bond pricing, valuation, and selection will be covered extensively. You'll learn the basics of the bank portfolio investment process.

[Register Here](#)

## Two VACB Member Banks Named to Top 200 in U.S.

**Benchmark Community Bank** in Kenbridge and **First Bank** in Strasburg have been named one of the nation's Top 200 Community Banks. Eligibility for the Top 200 list is based on a three-year average of the bank's return on average equity as compared with the approximately 5,500 publicly traded community banks located in the United States. The annual peer analysis is

sponsored by American Banker magazine, the recognized leader in financial industry

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First National Corporation Strasburg was ranked (#23) and Benchmark Community Bank is ranked (#78) in the 2019 list.

**Congratulations to both banks!**

## VACB Celebrates First Graduating Class of Certified Universal Bankers



VACB in partnership with Performance Solutions, Inc. trained and graduated the first class of Universal Bankers late last month. This new program was targeted to all retail bank employees in customer contact positions and focused on the essentials and skills needed to provide exceptional service, how to make referrals, and build profitable relationships from millennials to baby boomers.

**Our first class of 20 Universal Bankers were from the following member banks:**

- Bank of Charles Town
- Farmers & Merchants Bank
- First Bank
- First Community Bank
- MainStreet Bank
- Pendleton Community Bank
- The Bank of Southside Virginia
- Village Bank
- Virginia Community Bank

**Congratulations all!**

Look for additional details about our next Universal Banker Certification coming to your inbox later this year! Education information can be found under the calendar tab of the VACB website! Check often.

**Legal Brief**



## Compliance Alert: Registration and Reporting Requirements Applicable to Banks that Hold Physical Securities Certificates

By: [Mark W. Jones](#), [Gregory F. Parisi](#) and [Zayne Ridenhour Tweed](#)

Community banks often hold physical securities certificates for customers as a matter of ordinary business practice for a number of reasons. For example, banks may accept physical certificates as collateral for loans. Regardless of the reason, banks that possess physical securities certificates are required by Rule 17f-1 to register with the U.S. Securities and Exchange Commission's (the "Commission") Lost & Stolen Securities Program (the "Program"). Community banks need to be aware that failure to register may constitute a violation of federal law and, if discovered by a bank examiner or auditor, could lead to a negative compliance criticism. Violations of Rule 17f-1 can also result in enforcement action by the Commission that could include monetary fines, cease and desist orders and other terms. The purpose of this article is to provide a high-level summary of the Program's mechanics and registration requirements.

[Read Entire Article](#)

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### Upcoming & Archived VACB Webinars - June

- **June 4 - BSA Series:** Job-Specific BSA Training for Operations
- **June 5** - Handling Dormant Accounts, Unclaimed Property & Escheatment
- **June 6 - Mortgage Lending Hot Spots Series:** Construction-Only & Construction-to-Permanent Lending
- **June 10** - Community Bank Mergers & Acquisitions Simplified (*Monday*)
- **June 12** - Essential HR Recordkeeping from Hiring to Firing
- **June 13 - Call Report Series:** Preparing Call Report Lending & Allowance-Related Schedules
- **June 17** - Untangling Complex RDFI Challenges (*Monday*)
- **June 18** - Electronic Returned Items: Combating Fraud
- **June 19 - Consumer Collection Series:** Effective Debt Collection Techniques & Strategies
- **June 20 - Regulation E Series:** Reg E Fundamentals
- **June 25** - Living, Grantor & Family Trust Accounts: Common Problems in Account

• **June 25** - Living, Grantor & Family Trust Accounts: Common Problems in Account Opening & Lending

- **June 26** - **BSA Series**: Job-Specific BSA Training for the Board
- **June 27** - Card Data Security: PCI-DSS Risk, Readiness & Compliance

**Remember! You can purchase an archived link for a program that has been previously recorded.**

[Register for an upcoming Webinar](#)

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Please let VACB know what your bank is doing in YOUR COMMUNITY! We want to share with our membership!

**Sincerely,**

Virginia Association of Community Banks