

# The Advisor

November 2015

A Newsletter for Elmira Savings Bank Shareholders, Customers and Community

Vol. 6 No. 1

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## Calendar of Events

### 41st Annual Sparkle-Corning

December 5

5:00 – 9:00 p.m.

### Pictures with Santa

December 5

Watkins Glen Office  
9:30 a.m.–11:30 a.m.

December 12

Triphammer Office  
1:30 p.m.–3:30 p.m.

December 19

Erwin Office  
9:30 a.m.–11:30 a.m.

The Advisor is published quarterly by Elmira Savings Bank

### Elmira Savings Bank

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## President's Message

As a community bank, part of our corporate mission is to contribute to the communities in which we serve. During 2015 we will have contributed over \$140,000 to agencies throughout our six counties of operation. Our employees, and all Elmira Savings Bank officers, volunteered at over 120 community organizations during the year helping to improve our communities.

Our employees are dedicated to the organizations they serve for many reasons; some more personal than others. Many serve multiple years and in many different capacities. Every employee serving for a community organization makes a difference.

I am overwhelmingly proud of the commitments and dedication displayed by our staff. The following organizations have received contributions from the Bank or volunteer services from our employees:

Able 2  
Adult Hockey League – First Arena  
American Heart Association  
American Legion  
American Red Cross

Arctic League  
Arnot Art Museum  
Arnot Health  
Arnot Health Foundation  
Autism Awareness  
Bethany Village  
Big Flats Community Center  
Binghamton Triple Cities  
Spiedie Fest & Balloon Rally  
Brand Park Beautification Project  
Camp Good Days and Special Times  
Camp STAR  
Career Development Council  
CareFirst  
Catholic Charities  
Cayuga Medical Center Foundation  
Chemung County Agricultural Society  
Chemung County Chamber of Commerce  
Chemung County Historical Society  
Chemung Volunteer Fire Department  
Children's Miracle Network  
CHOW New Life Food Pantry  
Cinderella Softball  
Clemens Center  
CNY Motocross Riders of America  
Community Foundation  
Community Recreational Center, Inc.  
Community Wesleyan Church  
Corning Area Chamber of Commerce  
Corning Community College Foundation  
Cortland Regional Medical Center  
Crystal City Parks Foundation



Thomas M. Carr  
President,  
Chief Executive Officer

Diven Elementary School  
ElmCo  
Elmira Animal Shelter  
Elmira City Club  
Elmira College  
Elmira Country Club  
Elmira Downtown Development  
Elmira Heights Events Committee  
Elmira Rotary Club Charitable Fund  
EOP - Adult Literacy Tutoring  
Family Enrichment Network of Broome County  
Federal Home Loan Bank of NY  
Finger Lakes Land Trust  
First Baptist Church of Waverly  
Five Rivers Council Boy Scouts of America  
Food Bank of the Southern Tier  
See President's Message on Page 5

## ESB Sponsors Harvest Festival

Elmira Savings Bank was the main sponsor of Corning's Gaffer District's 20th Annual Harvest Music Festival held on September 18 and 19, 2015.

The Festival was another successful event held in Corning, featuring live music throughout the district, family-friendly activities, a Scarecrow Scavenger Hunt Contest, wine and craft beer tastings and a farmers market where local food and crafts were abundant. This year's music featured the Tizer Quartet on Friday evening and Nashville recording artist Daryle Singletery on Saturday evening.

On Friday evening Standing Stone Winery, based in Hector, NY, was at our Corning branch on Market Street where wine tastings were served. Elmira Savings Bank employees were there to assist and also handed out delicious chocolate treats. On Saturday, bank employees also provided complimentary snacks and apples to go along with this year's Johnny Appleseed theme.

Elmira Savings Bank is grateful to the Gaffer District and all participating organizations for organizing this festive, family-friendly event.

## Remote Deposit Capture Now Available

Remote Deposit Capture is a system that allows a business customer to scan checks remotely and transmit the check images to Elmira Savings Bank for deposit, via a secure internet connection, without ever leaving the comfort of your business office.

