

2019 Annual Report
a community icon



**Bank of
New Hampshire**

Looking Forward



Chairman of the Board, Suzanne L. Stiles and Paul J. Falvey, President & CEO

LETTER FROM THE PRESIDENT

Bank of New Hampshire completed its 188th year on June 30th, 2019. Our continued focus on customer experience and improved financial performance has been well received by the market as BNH was recognized as “best” in class in several competitions and reported a number of “first time” achievements.

Bank of New Hampshire was voted “best in class” in four categories of the first ever Best of the Lakes Region competition. Bank of New Hampshire was voted Best Bank, Best Place to Work, Best Customer Service and Best Home Mortgage Lender. We finished second in the Best Financial Planner category. Bank of New Hampshire was also selected as Best Local Bank for Small Business in New Hampshire Business Review’s 2019 BOB Awards. This feedback confirms that our customers appreciate our efforts and know that we care about relationships and the communities we serve.

In response to the evolving needs of our customers, we expanded our Customer Service hours to 24/7. For the first time in our history, if you need us, we are available any time day or night to assist you. Since implementation in January, more than six thousand customers received immediate attention rather than waiting until the next business day or even over a weekend.

In January Suzanne Stiles became the first woman in history to Chair the Bank of New Hampshire Board. Suzanne has guided us to a great start in fiscal year 2020 and I am certain Bank of New Hampshire will continue to compete effectively and remain the best place to bank and work in New Hampshire under her leadership.

In terms of financial performance, we reported record earnings, assets and loans. Net loans increased by \$114 million or 9%. Wealth Management assets under management increased by 12% and bank earnings increased by 25% to \$12.6 million, a high water mark for the bank. Equally important, we continued to see improvement in our overall performance trends consistent with the plans we put in place two years ago. The strategy is to remain independent and focused on customer service and financial performance. Bank of New Hampshire’s financial performance is now consistently ranked at or above the median performance for regional peers. The bank tied for first in overall bank performance rankings in New Hampshire as of the third quarter of 2018.

The improved performance would not have been possible without the dedicated team of professionals at Bank of New Hampshire. Our employees appropriately take pride in their work and genuinely care about the Bank and its customers. This truly sets Bank of New Hampshire apart as the premier bank for customers and employees in the region.

I would also like to thank the Board of Directors for the care, knowledge and wisdom they bring to every discussion. Our success would not be possible without their dedication and vision.



Paul J. Falvey
President & CEO

Reaching Beyond

Service

Our reputation for creating strong and lasting relationships continue to set us apart. Bank of New Hampshire was recently voted “Best of The Lakes Region” in the following categories; Best Bank, Best Place to Work, Best Customer Service and Best Home Mortgage. We were also voted the Silver Medal as Best Financial Planner. In addition, BNH was recently honored with the Boys Scouts of America’s Daniel Webster Council’s Distinguished Corporate Citizen Award for 2019. We were honored to be recognized with a “BOB Award” for Best Local Bank for Small Business by New Hampshire Business Review readers. The spirit behind these awards contributes immensely to the financial performance of the organization. Bank of New Hampshire is competing effectively across the State. We continue to focus on customer satisfaction, and all signs indicate that more and more customers are choosing to do business with Bank of New Hampshire and they are referring us to others.



Opportunity

Bank of New Hampshire continues to set ourselves apart as the premier bank for customers and employees. We recently expanded our customer service center hours to 24/7. This initiative is providing our customers with enhanced service and empowers our experienced Customer Service Center staff to resolve even the most complex matters. Customers may call or utilize online chat via our website to access support.



Growth

As part of our partnership and naming rights for Bank of New Hampshire Stage in Concord, we have opened a “micro branch.” Our new space sits at the front of the new Bank of New Hampshire Stage on South Main Street and includes traditional branch services and a 24 hour walk-up ATM. This efficient design serves as an extension of our well-established Concord offices.

