



Community Reinvestment Act Public File

Community Reinvestment Act

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Independent Bank

Community Reinvestment Act Public File

The following is a true and exact copy of a resolution adopted by the Board of Directors of Independent Bank on March 25, 1998:

“RESOLVED, that the Board of Directors of this Bank has reviewed the Community Reinvestment Act Statement submitted with the Bank’s new bank application and finds that there have been no material changes in the community or this Bank requiring an amendment to such Statement since its last review, and hereby adopts such Statement.”



A handwritten signature in cursive script that reads "William C. Butler".

William C. Butler
Secretary

Community Reinvestment Act Notice

Under the Federal Community Reinvestment Act (CRA), the Federal Deposit Insurance Corporation (FDIC) evaluates our record of helping to meet the credit needs of this community consistent with safe and sound operations. The FDIC also takes this record into account when deciding on certain applications submitted by us.

Your involvement is encouraged.

You are entitled to certain information about our operations and our performance under the CRA, including, for example, information about our branches, such as their location and services provided by them; the public section of our most recent CRA Performance Evaluation, prepared by the FDIC; and comment received from the public relating to our performance in helping meet community credit needs, as well as our responses to those comments. You may review this information today.

At least 30 days prior to the beginning of each quarter, the FDIC publishes a list of banks that are scheduled for CRA examination in that quarter. This list is available from Regional Director Division of Supervision and Consumer Protection, Federal Deposit Insurance Corporation, Dallas Region, 600 North Pearl Street, Suite 700, Dallas, TX 75201. You may send written comments about our performance in helping meet community credit needs to CRA Officer, Independent Bank, CRA Department 5050 Poplar Ave., suite 2100, Memphis TN 38157 and the FDIC Regional Director. Your letter, together with any response by us, will be considered by the FDIC in evaluating our CRA performance and may be made public.

The institution's HMDA Disclosure Statement may be obtained on the Consumer Financial Protection Bureau's (Bureau's) Web site at www.consumerfinance.gov/hmda.

You may ask to look at any comments received by the FDIC Regional Director. You may also submit comments electronically through the FDIC's website at: www.fdic.gov/regulations/cra. You may also request from the FDIC Regional Director an announcement of our application s covered by the CRA filed with the FDIC.

We are an affiliate of Independent Holdings, Inc. a bank holding company. You may request from:

Officer in Charge of Supervision
Federal Reserve Bank of St. Louis
P.O. Box 442

St. Louis, Mo 63166 an announcement of applications covered by the CRA filed by bank holding companies.

Community Reinvestment Act Policy

Objective:

Independent Bank recognizes its role in providing credit services to all individuals and neighborhoods within entire community. The bank is committed to providing credit products and services to all areas and individuals, including low or moderate income individuals and small businesses consistent with safe and sound banking practices. This policy is designed to outline the bank's programs for helping to meet community credit needs. Further, this policy will establish Independent Bank's efforts to monitor CRA compliance so that it can gauge its performance in meeting the law's requirements.

Our Bank will comply with both the spirit and the letter of the law found in the Community Reinvestment Act by establishing internal procedures that will encourage fair lending, affirmative credit programs, community involvement, and compliance with the technical requirements of the act.

Responsibility:

For Independent Bank, the CRA Officer will be responsible for ensuring the implementation of the bank's CRA Program, as established by this policy, and for informing the Board of Directors about CRA performance and compliance.

The CRA Officer also will report CRA status and discuss objectives at least quarterly during the Senior Management Compliance Committee and have other responsibilities as identified throughout this policy. The CRA Officer will report to the Chief Compliance Officer.

The Senior Management Compliance Committee will meet on a quarterly basis to evaluate Independent Bank's CRA performance, oversee CRA training and discuss improvements in the CRA program. While the CRA Officer and Management team maintain responsibility for monitoring and ensuring day-to-day CRA compliance, the ultimate responsibility for compliance lies with The Board of Directors, President and CEO. The CRA Officer will report to the Board Compliance Committee quarterly to ensure a well-developed and successful CRA Program.

Delineation of Assessment Area:

The bank has identified the Memphis Metropolitan Statistical Area (MSA) as its assessment area. The Memphis MSA consists of Shelby County, Tipton County, and Fayette County in West Tennessee; Desoto County, Marshall County, Tate County, and Tunica County in Northwest Mississippi; and Crittenden County in Eastern Arkansas.

The Memphis MSA area currently ranks 55th in size in the U.S., out of 384 MSA's. The city of Memphis ranks as the 26th largest city in the U.S and the 2nd in the state of TN.

Performance Assessment:

The following general considerations, performance tests and standards will be utilized by our regulatory agency during a CRA examination. In order to comply with the spirit and intent of the Community Reinvestment Act and in order to receive at a minimum a satisfactory CRA rating, the bank will take these guidelines into consideration when establishing its policies and adopting plans and procedures to implement these policies.

General Considerations

The bank's regulatory agency applies the CRA performance tests and standards and also considers whether to approve a proposed strategic plan, if applicable, in the context of:

- Demographic data on median income levels, distribution of household income, nature of housing stock, housing costs, and other relevant data pertaining to the bank's assessment area.
- Any information about lending, investment, and service opportunities in the bank's assessment area.
- The bank's product offerings and business strategy determined from data provided by the bank.
- Institutional capacity and constraints; including the size and financial condition of the bank, the economic climate (national, regional, and local), safety and soundness limitations, and any other factors that significantly affect the bank's ability to provide lending, investments, or services in our assessment area(s).
- The bank's past performance and the performance of similarly situated lenders.
- The bank's public file and any written comments about the bank's CRA performance submitted to the bank or our supervisory agency.
- Any other information deemed relevant by our supervisory agency.

Performance Standards:

The bank's record of helping to meet the credit needs of our assessment area will be evaluated under the following lending standards.

- 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.