With our processing solution, you will be able to increase cash flows, improve your customer satisfaction rating, expedite financial reporting and forecasting, and even reduce operating expenses.

See Remote Deposit on Page 4

## Elmira Savings Bank Reports Increase in Quarterly Earnings

### Highlights

- Net income was \$1,057,000 and \$3,086,000 for the three and nine months ended September 30, 2015 compared to \$475,000 and \$2,634,000 for the same periods in 2014.
- Diluted earnings per share were \$.30 per share and \$.87 per share for the three and nine months ended September 30, 2015 compared to \$.09 per share and \$.70 per share for the same periods in 2014.
- Return on average assets was .73% for both the three and nine months ended September 30, 2015 compared to .36% and .68% for the same periods in 2014.
- Return on average equity was 7.60% and 7.43% for the three and nine months ended September 30, 2015 compared to 3.36% and 6.35% for the same periods in 2014.

"We are pleased with the increase in core earnings supported by loan and deposit growth" said Thomas M. Carr, President and CEO. "During the quarter we experienced strong mortgage originations and are pleased with our reception in the Watkins Glen market", continued Mr. Carr.

### Net Income

Net income totaled \$3,086,000 for the nine months ended September 30, 2015, an increase of \$452,000 or 17% from the \$2,634,000 of net income recorded for the same period in 2014. This increase was the net result of an increase in noninterest income of \$291,000, an increase in net interest income of \$112,000, and a decrease in noninterest expense of \$281,000, offset by an increase in the provision for loan losses of \$93,000 and an increase in tax expense of \$139,000.

Net income totaled \$1,057,000 for the three months ended September 30, 2015, an increase of \$582,000 or 123% from the \$475,000 recorded for the same period in 2014. This increase was the net result of a decrease in noninterest expense of \$465,000, an increase in noninterest income of \$384,000, and an increase in net interest income of \$50,000, offset by an increase in tax expense of \$285,000 and an increase in the provision for loan losses of \$32,000.

See Increase on Page 4

### Elmira Savings Bank CONSOLIDATED BALANCE SHEET (Unaudited)

(in thousands, except for share and per share data)	September 30,	December 31,	% Change
	2015	2014	
<b>ASSETS</b>			
Cash and due from banks	\$ 12,916	\$ 7,959	62.3%
Federal funds sold and other short-term investments	102	606	-83.2%
Total cash and cash equivalents	13,018	8,565	52.0%
Securities available for sale, at fair value	50,509	65,624	-23.0%
Securities held to maturity - fair value \$9,393 at June 30, 2015 and \$7,641 at December 31, 2014	9,132	7,389	23.6%
Federal Reserve and Federal Home Loan Bank (FHLB) stock, at cost	11,073	11,182	-1.0%
Loans held for sale	3,344	787	324.9%
Loans receivable	442,859	417,359	6.1%
Less: Allowance for loan losses	4,082	3,974	2.7%
Net loans	438,777	413,385	6.1%
Premises and equipment, net	10,487	9,475	10.7%
Bank-owned life insurance	13,089	12,790	2.3%
Accrued interest receivable	1,640	1,566	4.7%
Intangible assets, net	76	125	-39.2%
Goodwill	12,320	12,320	0.0%
Other assets	2,763	2,761	0.1%
Total assets	\$ 566,228	\$ 545,969	3.7%
<b>LIABILITIES AND SHAREHOLDERS' EQUITY</b>			
Deposits	\$ 442,046	\$ 422,561	4.6%
Borrowings	63,000	62,000	1.6%
Other liabilities	6,525	5,915	10.3%
Total liabilities	511,571	490,476	4.3%
Shareholders' equity:			
Preferred stock, \$1,000 liquidation value per issued share; 5,000,000 shares authorized; 10,000 shares issued at September 30, 2015 and at December 31, 2014	9,700	9,700	0.0%
Common stock, \$1 par value; authorized 5,000,000 shares; 2,820,745 shares issued at September 30, 2015 and 2,809,364 shares issued at December 31, 2014	2,821	2,809	0.4%
Additional paid-in capital	41,191	42,365	-2.8%
Retained earnings	3,303	2,769	19.3%
Treasury stock, at cost - 98,118 shares at September 30, 2015 and 104,418 shares at December 31, 2014	(2,907)	(3,053)	-4.8%
Accumulated other comprehensive income	496	849	-41.6%
Total Elmira Savings Bank shareholders' equity	54,604	55,439	-1.5%
Noncontrolling interest	53	54	-1.9%
Total shareholders' equity	54,657	55,493	-1.5%
Total liabilities and shareholders' equity	\$ 566,228	\$ 545,969	3.7%

