

# **PUBLIC DISCLOSURE**

December 8, 2025

## **COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION**

Community First Banking Company  
Certificate Number: 34610

1330 Southern Hills Center  
West Plains, Missouri 65775

Federal Deposit Insurance Corporation  
Division of Depositor and Consumer Protection  
Kansas City Regional Office

1100 Walnut Street, Suite 2100  
Kansas City, Missouri 64106

This document is an evaluation of this institution's record of meeting the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with safe and sound operation of the institution. This evaluation is not, nor should it be construed as, an assessment of the financial condition of this institution. The rating assigned to this institution does not represent an analysis, conclusion, or opinion of the federal financial supervisory agency concerning the safety and soundness of this financial institution.

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## INSTITUTION RATING

**INSTITUTION'S CRA RATING:** This institution is rated **Outstanding**.

An institution in this group has an outstanding record of helping to meet the credit needs of its assessment area, including low- and moderate-income neighborhoods, in a manner consistent with its resources and capabilities.

The following points summarize the bank's Community Reinvestment Act (CRA) performance.

- The loan-to-deposit ratio is reasonable given the institution's size, financial condition, and assessment area credit needs.
- A substantial majority of home mortgage, small business, and small farm loans reviewed were made in the assessment area.
- The geographic distribution of loans reflects excellent dispersion throughout the assessment area.
- The distribution of borrowers reflects reasonable penetration among individuals of different income levels and businesses and farms of different revenue sizes.
- The institution did not receive any CRA-related complaints since the prior evaluation dated January 6, 2020; therefore, this criterion did not affect the rating.
- The bank made qualified investments and community development services that enhanced credit availability in the assessment area. The number and nature of qualified investments and community development services elevated the overall rating from Satisfactory to Outstanding.

## DESCRIPTION OF INSTITUTION

Community First Banking Company (CFBC) is a full-service commercial bank headquartered in West Plains, Missouri. Community Bancshares of West Plains, Inc., West Plains, Missouri wholly own CFBC. The bank does not have any lending affiliates. CFBC received an Outstanding rating at the January 6, 2020, FDIC Performance Evaluation, based on Federal Financial Institution Examination Council (FFIEC) Small Institution Examination Procedures.

In addition to the main office in West Plains, Missouri, CFBC operates additional full-service branches in West Plains, Mountain Grove, and Thayer, Missouri. Each branch also maintains a deposit-taking ATM. There have not been any changes to the branching or ATM structure since the prior examination. Additionally, no merger or acquisition activities have occurred since the prior examination.

CFBC offers a variety of deposit services including checking, savings, business accounts and safe deposit boxes. The bank also offers traditional loan products such as home mortgage loans,

commercial loans, agricultural loans, and consumer loans. Alternative banking services include debit cards, mobile and online banking, electronic statements, and electronic bill payment.

According to the Reports of Condition and Income as of September 30, 2025, the institution reported total assets of \$301.7 million, total loans of \$220.5 million, and total deposits of \$257.4 million. As illustrated in the following table, CFBC’s primary lending focus is home mortgage lending, which represented 48.6 percent of the loan portfolio. This followed by commercial and commercial real estate lending; and agricultural and farmland lending, which represented 25.3 percent and 21.6 percent of the loan portfolio, respectively.

<b>Loan Portfolio Distribution as of 9/30/2025</b>		
<b>Loan Category</b>	<b>\$(000s)</b>	<b>%</b>
Construction, Land Development, and Other Land Loans	3,786	1.7
Secured by Farmland	40,830	18.5
Secured by 1-4 Family Residential Properties	107,037	48.6
Secured by Multifamily (5 or more) Residential Properties	0	0.0
Secured by Nonfarm Nonresidential Properties	29,741	13.5
<b>Total Real Estate Loans</b>	<b>181,394</b>	<b>82.3</b>
Commercial and Industrial Loans	26,037	11.8
Agricultural Production and Other Loans to Farmers	6,751	3.1
Consumer Loans	5,318	2.4
Obligations of State and Political Subdivisions in the U.S.	745	0.3
Other Loans	51	0.0
Lease Financing Receivable (net of unearned income)	167	0.1
Less: Unearned Income	0	0.0
<b>Total Loans</b>	<b>220,463</b>	<b>100.0</b>
<i>Source: Reports of Condition and Income</i>		
<i>Due to rounding, totals may not equal 100.0%.</i>		

Examiners did not identify any financial, legal, or other impediments that affect the bank’s ability to meet the credit needs of its assessment area.