- The percentage of loans and, as appropriate, other lending-related activities located in the bank's assessment area.
- The bank's record of lending to and, as appropriate, engaging in other lending-related activities for borrowers of different income levels and businesses of different sizes.
- The geographic distribution of the bank's loans.
- The bank's record of taking action, if warranted, in response to written complaints about its performance in helping to meet credit needs in our assessment area.

An intermediate small bank's community development performance also is evaluated pursuant to the following community development criteria:

- The number and amount of community development loans.
- The number and amount of qualified investments.
- The extent to which the bank provides community development services.
- The bank's responsiveness through such activities to community development lending, investment, and service needs.

Lending:

Independent Bank recognizes its role in the development and prosperity of its community and is fully committed to meeting the credit needs of all individuals in the community. The Bank will undertake affirmative actions to ensure a lending portfolio made up of economically diverse borrowers. Such actions will include ongoing efforts to monitor the borrowing needs of all members of the community and the offering of a wide variety of products to meet the varying needs of community residents. Also, because Independent Bank conducts an indirect automobile lending business, the bank's CRA examination will include these loans.

Investment:

Independent Bank is committed to devoting a portion of its investment resources to community purposes. The bank will identify community needs in regard to affordable housing, community services and economic development. By working with community groups, the bank will identify community capital needs not met through other sources and will identify roles for the bank in meeting these capital needs. As stated in the bank's investment policy, the designated investment officer, with approval from the Board of Directors, will make all investment decisions. The CRA Officer and committee will work with the investment officer to identify qualified investments that meet the bank's overall investment objectives. Because the bank's primary investment objective, established in the investment policy, is to maintain a portfolio with limited risk of default, all qualified CRA investments must be of suitable quality.

Independent Bank will consider investing in bonds issued for affordable housing programs by the municipalities of the counties in which the bank is located. However, the decision to invest in these securities will depend on their potential risk and return.

In addition, the CRA Officer and committee will attempt to identify opportunities for community grants. The bank President and CEO must approve these grants in advance.

Service:

Independent Bank is committed to providing services to individuals in geographic areas of varying income levels.

The bank will actively seek new opportunities to provide products and services to areas of all income levels within the bank's assessment area. The Bank will monitor and implement programs with specific community development service objectives.

CRA Public File:

Our bank will maintain its CRA Public File in the main office. This public file will include the following information:

- All written comments received from the public for the current year and each of the prior two calendar years that specifically relate to the bank's performance in helping to meet community credit needs and any response to the comments from the bank as required by regulation.
- A copy of the public section of our bank's most recent CRA Performance Evaluation prepared by our supervisory agency. This will be placed in the public file within 30 business days after its receipt from the agency.
- A list of the bank's branches, their street addresses, and geographies.
- A list of branches opened or closed by the bank during the current year and each of the prior two calendar years, their street addresses, and geographies.
- A list of services (including hours of operation, available loan and deposit products, and transaction fees) generally offered at the bank's branches and descriptions of material differences in the availability or cost of services at particular branches, if any. In addition, the bank may include information regarding the availability of alternative systems for delivering retail banking services (e.g. ATMs, ATMs not owned or operated by or exclusively for the bank, banking by telephone or computer, loan production offices, and bank-at-work or bank-by-mail programs, if any).
- A map of the assessment area showing the boundaries of the area and identifying the geographies contained within the area, either on the map or in a separate list.

- A copy of the bank's HMDA Disclosure Statement provided by the Federal Financial Institutions Examination Council for each of the prior two calendar years.
- The bank's loan-to-deposit ratio for each quarter of the prior calendar year and, at our option additional data on our loan-to-deposit ratio.
- A description of the bank's current efforts to improve its performance in helping to meet the credit needs of our entire community. This description will be updated quarterly.

The Bank will audit the file content semi-annually to ensure that the file follows this policy.**CRA Public Notice:**

Our bank will inform the public about the Community Reinvestment Act by posting the appropriate CRA notice in the lobby of each of our offices. An example of such notice is attached to this policy as Appendix A.

Review of Policy:

The Board of Directors, or its designee, shall review this policy at least annually, making such revisions and amendments as it deems appropriate.

Appendix A

NOTICE FOR BRANCH OFFICES

COMMUNITY REINVESTMENT ACT NOTICE

Under the federal Community Reinvestment Act (CRA), the FDIC evaluates our record of helping to meet the credit needs of this community consistent with safe and sound operations. The Regulatory Agencies also take this record into account when deciding on certain applications submitted by us.

Your involvement is encouraged.

You are entitled to certain information about our operations and our performance under the CRA, including, for example, information about our branches, such as their location and services provided at them: the public section of our most recent CRA Performance Evaluation, prepared by the FDIC; and comments received from the public relating to our performance in helping to meet community credit needs, as well as our responses to those comments. You may review this information today.

At least 30 days before the beginning of each quarter, the FDIC publishes a nationwide list of the banks that are scheduled for CRA examinations in the quarter. The list may be obtained from:

**Regional Director
Division of Supervision and Consumer Protection
Federal Deposit Insurance Corporation
Dallas Region
600 North Pearl Street
Suite 700
Dallas, Texas 75201**

You may send written comments about our performance in helping to meet community credit needs to:

**CRA Officer
Independent Bank
5050 Poplar
Avenue Suite 2100
Memphis, TN 38157**

and to the FDIC Regional Director. You may also submit comments electronically through the FDIC's website at www.fdic.gov/regulations/cra. Your letter, together with any response by us, will be considered by the FDIC in evaluating our CRA performance and may be made public.

You may request a review of any comments received by the FDIC Regional Director. You may also request, from the FDIC Regional Director, an announcement of our applications covered by the CRA filed with the FDIC. We are an affiliate of Independent Holdings, Inc. a bank holding company. You may request from:

**Officer in Charge of Supervision
Federal Reserve Bank of St. Louis
P.O. Box 442
St. Louis, Mo 63166**

an announcement of applications covered by the CRA filed by bank holding companies.

Independent Bank

April 01, 2024

As of this date we have received no public comments.