### Shareholder Inquiries

#### The Bank's transfer agent is:

Computershare, Inc. • Computershare Investor Services  
P.O. Box 30170, College Station, TX 77842 • 800-368-5948

The Bank's annual and quarterly reports, 10-K, and 10-Q will be furnished without charge upon written request to:

Thomas M. Carr, President/CEO  
Elmira Savings Bank • 333 E. Water Street, Elmira, NY 14901

The brokers currently making a market in the Bank's common stock are:

Citadel Securities • UBS Securities • Knight Equity Markets • Boenning & Scattergood

**Elmira Savings Bank**  
**CONSOLIDATED STATEMENT OF INCOME**  
(Unaudited)

(in thousands, except for per share data)	Three Months Ended September 30,			Nine Months Ended September 30,		
	2015	2014	% Change	2015	2014	% Change
Interest and dividend income:						
Interest and fees on loans	\$ 4,624	\$ 4,412	4.8%	\$ 13,656	\$ 13,111	4.2%
Interest and dividends on securities						
Taxable	331	393	-15.8%	1,063	1,269	-16.2%
Non-taxable	245	221	10.9%	709	629	12.7%
Total interest and dividend income	<u>5,200</u>	<u>5,026</u>	<u>3.5%</u>	<u>15,428</u>	<u>15,009</u>	<u>2.8%</u>
Interest expense:						
Interest on deposits	786	753	4.4%	2,254	2,240	0.6%
Interest on borrowings	562	471	19.3%	1,668	1,375	21.3%
Total interest expense	<u>1,348</u>	<u>1,224</u>	<u>10.1%</u>	<u>3,922</u>	<u>3,615</u>	<u>8.5%</u>
Net interest income	3,852	3,802	1.3%	11,506	11,394	1.0%
Provision for loan losses	170	138	23.2%	360	267	34.8%
Net interest income after provision for loan losses	<u>3,682</u>	<u>3,664</u>	<u>0.5%</u>	<u>11,146</u>	<u>11,127</u>	<u>0.2%</u>
Noninterest income:						
Service fees	376	380	-1.1%	1,099	1,074	2.3%
Gain on sale of loans held for sale	870	483	80.1%	1,681	1,276	31.7%
Gain on sale of securities	-	-	-	284	421	-32.5%
Other service fees	174	170	2.4%	532	510	4.3%
Earnings on bank-owned life insurance	98	86	14.0%	298	308	-3.2%
Other	21	36	-41.7%	115	129	-10.7%
Total noninterest income	<u>1,539</u>	<u>1,155</u>	<u>33.2%</u>	<u>4,009</u>	<u>3,718</u>	<u>7.8%</u>
Noninterest expense:						
Salaries and benefits	1,862	2,512	-25.9%	5,407	6,083	-11.1%
Net occupancy	319	317	0.6%	1,046	1,064	-1.7%
Equipment	272	263	3.4%	780	763	2.2%
Marketing and public relations	209	210	-0.5%	635	614	3.4%
Professional fees	225	167	34.7%	628	523	20.1%
Other	838	721	16.2%	2,320	2,050	13.2%
Total noninterest expense	<u>3,725</u>	<u>4,190</u>	<u>-11.1%</u>	<u>10,816</u>	<u>11,097</u>	<u>-2.5%</u>
Income before income taxes	1,496	629	137.8%	4,339	3,748	15.8%
Income taxes	439	154	185.1%	1,253	1,114	12.5%
Net income	<u>1,057</u>	<u>475</u>	<u>122.5%</u>	<u>3,086</u>	<u>2,634</u>	<u>17.2%</u>
Less: Net income attributable to noncontrolling interest	-	-	-	-	-	-
Net income attributable to Elmira Savings Bank	<u>1,057</u>	<u>475</u>	<u>122.5%</u>	<u>3,086</u>	<u>2,634</u>	<u>17.2%</u>
Dividend on preferred stock	225	225	-	675	675	0.0%
Income available to common shareholders	<u>\$ 832</u>	<u>\$ 250</u>	<u>232.8%</u>	<u>\$ 2,411</u>	<u>\$ 1,959</u>	<u>23.1%</u>
Basic earnings per share	<u>\$ 0.31</u>	<u>\$ 0.09</u>	<u>244.4%</u>	<u>\$ 0.89</u>	<u>\$ 0.73</u>	<u>21.9%</u>
Diluted earnings per share	<u>\$ 0.30</u>	<u>\$ 0.09</u>	<u>233.3%</u>	<u>\$ 0.87</u>	<u>\$ 0.70</u>	<u>24.3%</u>
Weighted average shares outstanding - basic	<u>2,710,219</u>	<u>2,684,475</u>	<u>1.0%</u>	<u>2,705,958</u>	<u>2,672,010</u>	<u>1.3%</u>
Weighted average shares outstanding - diluted	<u>2,730,365</u>	<u>2,802,609</u>	<u>-2.6%</u>	<u>2,772,737</u>	<u>2,796,982</u>	<u>-0.9%</u>
Dividends per share	<u>\$ 0.23</u>	<u>\$ 0.23</u>	<u>0.0%</u>	<u>\$ 0.69</u>	<u>\$ 0.69</u>	<u>0.0%</u>