## **DESCRIPTION OF ASSESSMENT AREA**

The CRA requires each financial institution to define one or more assessment areas within which its CRA performance will be evaluated. CFBC has delineated a single contiguous assessment area that consists of Douglas, Howell, Oregon, Ozark, Texas, and Wright counties in south-central Missouri, and Fulton County in north-central Arkansas. Since the prior evaluation, management expanded the boundaries of their assessment to include the entireties of Oregon and Texas counties, Missouri and Fulton County, Arkansas. The assessment area is located within the Ozarks Mountains region and in the nonmetropolitan portions of the states.

### **Economic and Demographic Data**

According to 2020 U.S. Census data, the assessment area consists of 35 census tracts, comprised of 16 moderate- and 19 middle-income census tracts. There are no low- or upper-income census tracts. Certain middle-income census tracts in Douglas, Oregon, Ozark, Texas, and Wright counties, Missouri and Fulton County, Arkansas were designated nonmetropolitan distressed

and/or underserved census tracts during portions of the review period. The following table illustrates select demographic characteristics of the assessment area.

<b>Demographic Information of the Assessment Area</b>						
<b>Demographic Characteristics</b>	<b>#</b>	<b>Low % of #</b>	<b>Moderate % of #</b>	<b>Middle % of #</b>	<b>Upper % of #</b>	<b>N/A* % of #</b>
Geographies (Census Tracts)	35	0.0	45.7	54.3	0.0	0.0
Population by Geography	123,266	0.0	47.1	52.9	0.0	0.0
Housing Units by Geography	63,258	0.0	47.0	53.0	0.0	0.0
Owner-Occupied Units by Geography	38,316	0.0	45.0	55.0	0.0	0.0
Occupied Rental Units by Geography	12,781	0.0	53.0	47.0	0.0	0.0
Vacant Units by Geography	12,161	0.0	46.8	53.2	0.0	0.0
Businesses by Geography	10,481	0.0	47.6	52.4	0.0	0.0
Farms by Geography	786	0.0	44.8	55.2	0.0	0.0
Family Distribution by Income Level	34,455	28.3	21.6	19.1	31.1	0.0
Household Distribution by Income Level	51,097	29.0	19.9	18.1	33.0	0.0
Missouri Non-MSA Median Family Income		\$56,957	Median Housing Value			\$111,180
Arkansas Non-MSA Median Family Income		\$53,596	Median Gross Rent			\$581
			Families Below Poverty Level			16.5%
<i>Source: 2020 Census and 2024 D&amp;B Data Due to rounding, totals may not equal 100%.</i>						

Examiners used the FFIEC-updated median family income figures for the nonmetropolitan portions of Missouri and Arkansas to analyze home mortgage lending performance under the Borrower Profile criterion. The following table presents the low-, moderate-, middle-, and upper-income categories in the assessment area.

<b>Estimated Median Family Income Ranges</b>					
<b>Year</b>	<b>MFI</b>	<b>Low &lt;50%</b>	<b>Moderate 50% to &lt;80%</b>	<b>Middle 80% to &lt;120%</b>	<b>Upper ≥ 120%</b>
<b>Non-Metro Median Family Income For MISSOURI</b>					
2024	\$70,600	< \$35,300	\$35,300 to < \$56,480	\$56,480 to < \$84,720	≥ \$84,720
<b>Non-Metro Median Family Income For ARKANSAS</b>					
2024	\$64,800	< \$32,400	\$32,400 to < \$51,840	\$51,840 to < \$77,760	≥ \$77,760
<i>Source: FFIEC</i>					

### **Competition**

Community First Banking Company operates in a highly competitive market for credit products and financial services given the size of the assessment area. According to FDIC Market Share Data as of June 30, 2025, which is the most recent data available, there were 20 financial institutions operating 57 offices in the assessment area. The institutions range from small community banks to large regional and national financial institutions. CFBC ranked 3<sup>rd</sup> with 8.5 percent of the deposit market share.