Independent Bank

April 01, 2023

As of this date we have received no public comments.

Independent Bank

April 01, 2022

As of this date we have received no public comments.

Independent Bank

April 01, 2021

As of this date we have received no public comments.

Independent Bank

April 01, 2020

As of this date we have received no public comments.

Independent Bank

April 01, 2019

As of this date we have received no public comments.

Independent Bank

July 31, 2019

As of this date we have received no public comments.

Independent Bank

December 31, 2018

As of this date we have received no public comments.

Independent Bank

December 31, 2017

As of this date we have received no public comments.

Independent Bank

December 31, 2016

As of this date we have received no public comments.

Independent Bank

June 30, 2016

As of this date we have received no public comments.

Independent Bank

June 30, 2015

As of this date we have received no public comments.

Independent Bank

June 30, 2014

As of this date we have received no public comments

Independent Bank

June 30, 2013

As of this date we have received no public comments

Independent Bank

June 30, 2012

As of this date we have received no public comments

PUBLIC DISCLOSURE

October 17, 2022

COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION

Independent Bank
Certificate Number: 34728

5050 Poplar Avenue
Memphis, Tennessee 38157

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

600 North Pearl Street, Suite 700
Dallas, Texas 75201

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 **Satisfactory**.

An institution in this group has a satisfactory 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 Lending Test is rated Satisfactory.

- The loan-to-deposit (LTD) ratio is reasonable given the institution's size, financial condition, and assessment area credit needs.
- The bank originated a majority of loans outside the assessment area. This did not negatively influence the Lending Test rating due to performance context considerations.
- The geographic distribution of loans reflects reasonable dispersion throughout the assessment area.
- The distribution of borrowers reflects, given the demographics of the assessment area, reasonable penetration among individuals of different income levels.
- The institution did not receive any CRA-related complaints since the previous evaluation; therefore, this factor did not affect the rating.

The Community Development Test is rated Satisfactory.

The institution's community development performance demonstrates adequate responsiveness to community development needs in its assessment area through community development loans, qualified investments, and community development services, as appropriate, considering the institution's capacity and the need and availability of such opportunities for community development in the institution's assessment area.

DESCRIPTION OF INSTITUTION

Independent Bank maintains headquarters in Memphis, Tennessee. Independent Holdings, Inc., a one-bank holding company, wholly owns Independent Bank. The holding company is also headquartered in Memphis, Tennessee. The institution has no affiliate relationships that affect this CRA evaluation. The institution received a "Satisfactory" rating at its previous Federal Deposit Insurance Corporation (FDIC) CRA Evaluation dated September 30, 2019, using Intermediate Small Institution Examination Procedures.

Independent Bank continues to operate nine full-service offices and nine automated teller machines (ATMs) within the Memphis, Tennessee-Mississippi-Arkansas (Memphis) Metropolitan Statistical Area (MSA). All nine offices operate in Shelby County, Tennessee. The bank also has limited-

service loan production offices in Dallas, Texas; Orange Park, Florida; and Chattanooga, Tennessee. Since the prior evaluation, the institution has not opened or closed any branch locations and no merger or acquisition activities occurred since the previous evaluation; however, the bank opened a limited-service loan production office in Germantown, Tennessee.

Independent Bank offers loan products including commercial, home mortgage, and consumer loans, with a primary focus on indirect automobile lending. Independent Bank also offers loans through the Small Business Administration's Paycheck Protection Program (PPP) and originated 529 PPP loans totaling approximately \$73.3 million during the evaluation period. The bank also provides deposit services, including checking and savings accounts, money market deposit accounts, and certificates of deposit. Alternative banking services include ATMs at each office location, as well as mobile, telephone, and online banking. The bank maintains hours typical for its area and the industry.

As of the June 30, 2022, Report of Condition and Income, bank assets totaled \$1.2 billion and included total loans of \$1.0 billion, total securities of \$5.5 million, and total deposits of \$1.1 billion. The following table illustrates the loan portfolio by loan type.

Loan Portfolio Distribution as of 6/30/2022		
Loan Category	\$(000s)	%
Construction, Land Development, and Other Land Loans	61,865	6.1
Secured by Farmland	0	0.0
Secured by 1-4 Family Residential Properties	51,974	5.1
Secured by Multifamily (5 or more) Residential Properties	34,429	3.4
Secured by Nonfarm Nonresidential Properties	133,998	13.3
Total Real Estate Loans	282,266	28.0
Commercial and Industrial Loans	103,937	10.3
Agricultural Production and Other Loans to Farmers	0	0.0
Consumer Loans	520,447	51.6
Obligations of State and Political Subdivisions in the U.S.	0	0.0
Other Loans	102,472	10.2
Lease Financing Receivable (net of unearned income)	0	0.0
Less: Unearned Income	0	0.0
Total Loans	1,009,122	100.0
<i>Source: Report of Condition and Income</i>		

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

DESCRIPTION OF ASSESSMENT AREA

The CRA requires each financial institution to define one or more assessment area for which examiners will evaluate its CRA performance. Independent Bank designated one assessment area as the entire Memphis MSA. The assessment area conforms to CRA regulatory requirements.

As seen in the following table, Independent Bank operates nine offices in the assessment area; all of which operate in upper-income census tracts.

Branch Distribution				
Office Name	Main Office or Branch	Census Tract	Tract Income	Opened or Closed Since Last Examination
<i>Shelby County, Tennessee</i>				
Main Office	Main Office	96.00	Upper	No
Downtown Commerce Square	Branch	42.00	Upper	No
Germantown	Branch	214.30	Upper	No
Collierville	Branch	215.30	Upper	No
Kroger-Bartlett	Branch	206.22	Upper	No
Laurelwood	Branch	85.00	Upper	No
Poplar Avenue	Branch	213.20	Upper	No
Poplar/Holmes	Branch	72.00	Upper	No
Midtown	Branch	34.00	Upper	No
Number of Branches in LMI* Tracts		0		
Percent of Branches in LMI Tracts		0.0%		
Source: Bank data and 2015 American Community Survey (ACS) data *Low- or moderate-income (LMI)				

Economic and Demographic Data

The assessment area reflects the following income designations according to the 2015 ACS data: 72 low-income tracts, 66 moderate-income tracts, 76 middle-income tracts, 90 upper-income tracts, and eight tracts received no income designation. The following table provides additional demographic and economic data for the area.