## Increase

(Continued from Page 2)

The decrease in noninterest expense for both the three and nine months ended September 30, 2015 versus the same periods in 2014 includes the impact of \$820,000 of one-time expense recognized in the third quarter of 2014. This one-time expense was for the estimated value of an executive retirement compensation agreement.

Net income of \$1,057,000 for the current quarter ended September 30, 2015 increased \$38,000 or 4% from net income for the preceding quarter ended June 30, 2015.

Basic and diluted earnings per share for the nine months ended September 30, 2015 were \$.89 per share and \$.87 per share compared to \$.73 per share and \$.70 per share for the same period in 2014. Basic and diluted earnings per share for the three months ended September 30, 2015 were \$.31 per share and \$.30 per share compared to \$.09 per share for both basic and diluted earnings per share for the same period in 2014.

## Net Interest Margin

The net interest margin for the nine months ended September 30, 2015 was 3.03% compared to 3.23% for the same period in 2014. The yield on average earning assets was 4.05% for the nine months ended September 30, 2015 compared to 4.25% for the same period in 2014. The average cost of interest-bearing liabilities was 1.19% for the nine months ended September 30, 2015 compared to 1.22% for the same period in 2014.

The net interest margin for the three months ended September 30, 2015 was 2.97% compared to 3.18% for the same period in 2014. The average yield on earning assets was 4.00% for the three months ended September 30, 2015 compared to 4.19% for the same period in 2014. The average cost of interest-bearing liabilities was 1.20% for the three months ended September 30, 2015 compared to 1.21% for the same period in 2014.

## Remote Deposit

(Continued from Page 1)

Still wondering if Remote Deposit Capture is right for you? Do you have multiple business locations? Are you making deposits after normal banking hours? Would it benefit you to eliminate transportation costs to deliver deposits? Do you receive checks written for large dollar amounts? If you answered yes to any of these questions, then Remote Deposit Capture may be right for you!