The bank is not required to collect home mortgage, small business, or small farm lending data. However, aggregate lending data serves as a useful indicator of loan demand and competition for

home mortgage, small business, and small farm loans. Aggregate home mortgage lending for 2024, the most recent data available, shows that 187 lenders reported 2,053 home mortgage originations and purchases throughout the assessment area. Aggregate small business lending data for 2024 revealed that 65 lenders made a total of 1,757 small business loans throughout the assessment area. Further, aggregate small farm lending data for 2024 showed 25 lenders made a total of 751 small farm loans throughout the assessment area.

### **Community Contacts**

Examiners conduct community contact interviews with third parties active in the assessment area to assist in identifying credit and community development needs and opportunities. This information helps determine whether local financial institutions are responsive for those needs.

Examiners reviewed a community contact interview conducted with an individual from a local economic development organization. The contact indicated that economic conditions in the area are generally stable; however, the region is rural and does not have a strong industrial presence. Geographically, West Plains is several miles from other major cities in the region; therefore, many residents in the area and surrounding areas commute to the city for employment. The contact noted that affordable housing is one of the greatest needs in the area. Housing prices continue to remain inflated since the COVID-19 pandemic, making it increasingly difficult for borrowers to find homes within their budget. Overall, financial institutions are meeting the banking and credit needs within the community.

Examiners also reviewed a community contact interview with an individual from a government organization that is familiar with economic conditions in the assessment area. The contact stated that the local economy has been stable but is beginning to decline. The area has been affected by the current political and interest rate environment and has seen an increase in the unemployment rate in the area. The contact specifically mentioned that government programs directed to farmers and affordable housing initiatives have been reduced. Much of the population is older, with many individuals being retired. Major industries in the area are timber and agricultural, and many of the residents commute to more populated cities in the area that have more industrial employment. The contact stated that affordable housing is one of the primary needs of the area, as affordable housing stock is limited, and housing prices remain inflated. The contact indicated that creditworthy individuals, businesses, and farms can obtain financing, and the area has a healthy amount of competition among financial institutions.

### **Credit Needs**

Considering information from bank management, the community contacts, and demographic and economic data, home mortgage loans represent the primary credit needs in the assessment area. In addition, the community contacts identified a general lack of affordable housing as a specific community development need.

## SCOPE OF EVALUATION

### **General Information**

This evaluation covers the period from the previous evaluation dated January 6, 2020, through the current evaluation date of December 8, 2025. Examiners used the FFIEC Interagency Small Institution Examination Procedures to evaluate the CRA performance, which includes the Lending Test. Please refer to the Small Bank Performance Criteria section in the Appendices for a summary of the criteria evaluated.

### **Activities Reviewed**

Examiners considered the institution's business strategy, loan portfolio composition, and the number and dollar volume of loans originated during the evaluation period when determining which products to evaluate. Although home mortgage lending represents the greatest portion of the loan portfolio, bank management indicated that home mortgage, commercial, and agricultural lending are equally emphasized; therefore, examiners gave equal weight to all three products when drawing conclusions.

For the Lending Test, examiners considered all home mortgage, small business, and small farm loans originated or renewed in 2024. Management indicated that a review of lending activity from this timeframe would yield a representative analysis of lending performance since the prior evaluation.

For the Assessment Area Concentration analysis, examiners reviewed 95 home mortgage loans totaling \$15.7 million, 101 small business loans totaling \$17.5 million, and 81 small farm loans totaling \$12.4 million.

For the Geographic Distribution analysis, examiners focused on the universe of loans within the assessment area. As such, examiners reviewed 86 home mortgage loans totaling \$14.1 million, 95 small business loans totaling \$17.2 million, and 78 small farm loans totaling \$11.5 million.

