

# **2022 REPORT TO OUR COMMUNITIES**

Mutual Support ... for our Sister Companies



## To our Customers, Communities and Employees

We transitioned in 2022 from managing through a pandemic for nearly three years to recognizing that the virus was not going away. But with high levels of vaccination and therapeutic medicines we could resume some sense of normalcy in our lives. The impact of the various stimulus packages from our government continued to be seen in the banking system as trillions of dollars found their way to consumers and businesses who deposited them in their banks. We benefitted from additional growth in deposits and even more so with lending opportunities. Our company experienced record volume of lending with outstanding loans increasing 21% over the prior year. This led to record net interest income for NHMB and fueled our highest ever recorded net income.

Though we had a successful year in 2022 we began to see caution lights later in the year as the Federal Reserve was battling high levels of inflation and began to increase interest

rates at paces not seen in over 40-years. This began putting some pricing pressure on our deposits late in the year setting up for what will likely be a more challenging environment in 2023. Fortunately, the strengths of our banks' capital and liquidity positions will allow us to work through this changing interest rate environment in the time ahead.

As a shared services holding company we continued to mature bringing state-of-the-art technologies to our affiliate companies. We concluded or began projects to enhance all loan origination systems for each of our lending areas and we introduced for the first time an online business lending solution providing customers an opportunity for a swift decision and funding mechanism for their smaller business needs. We also began work in implementing a customer relationship management (CRM) solution, a learning management solution, and started our journey to be an early adopter for the Federal Reserve's real-time payments solution (FedNow) going live in 2023. Our model of bringing in the best talent and working to provide above average solutions for our affiliate companies is working exceptionally well. This allows our banks to focus on their customers and communities while NHMB builds out and supports the "backroom".

We recognize that our model has some built-in inefficiencies due to having the separate affiliate charters and brands, but we embrace the notion that though we have some redundant costs, the benefits that accrue to our communities by maintaining their 150-year old bank are worth it. After nearly ten years of building out this model, and seeing the success that has been accomplished, we're more committed than ever in perpetuating what we've started in the generations ahead.

In addition to project-based successes, we worked diligently and with purpose to advance our Diversity, Equity and Inclusion (DEI) efforts as well as our Environmental, Social and Governance (ESG) program. Our intentional, yet methodical approach to both of these important areas are designed to ensure that cultural and long-lasting changes occur that are right for our company and are responsive to the emerging needs of our employees and to the communities we serve.

Each of our affiliate companies have their own annual reports and I encourage you to look at these to gain insights into the important work being done to make this community we call home that much better. Each are doing impressive work for our employees, our customers and clients, and the communities served around our state.

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Gregg R. Tewksbury President & CEO New Hampshire Mutual Bancorp

## TRUSTEES AND CORPORATORS

### **TRUSTEES**

Chair: Maurice Lafreniere, Holderness Vice Chair: Sylvia McBeth, Keene Peter Bloomfield, Hollis Christopher Brown, Concord Joseph Coneeny, Walpole James Dirubbo, Gilford Sarah Mattson Dustin, Contoocook Charles Hanson, Center Harbor Gary Kinyon, Keene Jeffrey Kipperman, Enfield Samuel Laverack, Holderness Michelle McEwen, Bristol John Moulton, Meredith Michael O'Leary, Holderness Jessica Prieto, Henniker Gregg Tewksbury, Keene (President & CEO, NHMB) Christiana Thornton, Pembroke

## **CORPORATORS**

Elyssa Alfieri, Londonderry
Richard Alpers, Bristol
Kenneth Anderson, Alton Bay
Elana Baron, Walpole
Thomas Bates, Westmoreland
Jill Batty, Keene
Katie Beam, Walpole
Rusty Bertholet, Gilford
Mark Billings, Meredith
Peter Bloomfield, Hollis
Mark Bodin, Andover, VT
(President of Savings Bank of Walpole)
Peter Bowman, Walpole
Sarah Bradeen, Swanzey

