



Date: April 9, 2018

SNBT Hosts Grand Opening Celebration

The Stephenson National Bank & Trust (SNBT) will host a grand opening celebration at its newly renovated eBranch located inside Witt's Piggly Wiggly in Crivitz. The five-day bank branch makeover is something a person would expect to see on a reality television special. The office closed on Friday, April 6 and by Wednesday, April 11 it was open again and operational.

The Open House celebration will be held on Monday, April 16 beginning with a formal ribbon cutting at 10am. Festivities will continue until 3pm including refreshments and eTeller demonstrations.

"We're proud of this renovation, it serves as our investment to remain relevant into the future," said Daniel J. Peterson, SNBT President & CEO. "In times like these, it is hard for a bank to have two full-service offices within one mile. This was the most positive solution to that situation, and allows us to utilize our current staff in the most efficient manner. Customers can use the eBranch for on-the-go transactions, and when they really need a banker, we have our Downtown Office only one mile away for in-person banking."

According to bank officials, the SNBT Piggly Wiggly Banking Office has long served as a transactional office, and is an ideal location for an eBranch using eTellers to process the various types of transactions. Customers will still be able to withdraw money, make deposits, and cash checks – these activities will now be done using the eTeller instead.

eTellers are considered self-assisted, similar to pay-at-the-pump at a gas station or self-checkout at a grocery store. The machines have been installed at all SNBT offices for the past year allowing customers to deposit cash and stacks of checks without a deposit slip, as well as withdraw \$1's, \$5's, \$20's and \$50's. The "HELP" button function brings up a live banker onscreen for face-to-face assistance. Bankers will be on-site at the eBranch assisting customers with eTeller transactions and answering questions.

The decision to transform this banking office to an eBranch was based purely on the economics of having two offices within close proximity. The bank states that this consolidation of staff and resources will help continue meeting customer needs with convenience. People will see the same friendly faces and continue to receive the same exceptional customer service at any SNBT location. The bank points to its partnership with the Witt family, who helped make this plan a reality, and their cooperative agreement to share the space in a mutually beneficial way.

During this entire transformation, NO reductions in bank staff have been - or will be made, and any bankers who operate The Piggly Wiggly Office will be redeployed within the SNBT team. Converting to an eBranch adds more schedulable employees to the rotation at other offices.