

COMMUNITY REPORT 2023



A group of people, including a man and two women, are working together to plant a young tree in a park. They are wearing orange shirts and white gloves. The man is holding the tree, while the women are helping to place it in a hole. The background shows other people and green trees.

Community comes first

There's a reason "community" comes before "bank" in our name. As your neighbors and banking partners, serving you and our communities comes first.

This Community Report is our way of showing you just how important our communities are to us. After all, it's where our customers and team members work, play, and live. It's the places we call home—and home to the people we love, and love to serve.

On the following pages, you'll see how being members of the community influences our daily work and ensures we'll continue to be a trusted member of the community as we grow forward, together.

Growing and evolving, but never far from our roots

In the more than 158 years since we planted our roots in the region, we've evolved our branches, products, and services to accommodate the changing needs of our customers and communities. We've added everything from mobile wallet to digital payments, CBNA Credit CompanionSM to investment services, no closing cost mortgages to home equity loans and lines of credit. A lot has changed over the years, but our commitment to enriching our communities through personal service remains the same.



Enriching communities

In her role as our new Director of Community and Corporate Relations, Pam Brunet oversees our community engagement programs and activities with a focus on continually improving the economic vitality and quality of life in our communities.



Community Bank is part of the fabric of the communities we serve. I look forward to further deepening our relationships so we can continue to help our customers and communities thrive.



PAM BRUNET
Director of Community and Corporate Relations

Grateful to give

At Community Bank, volunteering is in our DNA. Our team members are united by a shared passion and sense of responsibility for making a difference. Giving back has become such a key part of our culture that last year we broke records for the number of hours we volunteered, organizations we supported, and dollars we donated. It's a testament to the depth of our commitment to helping our fellow community members. We're grateful for the opportunities.

500+

employees served on nonprofit boards and committees

2,100+

organizations supported

5,600

non-perishable food items collected to fill shelves at 100 food banks

16,000+

hours volunteered

\$3,700,000

given through donations, grants, and sponsorships

Figures apply to fiscal year 2023.

Empowering people. Enabling financial well-being.

Last year, we launched several initiatives to help ensure all customers can access and benefit from our products and services—and improve their financial well-being. Through our Special Purpose Credit Program, we removed barriers and created paths to homeownership for our customers in central and western NY.

MAKING HOMEBUYING EASIER

With up to 100% financing, discounted rates, no private mortgage insurance, and no closing costs, our Special Purpose Credit Program made it possible for customers to achieve their homeownership dreams in key zip codes. And we've expanded the program in 2024 with maximum loan amounts up to two-thirds more than the median sold home price in each city.

Going above and beyond for our customers

What started like any other day for the Bensink family in Westfield, NY, quickly became a pivotal moment in their lives. After getting their kids ready for school and heading off to work, Travis and Tawn Bensink got a call that their family home was on fire. Their lives were upended but their community rallied to support them, especially Carl Swan, Senior District Manager at Community Bank.

Having worked with the Bensinks on their initial mortgage, Carl knew the family well and jumped into action immediately. From organizing their financing and OneGroup insurance claim to helping them prepare to rebuild their home, he was instrumental in getting the family back on their feet. With their new home currently under construction, the Bensink family has a vision of their future—a vision made clearer thanks to Community Bank.

See how the community came together to support the Bensinks.



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At Community Bank, they know you personally. They know your story. They take the time to see how you're doing. That's pretty amazing.

TRAVIS BENSINK

Customer, Westfield Branch

We live and work in the communities we serve

As members of your community, our employees are your local bankers and neighbors. Chances are, you've seen them supporting organizations in your area or you've participated alongside us. Here are just some of the ways we got involved with our communities in 2023.



GOOD NEIGHBOR DAY

We celebrate Good Neighbor Day every year by doing what we do best: being good neighbors to help build strong, thriving communities. On September 28, 2023, we volunteered and donated a total of \$51,250 to local nonprofits in New York, Pennsylvania, Vermont, and Massachusetts.

RANDOM ACTS OF KINDNESS

For six years running, we've fully embraced the spirit of unexpected expressions of kindness throughout February. In 2023, we did everything from distributing seed packets to handing out treats, and we loved seeing the smiles our gestures brought to people's faces.



HOLIDAY HAPPENINGS

Our branch teams go all out in December to help brighten the season for local families. We hope our gift-giving, donations, and bell-ringing help lift spirits and warm hearts.



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The school is the hub of this community and Community Bank wanted to be part of the school community from day one. That matters. Being able to trust my banking partner is huge.

MARCO ZUMBOLO

Assistant Superintendent
for Business and Operations,
Broadalbin-Perth Central
School District

Strong partners build stronger communities, together

As the financial leader of Broadalbin-Perth Central School District, Marco Zumbolo is responsible for ensuring the district uses its funds to advance education in the most cost-effective ways possible. His community—neighbors, taxpayers, colleagues, students, and families—needs to trust he's a good steward of Broadalbin-Perth's finances.

Likewise, Marco needs to trust that his bank gives him the best financial guidance, products, and services for the community's needs. That's why he partners with Community Bank.

For example, when Marco wanted to increase interest earnings and revenue in a down market, he turned to his local Branch Manager, Kimberly Roberts. Knowing the district's fiscal regulations and limitations, Kimberly worked with our Municipal Banking Team to produce a competitive money market account, creating an opportunity Marco didn't have before and that other banks didn't provide—an opportunity to better serve his community.