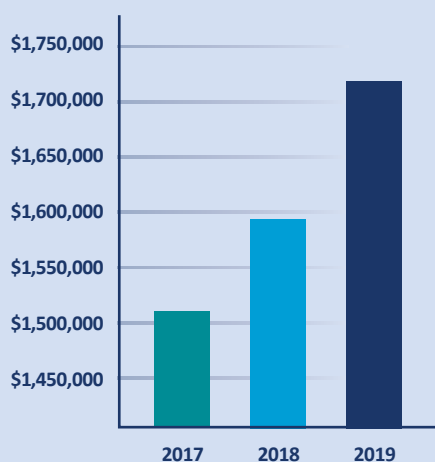


Consolidated Financial Highlights*

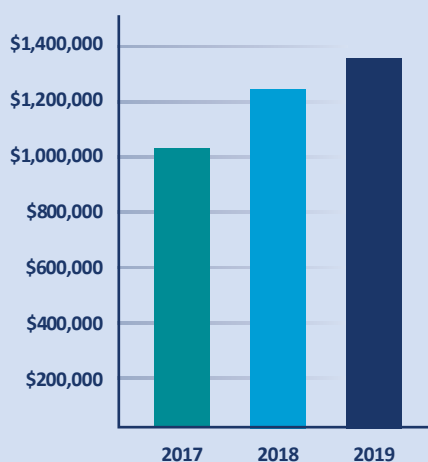
(\$ in thousands)

	6/30/18	6/30/19
Total Assets	1,596,864	1,720,129
Net Loans	1,258,092	1,371,782
Deposits	1,233,506	1,333,479
Net Income	10,024	12,550