For the Borrower Profile analysis, since borrower's income and gross annual revenue information is not readily available, examiners reviewed a sample of the loans within the assessment area. Specifically, examiners reviewed 41 home mortgage loans totaling \$6.9 million, 42 small business loans totaling \$4.3 million, and 41 small farm loans totaling \$4.4 million.

Examiners compared home mortgage lending performance to 2020 U.S. Census data and small business and small farm lending performance to 2024 D&B data. Examiners analyzed lending performance by both number and dollar volume of loans. However, examiners emphasized the performance by the number of loans for the Geographic Distribution and Borrower Profile analyses, as it is generally a better indicator of the geographies, individuals, businesses, and farms served.

In addition, examiners reviewed qualified investments and services provided voluntarily by the bank since the prior CRA evaluation dated January 6, 2020, to the current evaluation dated December 8, 2025. This included qualified investments purchased prior to this evaluation that

remained outstanding at the start of this evaluation, and investments and donations funded since the previous evaluation. Service activity included community development services as well as the bank’s record of providing branches, ATMs, and other services and delivery systems availability.

## **CONCLUSIONS ON PERFORMANCE CRITERIA**

### **LENDING TEST**

Community First Banking Company demonstrated satisfactory performance under the Lending Test. The bank’s collective performance under the evaluated criteria supports this conclusion.

#### **Loan-to-Deposit Ratio**

The loan-to-deposit ratio is reasonable given the institution’s size, financial condition, and assessment area credit needs. CFBC’s loan-to-deposit ratio, calculated from Call Report data, averaged 76.1 percent over the 23 quarters from March 31, 2020, to September 30, 2025. The ratio ranged from a low of 64.9 percent as of March 31, 2022, to a high of 87.6 percent as of September 30, 2024. As shown in the following table, the institution’s average net loan-to-deposit ratio compares reasonably to comparable institutions. Examiners identified comparable institutions based on their asset size, lending focus, branching structure, and geographic location.

<b>Loan-to-Deposit Ratio Comparison</b>		
<b>Bank</b>	<b>Total Assets as of 9/30/2025 \$(000s)</b>	<b>Average Net Loan- to-Deposit Ratio (%)</b>
<b>Community First Banking Company, West Plains, Missouri</b>	<b>300,989</b>	<b>76.1</b>
Bank of Salem, Salem, Arkansas	251,942	80.0
Century Bank of the Ozarks, Gainsville, Missouri	278,052	87.5

*Source: Reports of Condition and Income 3/31/2020 -9/30/2025*

#### **Assessment Area Concentration**

Community First Banking Company originated a substantial majority of home mortgage, small business, and small farm loans within its assessment area, as illustrated in the following table.

<b>Lending Inside and Outside of the Assessment Area</b>										
<b>Loan Category</b>	<b>Number of Loans</b>				<b>Total #</b>	<b>Dollar Amount of Loans</b>				<b>Total \$(000s)</b>
	<b>Inside</b>		<b>Outside</b>			<b>Inside</b>		<b>Outside</b>		
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>		<b>\$(000s)</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>	
Home Mortgage	86	90.5	9	9.5	95	14,109	90.1	1,546	9.9	15,655
Small Business	95	94.1	6	5.9	101	17,167	98.3	301	1.7	17,468
Small Farm	78	96.3	3	3.7	81	11,476	92.6	911	7.4	12,387
<b>Total</b>	<b>259</b>	<b>93.5</b>	<b>18</b>	<b>6.5</b>	<b>277</b>	<b>42,752</b>	<b>93.9</b>	<b>2,758</b>	<b>6.1</b>	<b>45,510</b>

*Source: Bank Data  
Due to rounding, totals may not equal 100.0%.*

#### **Geographic Distribution**

The geographic distribution of loans reflects excellent dispersion throughout the assessment area. This conclusion is supported by the excellent home mortgage and small business lending

performance, which outweighed reasonable small farm lending performance. Examiners primarily focused on the percentage of loans by number made in the moderate-income census tracts within the assessment area.

### ***Home Mortgage Loans***

The geographic distribution of home mortgage loans reflects excellent dispersion throughout the assessment area. As shown in the following table, the bank’s lending performance exceeds demographic data in moderate-income census tracts.

