



Special Edition - Inside Look at RMA New England


Happy Summer to all of you from RMA New England Chapter! We are finally getting some hot weather in New England, which is long overdue after a never-ending winter, cool and droughty spring, and cooler than average June.

This year we are continuing to focus on mentoring our rising professionals, among several other priorities. As new generations of bankers are joining the industry, it is important to remind what RMA or Risk Management Association is about. This edition of our newsletter is dedicated to this inside look. Here are a few facts that may surprise you.

- Founded in 1914, RMA was originally called the Robert Morris Associates, named after American patriot Robert Morris, a signer of the Declaration of Independence. Morris, the principal financier of the Revolutionary War, helped establish our country's banking system.
- Today, RMA has approximately 2,500 institutional members. These include banks of all sizes as well as nonbank financial institutions.
- RMA boasts 18,000 individual (Associate) members who are located throughout North America and financial centers in Europe, Australia and Asia.
- RMA has 151 individual chapters. RMA New England Chapter is one of them. These chapters are run by RMA Associates on a volunteer basis, and they provide our members with opportunities in their local communities for education, training, and networking throughout all stages of their financial services careers. Even this fancy newsletter is published by your volunteer crew at RMA New England. Chapters are located across the U.S. and Canada as well as in financial cen-

- ters internationally.
- As a not-for-profit, professional association, RMA does not lobby on behalf of the industry.
- To assist members in advancing sound risk principles, RMA keeps members informed and provides access to industry information; publishes a journal (The RMA Journal) and a variety of newsletters, books, and statistics; conducts many workshops and seminars; holds several conferences, an annual convention (Annual Risk Management Conference); and has numerous committees working on a variety of projects.
- Click here to read more about the RMA.

RMA puts together various conferences and events on local and national levels. One such event is the RMA Chapter Leaders Conference. Three of our Board Members, David O'Brien, Derek Ezovski, and Dima Berdiev, joined this year's RMA Chapter Leaders Conference in Scottsdale, AZ. Another Board Member Mike Gallagher (who happens to be a past RMA New England Chapter President) was one of many volunteers who helped organize and make this event such a success. Click here to see a brief video from the 2015 Chapter Leaders Conference. Some of the pages that follow recap this event. It is worth noting that RMA New England Chapter won the Gold Chapter Award for 2013-14, which was presented at the Conference!

We hope that you'd be interested in getting involved in the RMA New England. Please reach out to our Chapter Administrator Julie Conroy. Her contact information is listed on the last page of this newsletter. Julie will be happy to direct you. 



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RMA 2015 Chapter Leaders Conference



Bill Githens, President and CEO of the RMA, officially kicked off this event. He spoke of the value that the RMA and its Chapters bring to financial services pro-



fessionals. In addition, Bill spoke of some key initiatives, including the educational initiative to which the RMA has committed significant funds and resources. The goal of this initiative is to educate younger generations about opportunities in commercial banking and risk management by engaging colleges and universities across the country.

The RMA staff and scores of volunteers made this event so successful and lots of fun by masterfully weaving in the themes of the Wild Wild West. The opening speech by Lisa McBride, Director of Member Relations, was interrupted by two robbers cleaning the imaginary "money train" and a group of volunteers rushed in to distribute the initial portion of the "RMA dollars". Naturally, only the RMA money was allowed to be in



circulation during this event, building up to a historic reception at an old-fashioned saloon where the money could be spent at a casino or to bail out certain "criminals" (that we were all personally familiar with). But don't worry, this was not at all a stereotypical gambling adventure, as all money raised was donated to a local food bank (one could buy additional RMA dollars for this purpose and many did).

The opening reception's keynote speaker Jerry Teplitz shared experiences and tools on how to motivate team members. While the focus of this presentation was on the needs of our chapters to engage volunteers, all of us had considerable takeaways that we could immediately apply with our team members. Some of those takeaways were understand-

ing different styles our team members may have for learning, interacting with others, and meeting deadlines. Identifying those optimal conditions and preferences is what can allow us to build top-performing teams at our institutions. As an added bonus we all got a chance to practice identifying work styles of our colleagues (using the DISC personality assessment) and learning what motivates them the most. One of Jerry's points was that you "can't motivate people to do something BUT you can create an environment where they can motivate themselves." He concluded with: Thoughts become Words, Words become Actions, Actions become Habits, Habits become Character, and Character becomes You.

Then we moved into the core part of this conference - various roundtable and training sessions where we honed our



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RMA 2015 Chapter Leaders Conference *cont'd*



board member skills to make the RMA New England Chapter even more successful. These sessions focused on you - our members - and your needs. Some of the topics discussed were affinity groups, such as Rising Professionals, Women, and other constituents. Luckily, at RMA New England we have both Rising Professionals and Women Affinity groups. Naturally, succession

planning and generational turnover were some of the most pressing challenges we worked to develop solutions for.