TOTAL ASSETS



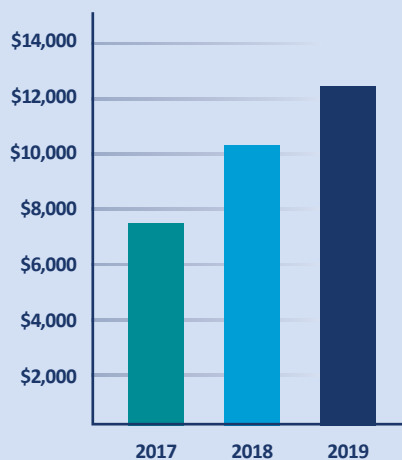
NET LOANS



DEPOSITS



NET INCOME



*Unaudited

MANAGEMENT & CORPORATE OFFICERS

MANAGEMENT COMMITTEE

Paul J. Falvey
President & CEO

Christopher J. Logan
Chief Administrative Officer

Gayle E. Price
Chief Human Resources Officer

Cydney D. Shapleigh
Chief Wealth Management Officer

Nobo K. Sircar
Chief Financial Officer

William J. Zafirson
Chief Retail Lending Officer

SENIOR VICE PRESIDENTS

Frank H. Anderson
Private Banking Officer

Ross W. Bartlett
Director of Credit

Tania L. Bossey
Senior Commercial Credit Officer

Eric C. Carter
Electronic Banking Manager

Cecile M. Chase
Retail Sales & Development

Debra L. Davis
Retail Banking Officer

Arlene C. Folsom
Wealth Management Fiduciary
Officer

Edwin K. Killam
Commercial Banker & Team Leader

Robert A. Magan
Private Banking Investment Officer

Charles P. Mathews
Private Banking Investment Officer

Paul C. Nee
Chief Information Officer

Carolyn B. Peverly
Retail Banking Officer

Susan J. Richardson
Retail Lending Manager

Michael J. St. Onge
Investment Officer

Evelyn M. Whelton
Retail Lending Sales Manager

VICE PRESIDENTS

Jacy C. Amenkowitz
Commercial Banker

Lisa A. Byars
Human Resources Officer

Cheri M. Caruso
Senior Project Manager

Lindsay D. Cota-Robles
Director of Marketing

Dennis E. Cote
Senior Mortgage Loan Officer

Tammy L. Cote
Senior Mortgage Loan Officer

Joanne M. Gagnon
Commercial Banker

James L. Glover
Banking Office Manager

Deborah I. Greenwood
Banking Office Manager

Kelly A. Guilmette
Corporate Cash Management
Officer

Donna C. Harris
Customer Service Manager

James R. Hayes
Corporate Cash Management
Manager

Mary M. Henderson
Banking Office Manager

Darren M. Howcroft
Senior Financial Consultant

Britany L. Hustus
Commercial Administration
& Compliance Officer

Anthony J. Ilacqua
Banking Office Manager

Patricia R. Kingwill
Banking Office Manager

Peter J. Lee
Information Security
& Vendor Management

Joan E. Leroux
Digital Product Administrator

Therese C. D. Linden
Wealth Management
Client Support Manager

Michael P. Lowrey
Data Processing Manager

Elaine L. MacNeill
Bank Operations Officer

Melissa A. Mansfield
Retail Lending Operations Manager

Martha A. McLeod
Controller

Dona G. Murray
Investment Officer

Peter C. Preston
Commercial Analyst

Jared C. Price
Business Analytics Manager

Dirk R. H. Richardson
Retirement Plans Officer

Denise A. Rogers
Senior Mortgage Loan Officer

Megan E. Ryder
Corporate Cash Management
Officer

Kathy A. Sanderson
Senior Mortgage Loan Officer

Charles A. Schwab
Commercial Banker

Michael J. Seymour
Corporate Cash Management
Officer

Barbara A. Simoneau
Retail Lending Officer

Melissa L. Skeats
Commercial Banking
Administration Manager

Ellen B. Soucy
Corporate Cash Management
Officer

Deborah A. Tessier
Commercial Banker

Debra D. Thum
Commercial Banker

Christopher F. Walkley
Commercial Banker

Karen S. Wilson
Community Reinvestment
Act Officer

ASSISTANT VICE PRESIDENTS

Jessica L. Beane
Banking Office Manager

Michelle A. Blake
Banking Office Manager

Timothy C. Boudreau
Banking Office Manager

Sharla J. Bourassa
Loan Operations Manager

Elizabeth G. Brothers
Retail Lending Officer

Edith M. Carter
Banking Office Manager

Tawnya J. Courtemanche
Banking Office Manager

Lisa C. Dauphine
Project Management Officer

Cynthia C. Day
Wealth Management Officer

Karin J. Duchesne
Mortgage Loan Officer

Kathleen F. Finnigan
Mortgage Loan Officer

Thomas J. Galante
Financial Consultant

Jamie R. Glidden
Banking Office Manager

David M. Howes
Commercial Analyst Officer

Martha L. Hughes
Banking Office Manager

Elin K. Leonard
Banking Office Manager

Tammie M. Mahoney
Mortgage Loan Officer

Rosalie M. Michaud
Customer Service Operations
Manager

Rosemary E. Novotny
Banking Office Manager

Kelli J. Olsen
Banking Office Manager

Jeanin M. Onos
Retail Collections Officer

Alexandra P. Pelletier
Banking Office Manager

Kathryn E. Reid
Commercial Banker

Lucinda A. Salta
Prestige Plus Officer

Jacqueline M. Vickery
Retail Lending Product
Manager

Ralph E. Wegner
Information Security
& Continuity Officer

Merek E. Weisensee
Technology Support Manager

CORPORATE OFFICERS

Tiffany M. Baert
Marketing Officer

Bambi R. Benton
Commercial Banker

Flora L. Boyce
Mortgage Loan Officer

Vickie J. DiPrizio
Mortgage Loan Officer

Lisa M. Ford
Mortgage Loan Officer

Mary Lee Johnson
Banking Office Manager

Pauline C. Juneau
Mortgage Loan Officer

Barbara A. Laflamme
Banking Office Manager

Tracy L. LeBlanc
Mortgage Loan Officer

Aimee K. Lee
Banking Office Manager

Elizabeth W. Lyons
Banking Office Manager

Jillian C. Rolfe
Assistant Office Manager

Megan E. Wells
Assistant Office Manager

DIRECTORS & CORPORATORS

DIRECTORS

Robert E. Benoit
Retired Auditor/Manager
Shatswell, MacLeod & Company, P.C.

Richard W. Burpee, Jr.
President
Redwing Property Maintenance, LLC

Paul J. Falvey
President & CEO
Bank of New Hampshire

Gregory A. Goddard
General Manager
Gunstock Mountain Resort

Michael J. Long
Former President
Community Guaranty Savings Bank

Kenneth L. Robinson, Jr.
Retired General Counsel
Northeast Delta Dental

Suzanne L. Stiles
Retired Senior VP
Administrative & Facilities Services
LRGHealthcare

Russell W. Thibeault
President
Applied Economic Research, Inc.