Demographic Information of the Assessment Area						
Demographic Characteristics	#	Low % of #	Moderate % of #	Middle % of #	Upper % of #	NA* % of #
Geographies (Census Tracts)	312	23.1	21.2	24.4	28.8	2.6
Population by Geography	1,331,866	16.9	20.8	24.9	36.9	0.5
Housing Units by Geography	556,989	19.2	20.7	24.5	35.3	0.3
Owner-Occupied Units by Geography	300,277	10.2	17.3	26.9	45.5	0.1
Occupied Rental Units by Geography	188,825	27.7	24.6	22.4	24.9	0.4
Vacant Units by Geography	67,887	35.8	24.6	19.6	18.9	1.1
Businesses by Geography	107,494	12.3	16.8	23.0	47.1	0.9
Farms by Geography	2,734	6.4	16.6	31.1	45.2	0.6
Family Distribution by Income Level	323,772	24.6	15.8	17.5	42.1	0.0
Household Distribution by Income Level	489,102	25.5	15.5	16.5	42.5	0.0
Median Family Income MSA - 32820 Memphis, TN-MS-AR MSA		\$58,214	Median Housing Value			\$133,893
			Median Gross Rent			\$856
			Families Below Poverty Level			14.9%
Source: 2015 ACS data and 2021 D&B data Due to rounding, totals may not equal 100.0 percent (*) The NA category consists of geographies that have not been assigned an income classification						

According to Federal Emergency Management Agency, disaster designations affected each county within the assessment area during the review period due to the COVID-19 Pandemic and severe weather.

Examiners used the applicable Federal Financial Institutions Examination Council (FFIEC)-estimated median family income (MFI) to analyze home mortgage loans under the borrower profile performance factor. The following table shows the calculated income ranges based on the 2021 FFIEC-estimated MFI for the assessment area.

Median Family Income Ranges				
Median Family Incomes	Low <50%	Moderate 50% to <80%	Middle 80% to <120%	Upper ≥120%
Memphis, TN-MS-AR MSA Median Family Income (32820)				
2021 (\$69,900)	<\$33,450	\$33,450 to <\$53,520	\$53,520 to <\$80,280	≥\$80,280
Source: FFIEC				

Data obtained from the U.S. Bureau of Labor Statistics reported the 2021 average year-end unemployment rate at 6.2 percent for the Memphis MSA, which was higher than the State of Tennessee average at 4.3 percent, the State of Mississippi average at 5.6 percent, the State of Arkansas average of 4.2, and the national average of 5.4 percent for the same time period.

Competition

The assessment area contains a high level of competition for financial services. According to the FDIC Deposit Market Share Report, as of June 30, 2021, the assessment area contained 46 financial institutions that operated 339 full-service branches inside the market. Of these institutions, Independent Bank ranks eighth in market share with 2.6 percent of the deposit market share. Additionally, credit unions, mortgage companies, and finance companies also operate in the area, heightening the competition level.

Community Contact(s)

As part of the evaluation process, examiners contact third parties active in the assessment area to assist in identifying credit and community development needs. This information helps determine local financial institutions' responsiveness to those needs and shows available credit and community development opportunities.

Examiners reviewed three community contacts from each state in the assessment area that were submitted into the database within the previous year. Two of the contacts specialized in economic development and the other provided services to senior and disabled citizens. All were knowledgeable about the area to help assess the current economic conditions, community credit needs, and potential opportunities for bank involvement in the assessment area.

One of the community contacts indicated that economic conditions in the area declined due to the COVID-19 Pandemic. Additionally, affordable housing is lacking throughout the assessment area, which displaced LMI individuals. Lastly, a contact stated there is also a demand for consumer lending and financial literacy courses in the area. All three community contacts stated that the area is well-served by local financial institutions and cited credit needs are generally being met. Financial institutions regularly engage in fundraisers, sponsorships, and economic development events. Bank participation is well received within the community.

Credit and Community Development Needs and Opportunities

Considering information obtained from the community contact, bank management, as well as demographic and economic data, examiners concluded the primary credit needs of the assessment area include home mortgage loans. Economic and demographic data as well as community contact information and discussions with bank management evidence a wide variety of community development needs, such as projects that provide affordable housing, community services targeted to LMI individuals, revitalization and stabilization efforts that help retain businesses and residents, and economic development following the economic downturn from the COVID-19 Pandemic.

SCOPE OF EVALUATION

General Information

The current evaluation covers the time period from the prior evaluation dated September 30, 2019, to the current evaluation dated October 17, 2022. Examiners used Intermediate Small Institution Examination Procedures to evaluate Independent Bank's CRA performance. These procedures include two tests: the CRA Small Institution Lending Test and the Community Development Test. The appendix lists each test's criteria.

Activities Reviewed

CRA Intermediate Small Institution Examination Procedures require examiners to determine the major product lines for review. As an initial matter, examiners may select from the same loan categories used for CRA Large Institution evaluations: home mortgage, small business, small farm, and consumer loans. Examiners reviewed loan activity for the 12-month period covering January 1, 2021, through December 31, 2021.