You may not realize that being involved in RMA New England means learning a number of skills you may not learn in your immediate career. Being a Board Member of a non-profit organization is one of the most obvious experiences. Other less intuitive are learning how to organize and manage successful events, publish a newsletter, market to and attract new members, engage volunteers (influence without authority - something we run into daily in our jobs), interact with key executives of member and non-member institutions in organizing panels and round table events, speak in front of large audiences during events, and so much more.



For many of us at RMA New England, our involvement with




the RMA has been almost as long as our commercial banking careers. A number of our board members have been with the board for ten or more years. *An interesting statistic for you:* Did you know that the RMA New England Chapter was formed in 1921 and is the third oldest chapter in the RMA family of 151 chapters? One of our chapter's former Presidents, Bob Rose,

went on to be involved in the RMA National organization and served as a Chairman of its Board. All this shows the staying power of our organization. The network we build through our involvement and the resources we surround ourselves with become critical to our success as commercial bankers and financial service professionals.

Getting back to the Chapter Leaders Conference (pardon the digression), there were plenty of opportunities to network and connect with commercial bankers and other financial services professionals from across the U.S. and Canada. There were over 240 chapter leaders in attendance!

Each of the two days was concluded with a reception. The first night was the Western Saloon reception masterfully reenacted by volunteers and local aficionados. We got a chance to spend our RMA money and help out a local charity.



The second, wrap-up reception featured Tom Savage of Wells Fargo, who was soon to retire after a remarkable career as a commercial banker. Tom spoke of how many decades ago he first learned about the RMA and became a member of this organization. He also spoke of the impact RMA had on his career and his personal evolution. His words were inspiring enough. However, when he pulled into his speech the beat, the music, and select words, both in the background and periodically reciting, from Eminem's Lose Yourself (best known for the lyrics of: ... the opportunity comes once in a lifetime...), the crowd was first in awe and then burst into applause. We've all seen a lot but when a tenured and accomplished banker in a highly inspirational way busts out a rap song, one can't help but realize: *Our industry is evolving.* While change is not easy and is at times painful, the industry is keeping up and becoming more and more accepting of younger generations, embracing their values and talents. Everyone was applauding - young and young at heart... 



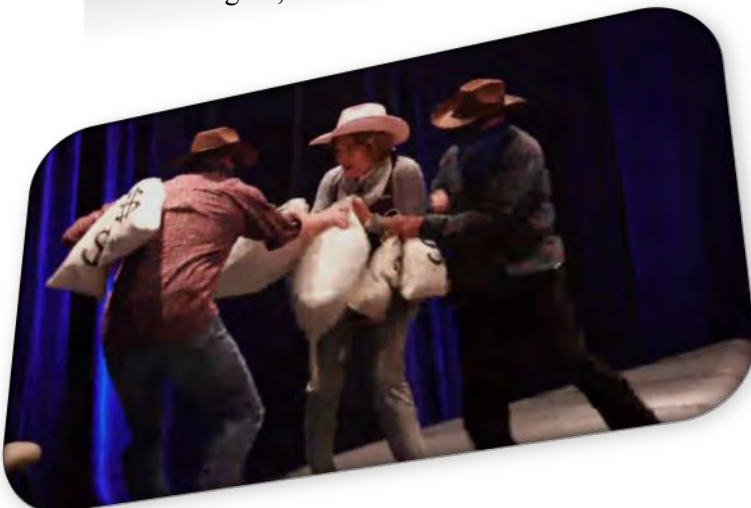
RMA 2015 Chapter Leaders Conference *in pictures*



The RMA New England's Fabulous Four (from left to right) - Derek Ezovski, David O'Brien, Michael Gallagher, and Dima Berdiev



Yes, registration can be interesting



The heist



The Opening Reception



Selfies were welcome!



The RMA money...

RMA 2015 Chapter Leaders Conference *in pictures*



Volunteers pour in to share the first batch of the RMA money with one Mike Gallagher in plain view



Bill Githens passes the baton to Jerry Teplitz



Breakout sessions - a wealth of learning



Our own Mike Gallagher leading a session



Festivities at the saloon

RMA 2015 Chapter Leaders Conference *a few more*



A Selfie of a few volunteers, including our own Mike Gallagher



Our own David O'Brien and his wife Stephanie (Family members were welcome!)



AZ sunset



Random pictures around the venue



The Heritage of the RMA and its Chapters

New England Chapter by Jerome J. Olin

An account of the RMA New England history | 1921 - 1989 | Copyright © RMA

For all of you history buffs out there and even those who are not too much into history... We dug out this summary of the RMA New England Chapter from 1989 by pure accident. Even most of us who have been on the Board of the Chapter for many years had no idea the kind of background and heritage we are part of. Enjoy!