Christopher Brown, Concord Cara Burzynski, Rye Caitlin Caserta, Walpole Jonathan Chorlian. Concord Kathleen Collinsworth, Keene Joseph Coneeny, Walpole Shelagh Connelly, Holderness James Corrigan, Contoocook Michael Coughlin, Canterbury John Cross, Meredith Glenn Currie, Concord Martha Curtis, Keene Philip Davis, Walpole Kelli D'Amore, Deerfield Uraiwan Srisuksai Danaisawasdi, Moultonborough Jane Difley, Webster James Dirubbo, Gilford Bradley Dunbar, Westminster, VT Jayson Dunbar, Walpole Sabrina Dunlap, Hopkinton William Dunlap, Amherst Sarah Mattson Dustin, Contoocook Philip Emma, Henniker Chris Emond, Epsom Christopher Emond, Epsom Alona Florenz, Keene Jeanie Forrester, Meredith Mark Fraser, Laconia Whitney Gagnon, Dover Mark Gavin, Keene David Gazaway, Jr., Bow John Gilbert, Greenland Yvonne Goldsberry, Walpole Michael Green, Hopkinton David Hamblet, Gilford Christopher Hamblet, Surry

Charles Hanson, Center Harbor Nathalie Houder, Walpole Jason Houston, Keene Susan Howard, Walpole Ryan Hvizda, Concord Ruth Jacobs, Keene David Johnson, Walpole William Johnstone, Holderness Michael Kilfoyle, Holderness Robert Kimball, Walpole Gary Kinyon, Keene Jeffrey Kipperman, Enfield John Kitchen, Gilford Maurice Lafreniere, Holderness Angie Lane, Manchester Sylvia Larsen, Concord Samuel Laverack, Holderness Linda Lorden, Concord (President of Merrimack County Savings Bank) Carmen Lorentz, Belmont Linda Lovering, Hollis Zachary Luse, Keene Sarah Mattson Dustin, Contoocook Sylvia McBeth, Keene Michelle McEwen, Bristol Stephanie McLaughlin, Manchester Jennie Meister, Walpole Michael Merrill, Meredith Robert Miller, Walpole Thomas Milligan, Gilford John Moulton, Meredith James Neal, Walpole Pedro Nunez-Bautista, Pelham Tod O'Dowd, Portsmouth Michael O'Leary, Holderness Richard Pendergast, Meredith

Michael Persson, Laconia Jessica Prieto, Henniker Mark Putnam, New London Alex Ray, Holderness Tara Reardon, Concord Emily Ricard, Concord Jonathan Ruggles, Concord Elizabeth Salas, Weare Beth San Soucie, Laconia Peggy Senter, Dunbarton Bradford Smith, Sullivan Michael Snide, Walpole Jay Stewart, Concord Evan Stowell, Somersworth Kathleen Sweeney, Center Harbor Sally Tanner, Concord Grega Tewksbury, Keene Christiana Thornton, Pembroke Donald Tisdale, Walpole William Tyson, Walpole Justin Van Etten, Holderness Daniel Weeks, Nashua Marcus Weeks, Concord (President of Meredith Village Savings Bank) Don Weigel, Meredith Peter Whittemore, Swanzey David Wichland, Keene Jonathan Wildes, Alstead Rachel Xavier, Center Harbor Jeffrey Zellers, Concord

## **Emeritus Corporators**

Donald C. Houghton Paul S. Trask Joseph C. Walier

## **OFFICERS**

#### **Executive Administration**

Gregg R. Tewksbury, President & CEO Christine J. Scheiner, VP Executive Administration & Corporate Secretary

Mark Bodin, EVP & President of Savings Bank of Walpole

Linda Lorden, EVP & President of Merrimack County Savings Bank

Paul Provost, EVP & President of NHTrust Marcus Weeks, EVP & President of Meredith Village Savings Bank

### Compliance

Wendy F. Clark, SVP Senior Compliance Officer Kristen Ann Ramsey, AVP Lending Compliance Officer William Roberts, AVP, BSA Officer

## **Consumer Lending**

Arthur J. Letendre, SVP Consumer Loan Officer Carol A. Ritchie, VP Consumer Loan Manager