<b>Geographic Distribution of Home Mortgage</b>					
<b>Tract Income Level</b>	<b>% of Households</b>	<b>#</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>
Moderate	47.0	51	59.3	7,142	50.6
Middle	53.0	35	40.7	6,967	49.4
<b>Total</b>	<b>100.0</b>	<b>86</b>	<b>100.0</b>	<b>14,109</b>	<b>100.0</b>
<i>Source: 2020 Census; Bank Data Due to rounding, totals may not equal 100.0%.</i>					

### ***Small Business Loans***

The geographic distribution of small business loans reflects excellent dispersion throughout the assessment area. As shown in the following table, the bank’s lending performance exceeds demographic data in moderate-income census tracts.

<b>Geographic Distribution of Small Business Loans</b>					
<b>Tract Income Level</b>	<b>% of Businesses</b>	<b>#</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>
Moderate	47.6	57	60.0	10,659	62.1
Middle	52.4	38	40.0	6,508	37.9
<b>Total</b>	<b>100.0</b>	<b>95</b>	<b>100.0</b>	<b>17,167</b>	<b>100.0</b>
<i>Source: 2024 D&amp;B Data; Bank Data Due to rounding, totals may not equal 100.0%.</i>					

### ***Small Farm Loans***

The geographic distribution of small farm loans reflects reasonable dispersion throughout the assessment area. As shown in the following table, the bank’s lending performance is comparable to demographic data in moderate-income census tracts.

<b>Geographic Distribution of Small Farm Loans</b>					
<b>Tract Income Level</b>	<b>% of Farms</b>	<b>#</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>
Moderate	44.8	29	37.2	4,235	36.9
Middle	55.2	49	62.8	7,241	63.1
<b>Total</b>	<b>100.0</b>	<b>78</b>	<b>100.0</b>	<b>11,476</b>	<b>100.0</b>
<i>Source: 2024 D&amp;B Data; Bank Data Due to rounding, totals may not equal 100.0%.</i>					

### **Borrower Profile**

The distribution of borrowers reflects reasonable penetration among individuals of different income levels and businesses and farms of different revenue sizes in the assessment area. The conclusion is supported by reasonable home mortgage and small business lending performance which, outweighed the excellent small farm lending performance. Examiners primarily focused

on the percentage, by number of loans, to low- and moderate-income borrowers and to businesses and farms with gross annual revenues of \$1 million or less.

### ***Home Mortgage Loans***

The distribution of borrowers reflects reasonable penetration among individuals of different income levels, including low- and moderate-income individuals. As shown in the following table, the percentage of sampled loans made to low-income individuals trails demographic data; while, the percentage of sampled loans to moderate-income individuals exceeds demographic data.

Examiners considered certain limitations when evaluating the bank’s performance. According to 2020 U.S. Census data, 16.5 percent of families in the assessment area are below the poverty level. According to FFIEC data, the maximum income in 2024 for a low-income family in the assessment area was \$35,300 for the nonmetropolitan portion of Missouri and \$32,400 for the nonmetropolitan portion of Arkansas. A family at this income level may have difficulty qualifying for a home mortgage under conventional underwriting standards, which is exacerbated by the higher interest rate environment. Additionally, both community contacts noted that housing prices in the area remain inflated, with limited affordable housing stock available for purchase. Considering these factors, the bank’s lending performance reflects a reasonable penetration.

<b>Distribution of Home Mortgage Loans by Borrower Income Level</b>					
<b>Borrower Income Level</b>	<b>% of Households</b>	<b>#</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>
Low	29.0	6	14.6	418	6.0
Moderate	19.9	13	31.7	1,339	19.4
Middle	18.1	6	14.6	1,066	15.4
Upper	33.0	16	39.0	4,087	59.1
<b>Total</b>	<b>100</b>	<b>41</b>	<b>100.0</b>	<b>6,910</b>	<b>100.0</b>

*Source: 2020 Census; Bank Data  
Due to rounding, totals may not equal 100.0%.*

### ***Small Business Loans***

The distribution of borrowers reflects reasonable penetration among businesses of different revenue sizes. As indicated in the following table, the percentage of loans originated to businesses with gross annual revenues of \$1 million or less is comparable to demographic data.