The Boston Chapter of Robert Morris Associates held its organizations meeting Wednesday evening, April 7, 1921, at Young's



Collier's 1921 Boston | The Commons | Wikipedia

Hotel on Court Square, Boston. In attendance were representatives from the credit departments of a majority of the Boston banks. The decision to form a local chapter followed a meeting in Cleveland attended by a number of Boston-based National RMA members. Previously, New York and Cleveland area national members had reached a similar decision. Bylaws were drafted, submitted, and accepted, and on May 6, 1921, National RMA issued only its third local charter to the Boston Chapter. In December 1922, the name was changed to the New England Chapter in recognition of the larger territory served by the chapter. Today, in addition to being the third oldest, the New England Chapter is the largest with 213 institutional members and 1,257 Associates from central and eastern Massachusetts, Rhode Island, Maine, New Hampshire, and Vermont.

Records indicate that there were 31 charter members from 21 institutions and that the initial chapter officers were J.N. Eaton, president (Merchants National Bank) [*likely New England Merchants National Bank, ultimately Bank of New England*]*; L.H. White, vice president (National Shawmut Bank) [*ultimately Fleet Bank and Bank of America*]*; A.P. Stone, 2nd vice president (Commonwealth Trust Company) [*history unclear*]*; W.L. Gray, treasurer



Young's Hotel | c.1910 | Wikipedia

(First National Bank) [*likely First National Bank of Boston, ultimately BankBoston and Bank of America*]*; and V.T. Hanson, secretary (Old Colony Trust Company) *likely First National Bank of Boston, ultimately BankBoston and Bank of America*]*. The first Board of Governors also included R.B. Cox (Webster & Atlas National Bank); W. Tuft, Jr. (American Trust Company); C.W. Bailey (Boylston National Bank); and G.H. Corey (Peoples National Bank).

Regular monthly dinner meetings continued to be held at Young's Hotel until it was demolished in 1928 to make room for redevelopment. The meetings were shifted to the nearby Harvard Club, complete with its aroma of old leather and dusty tapestry. The meeting format has remained relatively unchanged down through the years, consisting of an informal reception / cocktail hour (interrupted, of course, by Prohibition) followed by dinner and an after-dinner speaker usually drawn from the local banking or business community. These early meetings were attended by 20 to 30 senior credit department personnel primarily from the Boston banks; however, there were regular contingents from Worcester, Providence, and Portland. These meetings and the camaraderie that developed were the foundation of the exchange of credit information. The first chapter Annual Meeting was held at Brae Burn Country Club in Newton following an afternoon of golf, and this set the pattern for most annual outings held to date. It is doubtful that any recognized golf course in eastern Massachusetts has not been host to the New England Chapter Annual Outing.

During the 1920s and 1930s, the New England Chapter produced nine national directors and had representation on the national board in all but the four years 1935-1939. In addition, the chapter was ably represented by three national presidents: R.B. Cox (1919-1920); J.N. Eaton (1923-1925); and F.S. Sibley (1925-1927). The chapter hosted its first national Fall Conference November 15-17, 1923, at the Copley Plaza Hotel. Minutes of the meetings point out the early difficulties faced by RMA in its mission of improving the exchange of credit information as well as developing methods and standards for the submission and analysis of customer financial statements.

During the 1940s and 1950s regular monthly dinner meetings continued, primarily at the Harvard Club where one of the staple cocktails, the daiquiri, became known as the "blue Sunoco." Periodically, these meetings were held outside Boston to increase participation, and one of the most eagerly anticipated was the famous shore dinner at the Squantum Club, Squantum, Rhode Island.



The Heritage of the RMA and its Chapters *cont'd* New England Chapter by Jerome J. Olin

An account of the RMA New England history | 1921 - 1989 | Copyright © RMA

On April 20, 1945, the 25th anniversary of the chapter was observed at the Harvard Club. The regular monthly meetings continued to be held at the Harvard Club up until the early 1970s where they were shifted to the Marriott in Newton at the intersection of the Mass. Pike and Route 128. The Marriott has proved to be an excellent location, more convenient for a larger number of Associates and able to accommodate the growing membership. The 56th Annual Fall Conference was held in Boston on November 8-10, 1970, headquartered at the Sheraton-Boston Hotel.


In the early 1970s, one of the most noteworthy accomplishments of the New England Chapter occurred - formation of the Loan Officer's Resident Seminar (LORS). The idea originated with Norman Lee (Bank of New Hampshire) who was approached by the University of New Hampshire which was seeking outside business groups to use their new continuing education facility in Durham. During the 1970 Fall Conference in Boston, George Field (Shawmut Bank) introduced Norman Lee to Ed Bach, who had been instrumental in developing the Carolinas-Virginias Chapter Resident Seminar.

