

Hello Bank Slaters!

I was recently featured in a [Forbes article](#) where experts shared advice for improving customer experiences at banks. I opined that banks should add more digital tools to help consumers improve their financial wellbeing.

I'm a big advocate of tech that lets banks quickly onboard customers. I recently opened a new savings account and a credit card within minutes.

But what happens next? Many customers lack the knowledge to make the best financial decisions once those accounts have been opened. That could lead to issues down the road for them and for their financial institution.

Banks should add more tools to help clients improve their financial situation. Think about letting people track and manage expenses and net worth, improve credit scores, and plan for retirement. Customer well-being and social causes are other considerations.

What are your thoughts? Have you worked any of these into your digital platforms? Let me know at [info@thebankslate.com](mailto:info@thebankslate.com).

Let's delve into the week's headlines.

### **M&A**

- A judge in Nebraska sided with the Nebraska Department of Banking and Finance, [blocking the sale of Premier Bank](#) in Omaha to GreenState Credit Union in Iowa.
- Lead Bank in Missouri has been [sold to Luna Parent](#), a company tied to former Square Capital leader Jacqueline Reses. The price wasn't disclosed.

### **Arrivals/Departures**

- PacWest Bancorp in California has [added Stephanie Mudick to its board](#). Mudick, who also serves on the board of The Bancorp, was head of regulatory strategy at JPMorgan Chase from 2008 to 2018.
- Steven Schnall, the innovative CEO of Quontic Bank in New York, [died in a motorcycle accident](#). George Lazaridis, a co-founder of the bank, was named interim CEO.

- Kathryn Reimann, a former chief compliance officer at Citibank, [will join the board](#) of LendingClub in San Francisco.
- F.N.B. Corp. in Pittsburgh [hired a lender](#) to open an office in Richmond, Va. The company also plans to open more branches in Northern Virginia.
- Comerica in Dallas hired Allysun Fleming as its [head of payments](#). She previously worked at Wells Fargo.
- Nano Banc in California has named R. Scott Racusin [as its CEO](#), Mary Lynn Lenz as chairman and Steven Buster as vice chairman.

### **(Fin)tech**

- Deposit inflows from Banking-as-a-Service (BaaS) and digital assets [partially offset an exodus of more traditional deposits](#) at Provident Bancorp in Massachusetts.

### **Odds & Ends**

- The FDIC has [signed off on the deposit insurance applications](#) for Bank Irvine in California and GS&L Municipal Bank in New York – with capital requirements in place before the banks can open. Bank of Burlington in Vermont was [cleared to open](#) after meeting its capital target.
- Robert Calloway, a former executive at First NBC Bank has [admitted to his role in a conspiracy](#) to defraud the New Orleans bank prior to its April 2017 failure. Other executives are awaiting trials.
- CF Bankshares in Ohio, is [will no longer sell mortgage originations](#) to investors. It has shifted to portfolio lending with servicing retained.
- Grasshopper Bank in New York has raised [\\$30.4 million of fresh capital](#). Investors included Carpenter & Co., Endeavour Capital Advisors, FJ Capital Management, GCP Capital Partners and Patriot Financial Partners.

Another week is done. Thank you for your support and feedback. Enjoy the weekend!