<b>Distribution of Small Business Loans by Gross Annual Revenue Category</b>					
<b>Gross Revenue Level</b>	<b>% of Businesses</b>	<b>#</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>
<= \$1,000,000	91.1	36	87.8	3,631	83.5
> \$1,000,000	1.5	5	12.2	719	16.5
Revenue Not Available	7.5	0	0.0	0	0.0
<b>Total</b>	<b>100.0</b>	<b>42</b>	<b>100.0</b>	<b>4,350</b>	<b>100.0</b>

*Source: 2024 D&B Data; Bank Data  
Due to rounding, totals may not equal 100.0%.*

### ***Small Farm Loans***

The distribution of borrowers reflects excellent performance among farms of different revenue sizes. As indicated in the following table, the bank made all of the small loans reviewed to farms with gross annual revenues of \$1 million or less, which is commensurate with demographic data.

<b>Distribution of Small Farm Loans by Gross Annual Revenue Category</b>					
<b>Gross Revenue Level</b>	<b>% of Farms</b>	<b>#</b>	<b>%</b>	<b>\$(000s)</b>	<b>%</b>
<= \$1,000,000	99.4	41	100.0	4,406	100.0
> \$1,000,000	0.4	0	0.0	0	0.0
Revenue Not Available	0.3	0	0.0	0	0.0
<b>Total</b>	<b>100.0</b>	<b>41</b>	<b>100.0</b>	<b>4,406</b>	<b>100.0</b>
<i>Source: 2024 D&amp;B Data; Bank Data Due to rounding, totals may not equal 100.0%.</i>					

### **Response to Complaints**

Community First Banking Company has not received any CRA-related complaints since the previous CRA evaluation dated January 6, 2020; therefore, this criterion did not affect the rating.

### **QUALIFIED INVESTMENTS AND SERVICES**

CFBC's satisfactory performance under the Lending Test, is enhanced by the bank's efforts to address the community development needs of the assessment area, through qualified investments and services. CFBC's volume of qualified investments and services elevated the overall rating to Outstanding. Examiners considered the bank's capacity and the need and availability of such opportunities within the assessment area.

Since the previous evaluation, CFBC has purchased or made a 25 qualified investments totaling \$5.6 million that received consideration at this evaluation. As of September 30, 2025, CFBC's ratio of qualified investments to total assets was 1.8 percent; the ratio of qualified investments to total securities was 14 percent. These ratios clearly evidence a significant commitment to meeting the community development needs. The following are notable examples of the bank's qualified investment activity:

- The bank purchased \$1.9 million public school district bonds supporting districts in the State of Missouri, including \$610,000 supporting districts within its assessment area. These school district bonds primarily serve low- and moderate-income individuals since a majority of the students qualifying for free or reduced lunch or the school district serves distressed and/or underserved census tracts.
- The bank purchased three investments totaling \$640,000 which support the construction of an ambulance station that serves moderate-income census tracts and a distressed and underserved census tract within the assessment area.

In addition, CFBC provided 50 instances of community development services supporting the assessment area since the previous examination. These community development services consisted of bank personnel providing financial and technical expertise to organizations in the assessment area. These organizations support revitalization and stabilization efforts, promote

economic development, and provide community services targeted to low- or moderate-income individuals. A notable example of community development service activity included a bank employee that serves on the Board for a nonprofit foundation that provides grants and funding to support various nonprofit organizations throughout central and southern Missouri that serve low- and moderate-income individuals, provide affordable housing, and promote economic development.

The institution has three branches located in moderate-income census tracts and the Treynor branch is located in a distressed and underserved middle-income census tract. Retail services, including deposit and lending products, as well as deposit taking ATMs are offered at each branch. The institution's record of providing branches, ATMs, and other services and delivery systems enhances credit availability in its assessment area, particularly to individuals, businesses, and farms in moderate-income and distressed and/or underserved, middle-income communities.