It's all in a day's work for Community Bank's Municipal Banking Team. We do more for municipal customers because enriching the community is a joint venture.

See how we're helping Broadalbin-Perth Central School District enrich its community.



One culture. Connected solutions.

Wherever you are in your life's journey, we're here to help you get where you want to go. Together with our partners, we'll build a customized solution to help you overcome challenges and seize opportunities. With our team of experts helping manage your finances, you or your organization will stay on track to achieve both your personal and business goals.

Community Bank

BANKING

- Short- and Long-Term Loans and Lines of Credit
- Treasury Management Solutions
- Municipal Banking
- Business and Personal Banking
- Business Online and Mobile Banking
- Deposit Products

ONEGROUP®

INSURANCE & RISK

- Risk Management
- Business Insurance
- Personal Insurance
- Employee Benefits
- Human Resources Services and Consulting

BPAS

RETIREMENT, BENEFITS, & HUMAN CAPITAL

- Workplace Retirement Programs
- Actuarial and Pension Services
- Retiree Health Savings Programs
- HSAs, Flexible Spending, and COBRA
- Healthcare Consulting and Fiduciary Services

COMMUNITY BANK Wealth Management

WEALTH & RETIREMENT*

- Investment Management
- Trust Services
- Financial, Retirement, and Tax Planning
- Retirement Plan Consulting

*INVESTMENTS AND INSURANCE PRODUCTS ARE: NOT A DEPOSIT | NOT FDIC INSURED | NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY | NO BANK GUARANTEE

Stepping up and jumping in

Last year, we contributed \$3,700,000 in donations, grants, and sponsorships to help enrich life and lives in our communities. Some of the gifts were planned and others were made in response to unexpected, urgent needs like the Vermont floods. Here are some key examples of how our team is always ready to rise to the occasion, step up when needed, and jump in to help.

OVERCOMING BARRIERS TO CAPITAL

\$250,000 to CenterState CEO Foundation

In 2023, we made a \$250,000 commitment to CenterState CEO Foundation for its Growth + Equity Fund, which combats market inequalities and promotes diversity and inclusion among entrepreneurs. With flexible and patient capital, our donation helps business owners from historically marginalized backgrounds overcome barriers to accessing capital.



For 158 years, Community Bank has served the financial needs of our customers. At the same time, we’ve helped strengthen the communities where we operate with financial support, in-kind donations, and volunteer service.

WENDY BERG
District Manager

INVESTING IN THE COMMUNITY

\$200,000 to the Rome Family YMCA capital campaign

Recognizing the Rome YMCA’s value to the well-being of the community’s children and families, we donated \$200,000 to the Rome Family YMCA capital campaign to build a state-of-the-art, mission-driven community center. The new facility will be a catalyst for redeveloping a critical area, priming the YMCA to be a vibrant center of community life across a spectrum of backgrounds, abilities, and ages.



Vermont small businesses are vital to our local communities, and we will do all we can to support them through this crisis.

MATTHEW DURKEE
New England Regional President

REBUILDING SMALL BUSINESSES

\$100,000 to the Vermont Main Street Flood Recovery Fund

After July’s devastating flooding in Vermont, Community Bank donated \$100,000 to the Vermont Main Street Flood Recovery Fund, which provided grants to help small businesses manage recovery costs like equipment replacement, supplies, and clean-up.





\$12.9 BILLION

in deposits

\$4.1 BILLION

in commercial loans

\$3.3 BILLION

in consumer mortgage loans

\$1.7 BILLION

in consumer indirect loans

Figures apply to fiscal year 2023.

Outward acknowledgment of our inner commitment

At Community Bank, we're motivated by a deep internal drive to help our customers live their best financial lives. Though we don't do it for the awards, it's nice to be recognized for making a difference. The honors we received in 2023 reinforce that we're on the right path by supporting our customers on their paths.

AMERICA'S MOST TRUSTED COMPANIES

For the second year in a row, Community Bank was recognized as one of America's Most Trusted Companies by Newsweek.

AMERICA'S BEST BANKS

Community Bank has consistently been ranked among the top-performing U.S. banks in America by Forbes magazine since the list was first published in 2009.

BEST OF THE BEST

Community Bank won the Gold award in the Bank category of the Times Leader's Best of the Best (BOB) awards in Northeastern Pennsylvania.



MESSAGE FROM OUR PRESIDENT

As Community Bank's new President and CEO, I'm proud and honored to connect with you in our annual Community Report. This is a special organization and I'm grateful for the opportunity to join our team members in serving local communities in my new role. But first, please join me in thanking Mark Tryniski, my predecessor, for his 20 years of dedication, hard work, and selfless service to the bank and our communities.

Under Mark's leadership, Community Bank's assets grew from \$4.2 billion to \$15.2 billion and the bank received dozens of coveted awards for characteristics like trust and customer service. Last year was no exception. Once again, we were named one of the Most Trusted Banks in the U.S. by Newsweek and one of America's Best Banks by Forbes.

So I plan to take a page from Mark's playbook, continuing our growth trajectory by building on our strong foundation. That includes expanding in key regions. We're opening more than a dozen branches and growing our footprint, empowering and investing in our people, while never wavering from our core values of integrity, teamwork, excellence, and humility, and bringing you our best every day.

I'm grateful to be part of your community. Thank you for welcoming me.

Sincerely,



A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke.

Dimitar A. Karaivanov
President and Chief Executive Officer