Our staff would welcome the opportunity to speak with you further about this service. Please feel free to contact us at (607) 734-3374, or stop by your local branch office for more information.

## Assets

Total assets increased \$20.3 million or 3.7% to \$566.2 million at September 30, 2015 compared to \$546.0 million at December 31, 2014. Loans, including loans held for sale, increased 6.7% to \$446.2 million at September 30, 2015 compared to December 31, 2014. The available-for-sale investment portfolio decreased \$15.1 million from December 31, 2014 to September 30, 2015.

## Nonperforming Loans

Our nonperforming loans to total loans ratio has decreased to 1.01% at September 30, 2015 from 1.13% at December 31, 2014. Net loan charge-offs to average loans for the nine months ended September 30, 2015 of 0.08% increased from 0.06% for the nine months ended September 30, 2014. The allowance for loan losses was 0.92% of total loans at September 30, 2015 and 0.95% of total loans at December 31, 2014.

## Liabilities

Deposits total \$442.0 million at September 30, 2015, an increase of \$19.5 million or 4.6%. The \$19.5 million increase consists of a \$6.2 million increase in interest-bearing transaction accounts, a \$10.3 million increase in noninterest-bearing accounts, and a \$4.5 million increase in time deposits, partially offset by a \$0.9 million decrease in savings accounts and a \$0.6 million decrease in money market accounts. Borrowed funds increased by \$1.0 million or 1.6%.

## Shareholders' Equity

Shareholders' equity decreased \$0.8 million to \$54.7 million at September 30, 2015 compared to December 31, 2014. The decrease is primarily the result of the repurchase of a warrant in May 2015 that had been issued to the United States Treasury Department at a purchase price of \$1.5 million. The current level of shareholders' equity equates to a book value per share of \$16.49 at September 30, 2015, compared to \$16.91 at December 31, 2014. Dividends paid to common shareholders were \$0.23 and \$0.69 for the three and nine months ended for both September 30, 2015 and 2014.

## ESB Service Awards

Every year the bank holds an offsite employee meeting to communicate important bank information. During that meeting, employees reaching years-of-service milestones are honored for their length of service. This year's meeting was held on September 23 at the beautiful Watson Homestead in Painted Post. We are privileged to honor the following employees:

### 5 Years of Service

Candace Clark, *Deposit Operations*  
Shanna Flint, *West Elmira Branch*  
Robin Gardner, *Tripphammer Branch*  
Kristin Sad, *Tripphammer Branch*  
Jackie Newton, *Mortgage*  
Tricia Rennells, *Collections*

### 10 Years of Service

Laura Ingle, *Main Branch*  
Colleen Manuel, *Loan Servicing*

### 15 Years of Service

Tom Carr, *President & CEO*  
Jenny Murphy, *Consumer Lending*  
Jim Shippy, *Mortgage*

### 20 Years of Service

Janet Caswell, *MIS*  
Tammy Pabis, *Commercial Lending*  
Peggy Phillips, *Deposit Operations and Loan Servicing*  
Judy Woodruff, *Accounting*

### 25 Years of Service

Sue Cook, *Mortgage*

## College Events

Elmira College's 48th Annual Octagon Fair was held this year on Saturday, October 3. New & returning Elmira College students, along with their friends, family, and general public, had the opportunity to stop by our booth and learn more about everything we have to offer. This is our third year participating in this wonderful community event. A huge thank you to Patricia Frisbie, Frank Spena, Jennifer Catron, Christine Iles, and Hannah Qualey, for donating their time to help make the event an overwhelming success.

On Thursday, October 22, Elmira Savings Bank participated in the annual "SCT and Corning Counselors Association College Information Day" at the Arnot Mall. Prospective college students and their families were given the opportunity to hear about various products and services the bank has to offer. Thank you to Mary Niles, Christine Iles, Jennifer Stamp, and Valerie Friedrich, for helping these up-and-coming college students make important financial decisions.