## **DISCRIMINATORY OR OTHER ILLEGAL CREDIT PRACTICES REVIEW**

Examiners reviewed the bank's compliance with laws relating to discrimination and other illegal credit practices, including the Fair Housing Act and the Equal Credit Opportunity Act. Examiners did not identify any discriminatory or other illegal credit practices.

## APPENDICES

### SMALL BANK PERFORMANCE CRITERIA

#### Lending Test

The Lending Test evaluates the bank's record of helping to meet the credit needs of its assessment area(s) by considering the following criteria:

- 1) The bank's loan-to-deposit ratio, adjusted for seasonal variation, and, as appropriate, other lending-related activities, such as loan originations for sale to the secondary markets, community development loans, or qualified investments;
- 2) The percentage of loans, and as appropriate, other lending-related activities located in the bank's assessment area(s);
- 3) The geographic distribution of the bank's loans;
- 4) The bank's record of lending to and, as appropriate, engaging in other lending-related activities for borrowers of different income levels and businesses and farms of different sizes; and
- 5) The bank's record of taking action, if warranted, in response to written complaints about its performance in helping to meet credit needs in its assessment area(s).

## GLOSSARY

**Aggregate Lending:** The number of loans originated and purchased by all reporting lenders in specified income categories as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the metropolitan area/assessment area.

**American Community Survey (ACS):** A nationwide United States Census survey that produces demographic, social, housing, and economic estimates in the form of five year estimates based on population thresholds.

**Area Median Income:** The median family income for the MSA, if a person or geography is located in an MSA; or the statewide nonmetropolitan median family income, if a person or geography is located outside an MSA.

**Assessment Area:** A geographic area delineated by the bank under the requirements of the Community Reinvestment Act.

**Census Tract:** A small, relatively permanent statistical subdivision of a county or equivalent entity. The primary purpose of census tracts is to provide a stable set of geographic units for the presentation of statistical data. Census tracts generally have a population size between 1,200 and 8,000 people, with an optimum size of 4,000 people. Census tract boundaries generally follow visible and identifiable features, but they may follow nonvisible legal boundaries in some instances. State and county boundaries always are census tract boundaries.

**Combined Statistical Area (CSA):** A combination of several adjacent metropolitan statistical areas or micropolitan statistical areas or a mix of the two, which are linked by economic ties.

**Consumer Loan(s):** A loan(s) to one or more individuals for household, family, or other personal expenditures. A consumer loan does not include a home mortgage, small business, or small farm loan. This definition includes the following categories: motor vehicle loans, credit card loans, home equity loans, other secured consumer loans, and other unsecured consumer loans.

**Core Based Statistical Area (CBSA):** The county or counties or equivalent entities associated with at least one core (urbanized area or urban cluster) of at least 10,000 population, plus adjacent counties having a high degree of social and economic integration with the core as measured through commuting ties with the counties associated with the core. Metropolitan and Micropolitan Statistical Areas are the two categories of CBSAs.

**Family:** Includes a householder and one or more other persons living in the same household who are related to the householder by birth, marriage, or adoption. The number of family households always equals the number of families; however, a family household may also include non-relatives living with the family. Families are classified by type as either a married-couple family or other family. Other family is further classified into “male householder” (a family with a male householder and no wife present) or “female householder” (a family with a female householder and no husband present).

**FFIEC-Estimated Income Data:** The Federal Financial Institutions Examination Council (FFIEC) issues annual estimates which update median family income from the metropolitan and nonmetropolitan areas. The FFIEC uses American Community Survey data and factors in information from other sources to arrive at an annual estimate that more closely reflects current economic conditions.

**Full-Scope Review:** A full-scope review is accomplished when examiners complete all applicable interagency examination procedures for an assessment area. Performance under applicable tests is analyzed considering performance context, quantitative factors (e.g., geographic distribution, borrower profile, and total number and dollar amount of investments), and qualitative factors (e.g., innovativeness, complexity, and responsiveness).

