



Invested in You.
Washington State Bank

**Fall
2019**

Staff Spotlight



Jeff Vetter

Vice President/Information Systems Officer

Jeff graduated from Washington High School and received an Associates degree from Kirkwood Community College and a Bachelor's degree from UNI.

Jeff began working at Washington State Bank in 2008 and completed the Graduate School of Banking Bank Technology Management School in 2011. He said, "I'm fortunate to work for a place that strives to make our communities better and encourages staff to be involved. Taking care of the customer is our number 1 priority and we're always looking for new technology to make banking more convenient."

Jeff is a board member of the Washington Noon Kiwanis, Washington Golf & Country Club and Washington Area Baseball Council. He and his wife live in Washington with their two sons.



WSB announced October 1st it has a new form of communication for its customers straight from the Mobile Banking App! The new feature is called "Banno Conversation" and we are here to tell you everything you need to know about the chat component.

What is it?

Simply put, Banno Conversation is an instant messaging system inside the App. It allows customers to ask a WSB Customer Service Representative about anything from a particular transaction to CD rates.

How Does It Work?

There are two ways customers can begin a Conversation. They can click "Conversation" in the gray banner on the home screen of the App (outlined in red in the image above), or they can click on a transaction and then "Ask us about this transaction".

How Quickly Can I Expect A Response?

An approximate wait time is given at the top of the Conversation when opened, but typically customers can expect a response from a representative within two hours during weekday business hours (9AM-4PM CST Monday-Friday).

What Are The Advantages Of This Feature?

In a world filled with technology, the ease and speed of Banno Conversation is a benefit for many. In this component you can talk to a Customer Service Representative without having to physically visit a WSB Branch or making a call.

Have More Questions?

Give us a call at (800) 714-2287, or stop into one of our three locations.

Invested in You - Washington, Fairfield, Columbus Junction



2019 Ca\$h MOBS BROUGHT LARGE CROWDS

Our 2019 Ca\$h Mob season has come to a close and we couldn't be happier with the response we received this year! From June-September we visited 5 local businesses and brought large crowds to all of them. Each one welcomed the uptick in business on a week night, and everyone that attended from WSB had a great time! Pictured on the left are WSB employees and family members at Big Schwilly's Chicken Dillys in Fairfield-our August stop. Check them out for some delicious comfort food!

MASTERCARD® PRICELESS SURPRISES CAMPAIGN

Each quarter in 2019 Washington State Bank has partnered with our debit card provider, Mastercard®, to give one lucky customer a \$500 statement credit. Our second quarter winner was Maryjo Rich of Washington (pictured on the right with Personal Banker, Holly Rich). Visit our website to learn more about the campaign and how you can be entered in our fourth quarter drawing! Congratulations to Maryjo and all of our winners thus far in 2019!



WSB TREATS EDUCATORS FOR BEGINNING OF NEW YEAR

Fall is here and that means school is in full swing as well. We enjoy welcoming the educators back with something special each year. This fall we helped serve breakfast to staff in Washington and Louisa-Muscatine, and supplied teachers in Fairfield with new school supplies. Pictured on the left are Administrative Assistant/Officer, Doris Mougins and Vice President/Branch Manager, Dawn Ledger serving breakfast to the staff at Louisa-Muscatine.

3 Locations To Serve You!

Washington - 121 S Marion Ave. | Fairfield- 1706 W Burlington Ave. | Columbus Junction- 134 Main St.



(800) 714-2287 www.washsb.com