Loans Originated or Purchased				
Loan Category	\$(000s)	%	#	%
Construction and Land Development	2,725	1.1	68	0.9
Secured by Farmland	0	0.0	0	0.0
Secured by 1-4 Family Residential Properties	130	0.1	71	1.0
Multi-Family (5 or more) Residential Properties	12,158	5.1	6	0.1
Commercial Real Estate Loans	2,663	1.1	4	0.1
Commercial and Industrial Loans	28,169	11.7	201	2.7
Agricultural Loans	0	0.0	0	0.0
Consumer Loans	193,748	80.7	6,946	95.2
Other Loans	500	0.2	1	0.0
Total Loans	240,093	100.0	7,297	100.0
<i>Source: Bank data 01/01/2021 through 12/31/2021</i>				

Considering the dollar volume and number of loans originated and products commonly reviewed for CRA, examiners determined the major product lines consist of consumer loans at 80.7 percent by dollar and 95.2 percent by number. Indirect consumer automobile lending is the primary lending focus and the major product line during the evaluation period. Examiners determined that of the 6,946 consumer loans originated, 6,887 were indirect automobile loans totaling \$186.0 million, which equates to 99.2 percent of the number of consumer loans and 96.0 percent by dollar volume of consumer loans. Home mortgage loans are Independent Bank's next largest loan product. The table above shows home mortgage loan originations in 2021 at 5.2 percent by dollar and 1.1 percent by number; however, these numbers only account for the loans originated through the in-house mortgage portfolio. The bank also originates secondary market loans which are reported on the Home Mortgage Disclosure (HMDA) Loan Application Register (LAR).

Commercial lending only comprises 12.8 percent by dollar volume and 2.8 percent by number, and small business loans comprise an even smaller amount. As a result, examiners did not select this loan type for review. Independent bank did not originate any agricultural loans in 2021; therefore, small farm loans were not reviewed as a part of the current evaluation.

This evaluation considered the universe of indirect automobile loans originated between January 1, 2021, and December 31, 2021. 2015 ACS data served as a standard of comparison for the consumer automobile loans.

Additionally, Independent Bank reports home mortgage loans pursuant to HMDA. Therefore, this evaluation considered all originated home mortgage loans reported on the 2019, 2020, and 2021 HMDA LARs. For 2019, the bank reported 431 loans totaling \$90.7 million. For 2020, the bank reported 950 loans totaling \$241.0 million. For 2021, the bank reported 728 loans totaling \$180.9 million. As a standard of comparison, examiners used aggregate HMDA data.

The Assessment Area Concentration analysis presents all years of home mortgage loan data reviewed. For the Geographic Distribution and Borrower Profile criteria, this evaluation only presents the 2021 home mortgage loan data since it is the most recent year for which aggregate data exists as of this evaluation date. A review of the lending activity during the entire evaluation period shows there was an increase in home mortgage lending beginning in 2020 forward. Bank management indicated this was due to historically low interest rates. Examiners did not identify any significant trends between the different years' data that materially affect applicable conclusions or ratings.

Examiners considered the universes of loans reviewed when determining loan product weighting. The following table shows that, in 2021, consumer automobile loans comprise the majority by dollar and number volume. Subsequently, examiners placed more weight on the consumer automobile loans when arriving at overall conclusions.

Loan Products Reviewed				
Loan Category	Universe		Reviewed	
	#	\$(000s)	#	\$(000s)
Consumer	6,887	185,976	6,887	185,976
Home Mortgage	728	180,934	728	180,934
Total	7,674	374,682	7,674	374,682
<i>Source: Bank data 01/01/2021 through 12/31/2021 and 2021 HMDA LAR data Due to rounding, totals may not equal 100.0 percent</i>				

For the Lending Test, examiners reviewed the number and dollar volume of loans. However, examiners focused on performance by number of loans because the number of loans provides a better indicator of the number of individuals served.

To evaluate the community development activities for the Community Development Test, bank management provided data on community development loans, qualified investments, and community development services since the prior CRA evaluation. Examiners also considered any qualified investments purchased prior to the previous evaluation that remain outstanding as of the current evaluation date and valued the qualified investments using the current book value.

CONCLUSIONS ON PERFORMANCE CRITERIA

LENDING TEST

Independent Bank demonstrated satisfactory performance regarding the Lending Test. Reasonable records regarding LTD ratio, geographic distribution, and borrower profile support this conclusion. Although the majority of the loans were originated outside the assessment area, it did not negatively influence the Lending Test rating.

Loan-to-Deposit Ratio

The LTD ratio is reasonable (considering seasonal variations and taking into account lending related activities) given the institution's size, financial condition, and assessment area credit needs.

The average, net LTD ratio was 89.7 percent over the past 12 calendar quarters from September 30, 2019, to June 30, 2022. The ratio ranged from a high of 102.8 percent as of March 30, 2020, to a low of 77.4 percent as of December 31, 2021. The average, net LTD ratio decreased from 96.1 percent noted at the prior evaluation. The ratio remained relatively stable over the evaluation period.

Examiners identified and listed in the following table a comparable institution operating in a similar area and reflecting a comparable lending emphases. The following table shows Independent Bank reported a similar ratio to the similarly-situated institution.

Loan-to-Deposit Ratio Comparison		
Bank	Total Assets as of 6/30/2022 (\$000s)	Average Net LTD Ratio (%)
Independent Bank – Memphis, Tennessee	1,239,172	89.7
SouthEast Bank – Farragut, Tennessee	2,279,780	98.4
Source: Reports of Condition and Income 09/30/2019 through 06/30/2022		

Assessment Area Concentration

A majority of loans and other lending related activities are outside the assessment area. The substantial majority consumer loans originated outside the assessment area and the majority of home mortgage loans originated inside the assessment area support this conclusion.

As illustrated in the following table, a substantial majority of consumer loans by both number and dollar volume were originated outside the assessment area. The low lending percentages within the assessment area directly reflect the business strategy of lending relationships with approximately 753 automobile dealers throughout seven states. According to Experian, Independent Bank reports as a top automobile lender of headquartered banks in the Memphis MSA. Furthermore, with regard to automobile lending, Independent Bank ranks 13th of all lenders in the Memphis MSA where 945 different lenders made 88,221 automobile loans. The table also shows that a majority of home mortgage loans by both number and dollar volume were originated inside the assessment area.