With a lot of advice and material willingly supplied by the Carolinas-Virginias Chapter, LORS rapidly took shape under the tireless efforts of Norman Lee, T. Lincoln Morison (Bank of Boston), and Gordon Munson (State Street Bank). The first class of 50 matriculated in the spring of 1972 with a teaching staff lead by Lin Morison with his bathtub of cheer. Sixteen annual sessions have been successfully completed, and the week long LORS remain the mainstay of the educational offerings of the chapter.

Several National RMA educational products have emanated from the New England Chapter, most notable being the Loan Officer Development Seminar (LODS) and the videotape of Lender Liability. In the early 1970s George Field, with the blessing of Tom Trigg (Shawmut Bank), devoted considerable time developing LODS and bringing it to market as a joint venture with AIB in 1972. This product remained a principal National

RMA offering for many years. More recently, in 1986, the chapter pioneered the local production of videotapes as current issue training aids which would then be distributed nationally to other RMA chapters. Stephen B. Wyman (Shawmut Bank), the architect and motivating force behind the development of the Lender Liability video, received a Special Service Award in recognition of his pioneering effort.

The decade of the 1980s has been marked by several significant organizational changes. The chapter enhanced its accessibility to outlying members with the formation of two groups: the Maine Group in 1983 and the Vermont Group in 1986. Richard D. Lund, Jr. (Exeter Banking Company), former Maine Associate and 1982 chapter president, provided the spark for the formation of the Maine Group. Everett P. Skillings (Maine National) managed the initial organization effort and the Maine Group has developed a very active membership consisting of 21 member institutions and 115 Associates. This group received a Third Place Award in 1987 in the National RMA Standard of Excellence Program during the presidency of Paul McConnell (Casco Northern Bank). During the chapter presidency of Jeffrey W. Leeds (Lawrence Savings Bank), a similar group was formed under the leadership of Joseph A. Manning III (Marble Bank) to serve the geographically dispersed constituency in Vermont. This group is making steady progress in expanding its membership and is offering a greater variety of educational opportunities. Also, for the fourth time in its history, the chapter hosted the 1985 Fall Conference, headquartered again at the Sheraton-Boston Hotel.

Other recognized accomplishments of New England Chapter members include two first place winners in the National Paper Writing Competition (1976: William L. Marshall, Bank of New England, on "ESOTs as a Financing Vehicle," and 1987: Pamela A. Henrikson, BayBank Boston, on "Institutional Lending: Opportunities for Commercial Banks in an Era of Tax-Exempt Bond Financing"); three national directors granted RMA's highest honor, the Distinguished Service Award (1969: John B. Gray, retired, Bank of Boston; 1971: D. Thomas Trigg, Shawmut Bank; 1986: T. Lincoln Morison, Bank of Boston). 



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Meet the RMA New England Chapter Board

Officers:

President Richard Labrecque Citizens Bank	Vice President Joseph Herzog Rockland Trust	Treasurer David O'Brien Rockland Trust	Secretary Joanne Franco National Grand Bank
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Directors:

Don Bedard Lowell Five Cents	Dima Berdiev DNB Advisory LLC	Carol Brennan BDC Capital	Diana Carito Salem Five
Lana Delic Santander	Brad Egan Santander	Derek Ezovski Outsourced Risk Mgmt. Solutions LLC	Joanne Franco National Grand Bank
Michael Gallagher Enterprise Bank	Kama Giedra Citizens Bank	Joe Herzog Rockland Trust	Lisa Krywucki Fidelity Cooperative Bank
Richard Labrecque Citizens Bank	Bruce Lemieux Rockland Trust	Andrew Mahoney Cambridge Trust	Will Montague Boston Private Bank
David O'Brien Rockland Trust	Katerina Papp Eastern Bank	Tom Piemontese Century Bank	Tom Sommerfield Blue Hills Bank
Marilyn Tressel Boston Private Bank	Paula Zaiken The Property & Casualty Initiative		

Past Presidents / Board of Advisors:

Immediate Past President (2012-14) Michael Gallagher Enterprise Bank	2010-12, LORS Don Bedard Lowell Five Cents	2008-09, LORS Bruce Lemieux Rockland Trust
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Strategic Planning Committee, Audit, Bylaws
Andrew Mahoney
Cambridge Trust

Interested in getting involved in the RMA New England?

We want to hear from you!

We are a group of high energy banking professionals who put together educational, networking, panels and various other events and products. We work within our business community to bring value to our peers through a wide range of services.

RMA New England Chapter
10 Back River Rd.
Amesbury, MA 01913
Julie Conroy, Administrator
978-263-9003 | Email: julie [at] rmanewengland.org