## Annual Sales Award

**E**lmira Savings Bank's first Annual Sales Award was presented to Theresa Emo. This award was developed to recognize an individual who continuously demonstrates commitment to acquisition of new customers and expanding relationships with existing customers. In recognition of her ongoing commitment to the Bank's strategic objectives, she was presented with a \$2,500 check.



Theresa Emo

Theresa joined ESB in 2006 as Assistant Branch Manager of the then new Corning Branch on Market Street. In 2012 she managed the Bank's Big Flats branch on Country Route 64 after the transition from the Arnot Mall location. In 2013 she managed our newly opened branch in Erwin. In her current position as Assistant Vice President, Retail Sales Leader, Theresa is responsible for overseeing all branch sales activities. She also serves as an ESB mentor and is actively involved with a number of bank committees and community organizations.

## Annual Service Pride Award Winner

**A**t Elmira Savings Bank, we strive to offer consistent remarkable customer service to each and every customer. We are proud to advise the 2015 Annual Service Pride Award winner, which was announced at the Bank's All-Employee Meeting in September, is Lorenda Gneo, Assistant Treasurer and Branch Manager of our Triphammer Office.



Lorenda Gneo

Customers continually praise Lorenda for her warm smile and positive attitude. You can stop by the Triphammer Office at any time and have the opportunity to witness it yourself. For example, recently we were told by a new customer that she was referred to Lorenda and that Lorenda lived up to all her expectations and then some. She wishes she would have moved her business to Elmira Savings Bank sooner.

Congratulations to Lorenda for this well-deserved recognition. She was presented with a check for \$2,500.

## Congratulations

*(Continued from Page 6)*

Savings Bank. He has 10 years of banking experience including several years in managerial roles. Cory has a Bachelor's degree from St. John Fisher College.

**Jennifer Stampp** has been promoted to Senior Teller. Jennifer joined Elmira Savings Bank as a Part-time Teller at the Big Flats Branch in August 2012. Prior to working at ESB, Jennifer was employed for 10 years in education. She also worked as a convenient store manager for many years. Jennifer has a Master's and Bachelor's degree in Education from Mansfield University, as well as an Associate's degree in Math & Science from Corning Community College.

**Renee Wheeler** has been promoted to Vice President, Business Banking Officer. Renee joined Elmira Savings Bank in 2003 as a Peak-time Teller. Renee has excelled in several positions within the bank, including Operations Representative, Specialist and Associate, Assistant Branch Manager, Retail Project Specialist and Business Line Strategist. Since employed at ESB, Renee has earned an Associate of Science degree at Corning Community College, Bachelors of Science degree at Elmira College and Master's degree in Business Administration from Keuka College.

## President's Message

*(Continued from Page 1)*

Friends of the Chemung River Watershed  
 Friends of Woodlawn Cemetery  
 Fur, Fin & Feathers Inc.  
 George F. Randolph Foundation, Inc.  
 Girl Scouts  
 Girls Hockey – Ithaca  
 Girls on the Run of the Southern Tier  
 Greater Binghamton Airport Advisor Board  
 Greater Binghamton Chamber of Commerce  
 Greater Binghamton Realtor Association  
 Groton Central School  
 Groton Fall Boosters  
 Groton Youth Soccer Program  
 Guthrie Corning Hospital  
 Habitat for Humanity  
 Hendy Elementary School  
 Holy Family Elementary School  
 Horseheads Babe Ruth League  
 Horseheads Middle School  
 Horseheads Snowmobile Club  
 Indian Mound Cemetery Association  
 Ithaca Downtown Business Women  
 J.E. Hullett Fire Company  
 J.E. Wheelock's Fire Dept. Auxiliary  
 Junior Achievement of the Twin Tiers  
 Lawrenceville Cinderella Softball