Despite having the majority of lending outside the assessment area, examiners considered the additional performance context discussed previously; therefore, this factor did not negatively impact the overall rating.

Lending Inside and Outside of the Assessment Area										
Loan Category	Number of Loans				Total #	Dollar Amount of Loans \$(000s)				Total \$(000s)
	Inside	Outside				Inside		Outside		
	#	%	#	%		\$	%	\$	%	
Consumer Auto	257	3.7	6,630	96.3	6,887	7,461	4.0	178,515	96.0	185,976
Home Mortgage										
2019	269	62.4	162	37.6	431	56,153	61.9	34,497	38.1	90,650
2020	529	55.7	421	44.3	950	129,246	53.6	111,759	46.4	241,005
2021	387	53.2	341	46.8	728	95,332	52.7	85,602	47.3	180,934
Home Mortgage Subtotal	1,185	56.2	924	43.8	2,109	280,731	54.8	231,858	45.2	512,589
Source: Bank data 01/01/2021 through 12/31/2021 and 2021 HMDA LAR data Due to rounding, totals may not equal 100.0 percent										

Geographic Distribution

The geographic distribution of loans reflects reasonable dispersion throughout the assessment area. Reasonable performances for both consumer automobile lending and home mortgage lending support this conclusion. This factor only considers loans originated inside the assessment area. Examiners focused on the percentage by number of loans originated in LMI geographies when arriving at overall conclusions for this performance factor.

Consumer Automobile Loans

The geographic distribution of consumer automobile loans reflects reasonable dispersion throughout the assessment area. Reasonable performance in moderate-income geographies outweighed poor performance in low-income geographies to support this conclusion.

The following table shows the consumer automobile lending in low-income geographies falls 9.9 percentage points below demographic data, reflecting poor performance. In moderate-income geographies, the lending trails demographic data by 4.9 percentage points, reflecting reasonable performance. Examiners placed more weight on lending in moderate-income geographies since there are more households, reflecting more opportunities for lending in these census tracts.

Geographic Distribution of Consumer Automobile Loans					
Tract Income Level	% of Households	#	%	\$(000s)	%
Low	16.9	18	7.0	441	5.9
Moderate	20.1	39	15.2	1,165	15.6
Middle	25.2	90	35.0	2,640	35.4
Upper	37.5	110	42.8	3,215	43.1
Not Available	0.2	0	0.0	0	0.0
Totals	100.0	257	100.0	7,461	100.0
Source: 2015 ACS data and Bank data 01/01/2021 through 12/31/2021 Due to rounding, totals may not equal 100.0 percent					

Home Mortgage Loans

The geographic distribution of home mortgage loans reflects reasonable dispersion throughout the assessment area. Reasonable performances in both LMI geographies support this conclusion.

The following table shows the home mortgage lending in low-income geographies exceeds aggregate data by 0.2 percentage points, reflecting reasonable performance. Lending in moderate-income geographies trails aggregate data by only 1.6 percentage points, also reflecting reasonable performance.

Geographic Distribution of Home Mortgage Loans						
Tract Income Level	% of Owner-Occupied Housing Units	Aggregate Performance % of #	#	%	\$(000s)	%
Low	10.2	3.7	15	3.9	1,634	1.7
Moderate	17.3	9.6	31	8.0	4,255	4.5
Middle	26.9	24.5	76	19.6	14,930	15.6
Upper	45.5	62.1	265	68.5	74,513	78.2
Not Available	0.1	0.0	0	0.0	0	0.0
Totals	100.0	100.0	387	100.0	95,332	100.0
Source: 2015 ACS data, 2021 HMDA Aggregate data, and 2021 HMDA LAR data Due to rounding, totals may not equal 100.0 percent						

Borrower Profile

The distribution of borrowers reflects, given the demographics of the assessment area, reasonable penetration among individuals of different income levels (including LMI). Reasonable records regarding consumer automobile lending and home mortgage lending support this conclusion.

Consumer Automobile Loans

The following table shows the distribution of loans to low-income borrowers in the assessment area lands substantially below the percentage of households reporting such incomes, given the ratios' overall levels. The level falls 19.3 percentage points below demographic data, typically reflecting

very poor performance; however, examiners considered additional performance context data. According to Kelley Blue Book, the average cost of new and used automobiles rose to record highs in 2021, increasing 28.0 percent from the prior year and 42.0 percent from 2019; presumably, low-income borrowers may not have qualified or been able to afford the higher costs of a new or used automobile. Consequently, after considering the performance context, the performance to low-income borrowers reflects reasonable performance.

Lending to moderate-income borrowers lands slightly above demographic data by 1.6 percentage points, reflecting reasonable performance.

Distribution of Consumer Automobile Loans by Borrower Income Level					
Borrower Income Level	% of Households	#	%	\$(000s)	%
Low	25.5	16	6.2	330	4.4
Moderate	15.5	44	17.1	1,069	14.3
Middle	16.5	90	35.0	2,636	35.4
Upper	42.5	107	41.7	3,426	45.9
Not Available	0.0	0	0.0	0	0.0
Totals	100.0	257	100.0	7,461	100.0
Source: 2015 ACS data, and Bank data 01/01/2021 through 12/31/2021 Due to rounding, totals may not equal 100.0 percent					

Home Mortgage Loans

The distribution of borrowers reflects reasonable penetration among individuals of different income levels, including LMI borrowers. Reasonable performances regarding both LMI borrowers support this conclusion.

The following table shows that, by number, the distribution of loans to low-income borrowers rises above the aggregate level by 0.9 percentage points, exhibiting reasonable performance. Lending to moderate-income borrowers exceeds aggregate data by 3.4 percentage points, also reflecting reasonable performance.