#### **Customer Resource Center**

Kathryn M. Settipane, AVP Customer Resource Center Officer

### **Deposit Operations**

Dayna L. Titus, VP Deposit Operations Officer Holly G. Andrews, IRA/HSA Operations Officer

## **Enterprise Risk & Audit**

Tara L. Mudgett, VP Enterprise Risk Manager & Audit Liaison

#### **Facilities**

Alison B. Whynot, VP Facilities

#### **Finance**

Jason C. Hicks, EVP Chief Financial/Risk Officer. Treasurer/Asst. Corporate Secretary Nicole Y. LaPorte, SVP Corporate Controller Jeffrey Smith, VP Corporate Treasurer & Investment Officer

Louise Victoria Lalime, Financial Accounting Officer Benjamin A. Pepper, VP Corporate Reporting & Systems

Nathan Rounds, Financial Accounting Officer Danielle J. Wakefield, Senior Financial Accountant Jennifer Wood, VP Assistant Corporate Controller

#### **Human Resources**

David Cronin, EVP Chief Human Resources Officer Cheryl R. Giannasca, SVP Human Resources Officer Robin C. Pelczar, Benefits Officer Tamara W. Richardson, VP HR, Diversity & Inclusion Officer

#### IT

Robert Soloway, EVP Chief Technology & Services Officer

Joanne Pearce, SVP Chief Digital Officer Renee K. Birmingham, VP Business Applications Robert Clifford, VP Data & Business Intelligence Officer

Donald Girard, VP IT

Matthew W. Guild, VP Digital Development Aimee B. King, VP Enterprise Project Manager Cheryl Lemos, AVP IT Support Manager Jacob T. Zoeller, Senior Network Infrastructure Officer

### **Loan Operations**

Kimberly T. Severance, VP Loan Operations Manager Lena Dionne, AVP Loan Operations

Elizabeth June St. John, Collections Officer

## Mortgage Lending

Mark Danahy, SVP Residential Mortgage Lending Dawn M. Martin, VP Mortgage Fulfillment Kenneth Paul, VP Residential Construction Lending Officer

#### **Operations Administration**

Angela M. Strozewski, EVP Chief Operating Officer Sara E. Lauze, SVP Operations Officer Kasey A. Brown, Operations Systems Officer Lynn M. Hurd, VP Operations Administration Kelley A. McGray, AVP Senior Loan Operations Analyst

Katrina A. Randlett, Fraud Management Officer Erika H. Viveiros-Allen, VP Digital Banking Officer

## **Risk & Security**

Jay Bisson, VP Information Security Officer Paul K. Hunt JR, Security Officer Marc D. Loughlin, Cyber Security Officer Michael Nolan, AVP Senior Security Officer

# New Hampshire Mutual Bancorp & Subsidiaries Consolidated Summary Balance Sheets (IN THOUSANDS)

	2022	2021
Assets		
Cash and cash equivalents	61,870	153,665
Securities available for sale	332,687	357,931
Net loans	3,029,047	2,494,701
Other assets	162,554	126,635
Total assets	\$3,586,158	\$3,132,932
Liabilities and Capital		
Customer Deposits	2,733,035	2,686,336
Brokered Time Deposits	133,182	0
Repurchase agreements	104,474	103,733
Borrowed funds	323,145	39,975
Other liabilities	28,779	20,242
Total liabilities	\$3,322,616	\$2,850,287
Retained Earnings	308,857	286,326
Accumulated other comprehensive gain/(loss)	(45,315)	(3,680)
Total Capital	263,542	282,645
Total Liabilities & Capital	\$3,586,158	\$3,132,932

# New Hampshire Mutual Bancorp & Subsidiaries Consolidated Summary Balance Sheets (IN THOUSANDS)

	2022	2021
Interest and dividend Income	\$119,019	\$102,673
Interest expense	10,743	4,868
Net Interest Income	108,276	97,804
Provision for loan loss	4,885	4,699
Net Interest Income After Provision	103,391	93,105
Non-interest income	21,013	19,509
Non-interest expense	95,526	84,984
Income before income taxes	28,878	27,630
Provision for income taxes	6,373	6,507
Net Income	\$22,505	\$21,123