Lions Club  
 Meals on Wheels  
 Montour Falls Beautification Committee  
 Montour Falls Fire Department  
 Montour Falls Memorial Library  
 Moravia Locke Chamber of Commerce  
 Moravia Rotary Club  
 Moravia Village Planning Board  
 Muscular Dystrophy Association  
 My Place, A Play & Learning Center  
 National Soaring Museum  
 North Chemung Cemetery  
 Notre Dame High School  
 Paleontological Research Museum  
 Regional Economic Development & Energy Corp.  
 Ridge Riders Snowmobile Club  
 Rockwell Museum of Western Art  
 Rotary Clubs  
 Schuyler County Partnership for Economic Development  
 Schuyler Health Foundation  
 Schuyler Hospital Auxiliary  
 Sciencenter  
 Slot Car Club of the Twin Tiers  
 Southern Tier C.A.S.H. Program  
 Southern Tier Economic Growth  
 Southern Tier Technology Education Association  
 Southport Historical Society

STAR Reader Program  
 St. Joseph's Hospital Auxiliary  
 St. Mary Our Mother School  
 Susan G. Komen Foundation  
 Tanglewood Nature Center & Museum  
 The Arc of Chemung  
 Three Rivers Development  
 Tompkins County Area Development  
 Tompkins County Chamber of Commerce  
 Town of Southport  
 United Way of Broome County  
 United Way of the Southern Tier  
 United Way of Tompkins County  
 Upstate Chill Travel Baseball Organization  
 Victory Highway Church  
 Village Planning Board of Moravia  
 Watkins Glen Area Chamber of Commerce  
 Waverly Basketball Club  
 Waverly Booster Club  
 Waverly Soccer Club  
 West Elmira Cal Ripkin Baseball  
 West Elmira Recreational Corp.  
 Wings of Eagles Discovery Center  
 Woodbrook Assisted Living Residence, Inc.  
 Young Entrepreneurs Academy  
 YWCA Elmira & the Twin Tiers

## Welcome New ESB Employees!

We are privileged to welcome ten new employees to Elmira Savings Bank in the third quarter of 2015.

**Alesia Whipple** has joined ESB's Deposit Operations Department as a Call Center Specialist. She has previous call center experience as well as five years of banking customer service and sales experience.

**Lexi Senkow** has joined ESB as a Teller at the Elmira Heights Branch. She has five years of previous customer service experience from Wegmans. Lexi has an Associate's degree in Business Management from Corning Community College.

**Jill Hall** has joined ESB as a Part-time Teller at the Big Flats Branch. She has experience in administrative roles in a school district and most recently as an office manager for a local landscaper. Jill has a Bachelor's degree in Accounting from the University of Maine.

**Kristin Haner** has joined ESB's Mortgage Department as a Mortgage Processor. She has experience in various banking roles including Operations, Collections, and Sales, in addition to over five years of Mortgage Processing/Closing.

**Hannah Qualey** has joined ESB's Mortgage Department as a Mortgage Processor. She is a recent graduate from the University at Albany with a Bachelor's degree in Psychology and has previous work experience with the Village of Horseheads.

**Jenna Wilson** has joined our Horseheads Branch as a Part-time Teller. She is a recent graduate of Corning Community College and has three years of retail sales experience.

**Mercedes Jerzak** has joined the Watkins Glen Branch as a Part-time Teller. She has 4 years of customer service experience in the retail and service industries.

**Anna Evens** has joined ESB's Loan Servicing Department as a Mortgage Loan Servicing Specialist. She has previous administrative experience as well as experience as a teacher. Anna has been helping us in the lending area since May as a temporary employee. She has a Master's degree from Elmira College and a Bachelor's degree from Penn State.

Welcome to Elmira Savings Bank!

## Congratulations to the Following Three Employees!

**Cory Eddy** has been promoted to Branch Manager at the Erwin Branch. Cory joined Elmira Savings Bank in 2012 as the Big Flats Branch Assistant Manager. He transferred to Erwin when ESB opened that branch in 2014. Before joining us Cory worked at Fairport

*See Congratulations on Page 5*

Bulk Rate  
Postage  
PAID  
Elmira, NY  
Permit # 178

Elmira  
Savings Bank  
333 East Water Street  
Elmira, NY 14901