SENIOR DIRECTORS

Claudette L. Ayotte
Retired PR Coordinator
Irving Oil

Bruce D. Clow
Retired President & CEO
Bank of New Hampshire

Gregory M. Dickinson
Retired President & CEO
Village Bank & Trust

Rodney N. Dyer
Chairman Emeritus
Bank of New Hampshire;
Attorney
Wescott Law, PA

John E. Gauthier
Retired

David R. Lynch
Retired CPA
Denoncourt, Waldron & Sullivan, P.A.

Ronald I. Sibley
Retired President & CEO
Community Guaranty Savings Bank

Carroll W. Stafford, Jr.
Past President & Vice Chairman
Bank of New Hampshire

H. Thomas Volpe
Retired President
Melcher & Prescott, Inc.

John F. Weeks, Jr.
Retired President
Weeks Dairy Foods, Inc.

CORPORATORS

Charles L. Aiken
Retired Treasurer
Bourdon's Institutional Sales, Inc.

Matthew J. Albuquerque
President/Founder
Next Step Bionics & Prosthetics, Inc.

David K. Bamford
Attorney
Bamford, Dedopoulos & Regan, PLLC

Michael R. Baron
President & CEO
Baron's Major Brands

Gail M. Batstone
General Manager
Mill Falls at the Lake

D. Scott Beane
CPA
Dana S. Beane & Company, P.C.

Russell J. Beane
President & Treasurer
Wilkinson-Beane-Simoneau-Paquette Funeral Home

H. Edmund Bergeron
Retired President
H.E. Bergeron Engineers, Inc.

Thomas E. Cantin
President
Cantin Chevrolet, Inc.

Robert P. Cheney, Jr.
Director & Shareholder
Sheehan Phinney Bass & Green PA

Dean J. Christon
Executive Director
New Hampshire Housing Finance Authority

Thomas A. Clairmont
Retired President
LRGHealthcare

Michael F. Conklin
Attorney
Conklin and Reynolds, P.A.

Joseph M. Conley
Retired Senior VP/CEO
Concord Hospital

Marcia E. Cotter
Interior Designer
Decorative Interiors

John E. Cullity, Jr.
Former President
Cullity Insurance

James P. Daley III
Owner
S&J Transportation Services, Inc.

Dennis M. Denoncourt
CPA Principal
Denoncourt, Waldron & Sullivan, P.A.

Deborah DeScenza
Executive Director
Farmsteads of New England, Inc.

Mary B. DeVeau
Retired President/CEO
Concord Regional Visiting Nurse Association

Robert A. Dietz
Attorney, Member/Manager
Normandin, Cheney & O'Neil, PLLC

Nancy E. Dirubbo
Doctor of Nursing Practice
Travel Health of NH, PLLC

Ann Duschatko
Managing Member
Absolute Title, LLC

Robert J. Evans, MD
Anesthesiologist
Lakes Region Anesthesiology

Thomas E. Garfield
Retired Executive VP
Bank of New Hampshire

Bruce R. Hamel
President
The Home Beautiful, Inc.

John F. Hollinger
Retired President & CEO
EPTAM Plastics

John Howe
VP & Co-Owner
NH Business Sales, Inc.

Frederick S. Kelsey, MD
Retired, Medical Director, Internist
Mid State Health Center

Margaret P. Kerns
VP, Clinical Services
LRGHealthcare

Scott Labnon
Innkeeper
The Town & Country Motor Inn, Inc.

Frank H. Lemay
President & Principal
Milestone Engineering & Construction, Inc.

Richard W. Long
Retired
Bank of New Hampshire

Barbara J. McCahan
University Professor
Plymouth State University

Edgar D. McKean
Retired Attorney

James L. Paine, DVM
Veterinarian
Russell Animal Hospital, P.A.

Heidi M. Paiva
Chief Executive Officer
All Metals Industries, Inc.

Richard M. Piper
President
R.M. Piper, Inc.

Wayne W. Presby II
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Mount Washington Railway Company

Wende Richter
Owner
Quik Laundry & Cleaners

Christine L. Santaniello
Director
State of NH, DHHS

Steven A. Silberberg
Attorney

Joseph Skiffington
Builder
Skiffington Homes, Inc.

Nathan Smith
Owner
Smith Farm

Curtis J. Stafford
Vice President,
George C. Stafford & Sons, Inc. / Stafford Oil Company, Inc.

