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## Rooted in Service, Focused on Community

For nearly 150 years, the Bank of Washington has paired community focus with local decision-making to support customers across east-central Missouri.

**“W**e’re not just a bank, we’re part of this community,” says Louis B. “Buzz” Eckelkamp III, president of the Bank of Washington. “We provide a completely different banking experience than you find at big banks. We focus on building relationships rather than simply processing transactions. The money we bring in gets reinvested directly into the community. That’s what makes us different.”

Founded in 1877, the Bank of Washington has served customers throughout east-central Missouri for nearly 150 years. As a community bank, it provides a wealth of personal banking and other financial services for individuals and businesses from seven locations in Franklin and St. Louis counties. Its customers have access to the same modern payment technology and online security offered by the large banks while also benefiting from a hometown bank approach to service.

“There is a sense of pride that comes from working at a bank that is so closely connected to the community,” explains Michelle Kasmann, vice president, director of human resource administration. “Everything we do is integrated into the community. Our customers don’t just hear about the work we do; they see the impact every day.”

The strong community connections are particularly important for the local economy. The majority of the Bank of Washington’s

commercial loans go to the area’s many small and midsize businesses, and those loans stay with the bank rather than being sold off and commoditized. Unlike regional and national banks, the loan approval process is also managed entirely at the local level.

“We really pride ourselves on our local decision-making,” says Jay Nowak, executive vice president. “Because our team is right here in the community, we can move quickly and keep things simple. Our customers value that level of responsiveness.”

These deep local ties have helped position the Bank of Washington as a long-term community partner with generations of investment in the area’s success.

“When you look at a vibrant community like we have, a lot of what makes it special is our local businesses,” Eckelkamp notes. “As their local bank, we get to be part of their success.”

### Founded on Service

“Our commitment has always been simple: Do what is right, every single time, for our employees, our customers, and our community,” says Danielle Unnerstall, senior vice president, director of strategy and marketing. “We’re here to help our customers succeed, to feel supported, and to keep our community strong.”

This service-oriented culture extends beyond the bank as Bank of Washington employees and leadership donate hundreds of



volunteer hours and raise tens of thousands of dollars every year for local charity and non-profit groups. Eckelkamp even serves as the local volunteer deputy fire chief.

“Volunteering is a big part of the bank’s culture,” Eckelkamp says. “We all want to give back to the community, and most of us are involved with at least one charity or organization. We’re here to Do Good, because when we do, we help build dreams. By delivering the best financial experience, we create opportunities for our customers and employees to grow with us. That’s not just our mission and vision, it’s our promise: Grow with Us.”



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