Distribution of Home Mortgage Loans by Borrower Income Level						
Borrower Income Level	% of Families	Aggregate Performance % of #	#	%	\$(000s)	%
Low	24.6	3.5	17	4.4	1,912	2.0
Moderate	15.8	11.8	59	15.2	8,706	9.1
Middle	17.5	18.0	86	22.2	17,203	18.1
Upper	42.1	42.3	220	56.9	66,466	69.7
Not Available	0.0	24.4	5	1.3	1,045	1.1
Totals	100.0	100.0	387	100.0	95,332	100.0
Source: 2015 ACS data, 2021 HMDA Aggregate data, and 2021 HMDA LAR data Due to rounding, totals may not equal 100.0 percent						

Response to Complaints

The institution did not receive any CRA-related complaints since the previous evaluation; therefore, this criterion did not affect the rating.

COMMUNITY DEVELOPMENT TEST

Independent Bank's community development performance demonstrates adequate responsiveness to community development needs in its assessment area through community development loans, qualified investments, and community development services, as appropriate, considering the institution's capacity and the need and availability of such opportunities for community development in the assessment area.

Community Development Loans

The institution demonstrated good performance regarding community development loans. A good level of community development loans by number and dollar volume and the responsiveness to community development needs support this conclusion.

The following table shows that, since the previous evaluation, the institution granted 13 community development loans totaling nearly \$23.4 million. The total dollar volume equates to 1.9 percent of average total assets of \$1.2 billion since the previous performance evaluation and 2.5 percent of average net loans of \$916.4 million. These levels represent a decrease from the 5.6 percent of average total assets and 6.9 percent of average net loans recorded at the previous evaluation.

The majority of the community development loans by number and dollar provided affordable housing to LMI individuals and the bank provided community development loans for all categories. As discussed previously, all the categories are noted as community development needs of the assessment area, as such, these community development loans demonstrate responsiveness to identified community development needs.

Community Development Lending										
Activity Year	Affordable Housing		Community Services		Economic Development		Revitalize or Stabilize		Totals	
	#	\$(000s)	#	\$(000s)	#	\$(000s)	#	\$(000s)	#	\$(000s)
2019*	0	0	0	0	1	500	0	0	1	500
2020	3	9,020	1	216	1	500	0	0	5	9,736
2021	3	9,400	2	2,216	1	500	1	1,000	7	13,116
2022 YTD**	0	0	0	0	0	0	0	0	0	0
Total	6	18,420	3	2,432	3	1,500	1	1,000	13	23,352
<i>Source: Bank data</i>										
<i>*Activity since September 30, 2019</i>										
<i>**Year-to-date (YTD)</i>										

The following lists notable examples of the community development loans:

- ***Affordable Housing*** – In 2020 and 2021, the bank originated two loans totaling \$9.0 million

to a company dedicated to refurbishing existing homes and providing affordable housing to LMI families throughout the assessment area.

- **Community Services** – The bank originated a \$2.0 million dollar construction loan to an organization within its assessment area to expand services such as financial literacy, college readiness, and meal services, that primarily benefit LMI families.

Qualified Investments

The institution demonstrated adequate performance when considering the nature and level of qualified investments in meeting the community development needs of the assessment area. The level of qualified investments and the responsiveness to community development needs supports this conclusion.

The table below shows that Independent Bank made 23 qualified investments totaling \$10.9 million, which includes 13 donations totaling \$71,000. The total dollar volume equates to 0.9 percent of the average total assets since the prior performance evaluation and similar to the previous evaluation, is higher than the actual level of average securities of \$5.8 million at 188.0 percent for the same period.¹ This level reflects a decrease from the 1.4 percent of average assets and the 262.7 percent of average securities noted at the previous evaluation.

Qualified investments were made in three of the four categories, but primarily provided for economic development bringing more jobs to the assessment area. As discussed previously, all the categories are noted as community development needs of the assessment area, so these qualified investments demonstrate responsiveness to identified needs occurring during the evaluation period.

Qualified Investments by Year and Qualifying Category										
Activity Year	Affordable Housing		Community Services		Economic Development		Revitalize or Stabilize		Totals	
	#	\$(000s)	#	\$(000s)	#	\$(000s)	#	\$(000s)	#	\$(000s)
Prior Period	0	0	0	0	0	0	0	0	0	0
2019*	0	0	0	0	0	0	0	0	0	0
2020	0	0	0	0	1	100	0	0	1	100
2021	8	4,374	0	0	1	6,000	0	0	9	10,734
2022 YTD	0	0	0	0	0	0	0	0	0	0
Subtotal	8	4,734	0	0	2	6,100	0	0	10	10,834
Qualified Grants & Donations	1	5	11	66	1	1	0	0	13	72
Total	9	4,739	11	66	3	6,101	0	0	23	10,906
<i>Source: Bank data</i>										
<i>*Activity since September 30, 2019</i>										

The following lists notable examples of the qualified investments:

¹Examiners noted that one of the investments (totaling \$6.0 million) is in a loan fund and reported under Schedule RC-F—Other Assets in the Report of Condition and Income; therefore, it is not captured under the security portfolio in the Report of Condition and Income. As such, the \$5.8 million average figure mentioned above does not include the \$6.0 million investments from the loan fund since this investment is in another area of the Report of Condition and Income.

- ***Economic Development*** – The bank invested \$6.0 million in a community development loan fund. The loan fund qualifies as a certified community development entity (CDE) and the mission of the loan fund includes promoting economic development by supporting permanent job creation, retention, and improvement in LMI geographies. In addition, the CDE’s mission includes areas targeted for redevelopment by federal, state, local, or tribal governments, or by supporting permanent job creation, retention, and improvement for persons currently considered LMI.
- ***Affordable Housing*** – The bank invested in eight mortgage-backed securities totaling \$5.3 million that has the primary purpose of affordable housing to LMI individuals.

Community Development Services

The institution demonstrated adequate performance regarding community development services. The level of community development services and the responsiveness to community development needs supports this conclusion.

The following table shows that, since the previous evaluation, bank employees provided 20 instances of financial expertise or technical assistance to various community development organizations in the assessment area. This level reflects a decrease from the 26 community development services noted at the previous evaluation.