**Geography:** A census tract delineated by the United States Bureau of the Census in the most recent decennial census.

**Home Mortgage Disclosure Act (HMDA):** The statute that requires certain mortgage lenders that do business or have banking offices in a metropolitan statistical area to file annual summary reports of their mortgage lending activity. The reports include such data as the race, gender, and the income of applicants; the amount of loan requested; and the disposition of the application (approved, denied, and withdrawn).

**Home Mortgage Loans:** Includes closed-end mortgage loans or open-end line of credits as defined in the HMDA regulation that are not an excluded transaction per the HMDA regulation.

**Housing Unit:** Includes a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied as separate living quarters.

**Limited-Scope Review:** A limited scope review is accomplished when examiners do not complete all applicable interagency examination procedures for an assessment area. Performance under applicable tests is often analyzed using only quantitative factors (e.g., geographic distribution, borrower profile, total number and dollar amount of investments, and branch distribution).

**Low-Income:** Individual income that is less than 50 percent of the area median income, or a median family income that is less than 50 percent in the case of a geography.

**Market Share:** The number of loans originated and purchased by the institution as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the metropolitan area/assessment area.

**Median Income:** The median income divides the income distribution into two equal parts, one having incomes above the median and other having incomes below the median.

**Metropolitan Division (MD):** A county or group of counties within a CBSA that contain(s) an urbanized area with a population of at least 2.5 million. A MD is one or more main/secondary counties representing an employment center or centers, plus adjacent counties associated with the main/secondary county or counties through commuting ties.

**Metropolitan Statistical Area (MSA):** CBSA associated with at least one urbanized area having a population of at least 50,000. The MSA comprises the central county or counties or equivalent entities containing the core, plus adjacent outlying counties having a high degree of social and economic integration with the central county or counties as measured through commuting.

**Middle-Income:** Individual income that is at least 80 percent and less than 120 percent of the area median income, or a median family income that is at least 80 and less than 120 percent in the case of a geography.

**Moderate-Income:** Individual income that is at least 50 percent and less than 80 percent of the area median income, or a median family income that is at least 50 and less than 80 percent in the case of a geography.

**Multi-family:** Refers to a residential structure that contains five or more units.

**Nonmetropolitan Area (also known as non-MSA):** All areas outside of metropolitan areas. The definition of nonmetropolitan area is not consistent with the definition of rural areas. Urban and rural classifications cut across the other hierarchies. For example, there is generally urban and rural territory within metropolitan and nonmetropolitan areas.

**Owner-Occupied Units:** Includes units occupied by the owner or co-owner, even if the unit has not been fully paid for or is mortgaged.

**Rated Area:** A rated area is a state or multistate metropolitan area. For an institution with domestic branches in only one state, the institution's CRA rating would be the state rating. If an institution maintains domestic branches in more than one state, the institution will receive a rating for each state in which those branches are located. If an institution maintains domestic branches in two or more states within a multistate metropolitan area, the institution will receive a rating for the multistate metropolitan area.

**Rural Area:** Territories, populations, and housing units that are not classified as urban.

**Small Business Loan:** A loan included in "loans to small businesses" as defined in the Consolidated Report of Condition and Income (Call Report). These loans have original amounts of \$1 million or less and are either secured by nonfarm nonresidential properties or are classified as commercial and industrial loans.

**Small Farm Loan:** A loan included in "loans to small farms" as defined in the instructions for preparation of the Consolidated Report of Condition and Income (Call Report). These loans have original amounts of \$500,000 or less and are either secured by farmland, including farm residential and other improvements, or are classified as loans to finance agricultural production and other loans to farmers.

**Upper-Income:** Individual income that is 120 percent or more of the area median income, or a median family income that is 120 percent or more in the case of a geography.

**Urban Area:** All territories, populations, and housing units in urbanized areas and in places of 2,500 or more persons outside urbanized areas. More specifically, “urban” consists of territory, persons, and housing units in places of 2,500 or more persons incorporated as cities, villages, boroughs (except in Alaska and New York), and towns (except in the New England states, New York, and Wisconsin).

“Urban” excludes the rural portions of “extended cities”; census designated place of 2,500 or more persons; and other territory, incorporated or unincorporated, including in urbanized areas.