



THE  
**STEPHENSON**  
National Bank & Trust

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**FOR IMMEDIATE RELEASE**

Date: November 5, 2012

## **Wipfli Earns Advanced Banking Certification**

Karen R. Wipfli, Personal Banker at The Stephenson National Bank & Trust (SNBT), recently graduated from the Wisconsin Bankers Association Retail Banking School. Here she learned techniques to better serve the needs of bank customers and increased her bank product knowledge to provide exceptional service.

The 3-day curriculum was taught by a faculty of bankers who are authorities in their respective fields. Attendees completed an interactive set of training sessions, which culminated in passing a rigorous exam.

“This school is a unique opportunity for Karen to learn from her peers how to more completely meet the changing needs our customers have and deliver higher quality service in our community,” said Jeff Myster SNBT Vice President & Retail Banking Manager. “This includes building and maintaining relationships by assessing customer needs, identifying opportunities, and recommending solutions.

Wipfli is a Personal Banker at the SNBT Marinette office at 1820 Hall Avenue. She is a Certified IRA Services Professional (CISP) and is among the elite group of SNBT employees known as The Retirement Experts, who hold the largest collection of retirement credentials in the area – including the area’s only CISPs. In addition, she has studied at the collegiate level and possesses certificates in Loans, Operations, Customer Service, and Personal Banking.

She joined SNBT in 2008 and has more than 30 years of banking experience including: Teller, Customer Service Supervisor, Loan Assistant, and Trust Assistant. She is responsible for assisting individuals and businesses with opening new accounts and recommending services to meet their financial needs.

The Stephenson National Bank & Trust is a 138-year old independent community bank with \$750 million in Bank, Mortgage, and Trust & Investment assets





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under management. Offices are located in Marinette and Oconto, Wis. and Menominee, Mich. with a Trust & Investment Office in Marquette, Mich. For more information about The Stephenson National Bank & Trust visit [www.snbt.com](http://www.snbt.com).

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