Brenda M. Stowe, DVM
Veterinarian

John B. Sullivan, Jr.
Owner
Sullivan Development

Kevin M. Sullivan
Commercial Real Estate Sales Associate
Weeks Commercial

Sean C. Sullivan
CPA
Stinson Associates

Christopher J. Volpe
Retired Insurance Executive
Melcher & Prescott, Inc.

Peter Widmark
Real Estate Developer
Widmark Companies

David H. Wood
Retired Executive Director
AHEAD, Inc.

Brian G. Young
President
Construx, Inc.

HONORARY CORPORATORS

Howard L. Bacon
Retired

Elaine Bonnette
Farming - Prize Polled Herefords
Oak Ledge Farm

Roger E. Bouchard
President & CEO
Foxwood Homes, LLC

Gail R. Brewer
Retired CEO
Scotia Technology

David H. Clark
Retired

Calvin J. Coleman
President
Alvin J. Coleman & Son, Inc.

Raymond P. D'Amante
Attorney/Investor
D'Amante Couser Pellerin & Associates, P.A.

Donald Discenzo
President
Whitefield Hardware, Inc.

Peter Duffield
Retired
Vutek

Peter Filaroski
Owner/Manager
Filaroski Properties

Rene J. Gilbert
Retired Builder
Gilbert Apartments

J. Peter Hare
Real Estate Developer/Builder
Windward Harbor Co., Inc. / Windward Realty Group

Norman H. Harris, Jr.
President
Gilford Well

Pepi M. Herrmann
Master Crystal Cutter
Pepi Herrmann Crystal, Inc.

Gerard J. Horn
Retired Pharmacist

David S. Howland
President
Howland Realty, Inc.

Edward H. Hoyt
Retired
Purity Spring Resort

Sandra T. McGonagle
Retired Principal/Consultant

Robert H. McGrath
Retired
Insurance Agent

Roger McGrath
Retired
NYNEX

Ronald W. Morin
Retired
J. J. Morin

Judith T. Reeve
Community Volunteer

Donald Roper
Consultant
NCM Management, Inc.

Carolyn S. Scattergood
Retired Accountant

Margaret K. Selig
Retired Director
Laconia Adult Education

Armand St. Pierre
Retired Restaurant Owner

Joni Stover
Retired Executive
Dow Fuel Company

James H. Walker, Jr.
President
Walker Motor Sales, Inc.

BANKING OFFICES

ANTRIM

77 Main Street
588.6333

BEDFORD

256 Wallace Road
471.7043

CAMPTON

21 Tower Road
726.3442

CENTER OSSIPEE

300 Route 16B
Indian Mound Shopping Center
539.4278

CLAREMONT

14 Sullivan Street
542.3072

CONCORD

167 North Main Street
224.5444

CONCORD

18 South Main Street
At Bank of NH Stage
230.4240

CONCORD

11 Triangle Park Drive
228.6101

CONWAY

23 Main Street
477.2408

DOVER

845 Central Avenue
740.4277

GILFORD

1441 Lakeshore Road
Route 11
528.1121

GILFORD

One Country Club Road
528.3000

GORHAM

583 Main Street
466.3352

HILLSBOROUGH

325 West Main Street
464.5444

LACONIA

62 Pleasant Street
524.1212

LINCOLN

76 Main Street
Route 112
745.3431

LITTLETON

125 Main Street
444.5192

MANCHESTER

705 Hooksett Road
626.1301

MOULTONBOROUGH

960 Whittier Highway
Route 25
476.2265

PLYMOUTH

6 Riverside Drive
536.4200

PLYMOUTH

28 Main Street
536.0001

PORTSMOUTH

11 Portwalk Place
334.9658

ROCHESTER

301 North Main Street
330.7000

WHITEFIELD

22 King's Square
837.2532

WOODSVILLE

55 Central Street
747.2859

WEALTH MANAGEMENT OFFICE

3 Eagle Square, Concord

LOAN PRODUCTION OFFICE

12 Northbrook Drive, Falmouth, ME

LENDING & WEALTH MANAGEMENT OFFICE

20 Trafalgar Square, Suite 473, Nashua



**Bank of
New Hampshire**

BankNH.com

1.800.832.0912



Member FDIC

WEALTH MANAGEMENT SERVICES

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