These activities primarily provided community services targeted to LMI individuals but community development services were provided in all four categories. As discussed previously, all the categories are noted as community development needs of the assessment area, so these community development services demonstrate responsiveness in addressing identified community development needs.

Community Development Services					
Activity Year	Affordable Housing	Community Services	Economic Development	Revitalize or Stabilize	Totals
	#	#	#	#	#
2019*	0	0	0	0	0
2020	0	5	0	0	5
2021	2	6	1	2	11
2022 YTD	0	4	0	0	4
Total	2	15	1	2	20
<i>Source: Bank data</i>					
<i>*Activity since September 30,, 2019</i>					

The following lists notable examples of the community development services:

- ***Community Services*** – A bank official serves as a Board member of a community-based organization focused on providing resources and services to reduce poverty in Memphis.
- ***Community Services*** – Two bank officials taught financial literacy classes to high school

students within the assessment area, which primarily benefited LMI individuals as evidenced by the majority of students receiving free or reduced lunches.

The following table shows Independent Bank has no offices or ATMs located in LMI census tracts despite 16.9 percent for low-income and 20.8 percent for moderate-income of the population residing in those areas.

Branch and ATM Distribution by Geography Income Level								
Census Tract Income Category	Census Tracts in Assessment Area		Total Population		Offices		ATMs	
	#	%	#	%	#	%	#	%
Low	72	23.1	224,427	16.9	0	0.0	0	0.0
Moderate	66	21.1	276,495	20.8	0	0.0	0	0.0
Middle	76	24.4	332,275	24.9	0	0.0	0	0.0
Upper	90	28.8	491,526	36.9	9	100.0	9	100.0
N/A	8	2.6	7,143	0.5	0	0.0	0	0.0
Total	312	100.0	1,331,866	100.0	9	100.0	9	100.0
<i>Source: 2015 ACS data and Bank data</i>								

Although none of the offices or ATMs operate in LMI census tracts, eight of the offices are adjacent and accessible to LMI census tracts. In addition, Independent Bank established an agreement with First Tennessee Bank, which allows Independent Bank customers to use First Tennessee Bank ATMs at no cost. Many First Tennessee Bank ATMs are located in LMI tracts, which makes banking services accessible to those areas. The bank also offers 24-hour telephone banking, online banking with bill pay, online mortgage applications, free checking accounts, mobile banking, and bank by mail. The Free Budget Checking account is available to qualified applicants with derogatory deposit information of more than 90 days old in ChexSystems. Consequently, the alternative delivery systems offer accessibility to LMI individuals.

DISCRIMINATORY OR OTHER ILLEGAL CREDIT PRACTICES REVIEW

Examiners did not identify any evidence of discriminatory or other illegal credit practices inconsistent with helping to meet community credit needs. Therefore, this consideration did not affect the institution's overall CRA rating.

APPENDICES

INTERMEDIATE 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).

Community Development Test

The Community Development Test considers the following criteria:

- 1) The number and amount of community development loans;
- 2) The number and amount of qualified investments;
- 3) The extent to which the bank provides community development services; and
- 4) The bank's responsiveness through such activities to community development lending, investment, and service needs.

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.

Community Development: For loans, investments, and services to qualify as community development activities, their primary purpose must:

- (1) Support affordable housing for low- and moderate-income individuals;
- (2) Target community services toward low- and moderate-income individuals;
- (3) Promote economic development by financing small businesses or farms; or
- (4) Provide activities that revitalize or stabilize low- and moderate-income geographies, designated disaster areas, or distressed or underserved nonmetropolitan middle-income geographies.

Community Development Corporation (CDC): A CDC allows banks and holding companies to make equity type of investments in community development projects. Institution CDCs can develop innovative debt instruments or provide near-equity investments tailored to the development needs of the community. Institution CDCs are also tailored to their financial and marketing needs. A CDC may purchase, own, rehabilitate, construct, manage, and sell real property. Also, it may make equity or debt investments in development projects and in local businesses. The CDC activities are expected to directly benefit low- and moderate-income groups, and the investment dollars should not represent an undue risk on the banking organization.

Community Development Financial Institutions (CDFIs): CDFIs are private intermediaries (either for profit or nonprofit) with community development as their primary mission. A CDFI facilitates the flow of lending and investment capital into distressed communities and to individuals who have been unable to take advantage of the services offered by traditional financial institutions. Some basic types of CDFIs include community development banks, community development loan funds, community development credit unions, micro enterprise funds, and community development venture capital funds.

A certified CDFI must meet eligibility requirements. These requirements include the following:

- Having a primary mission of promoting community development;
- Serving an investment area or target population;
- Providing development services;
- Maintaining accountability to residents of its investment area or targeted population through representation on its governing board of directors, or by other means;
- Not constituting an agency or instrumentality of the United States, of any state or political subdivision of a state.

Community Development Loan: A loan that:

- (1) Has as its primary purpose community development; and
- (2) Except in the case of a wholesale or limited purpose institution:
 - (i) Has not been reported or collected by the institution or an affiliate for consideration in the institution's assessment area as a home mortgage, small business, small farm, or consumer loan, unless it is a multifamily dwelling loan (as described in Appendix A to Part 203 of this title); and
 - (ii) Benefits the institution's assessment area(s) or a broader statewide or regional area including the institution's assessment area(s).

Community Development Service: A service that:

- (1) Has as its primary purpose community development;
- (2) Is related to the provision of financial services; and
- (3) Has not been considered in the evaluation of the institution's retail banking services under § 345.24(d).

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.

Distressed Middle-Income Nonmetropolitan Geographies: A nonmetropolitan middle-income geography will be designated as distressed if it is in a county that meets one or more of the following triggers:

- (1) An unemployment rate of at least 1.5 times the national average;
- (2) A poverty rate of 20 percent or more; or
- (3) A population loss of 10 percent or more between the previous and most recent decennial census or a net migration loss of 5 percent or more over the 5-year period preceding the most recent census.

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.

Low Income Housing Tax Credit: The Low-Income Housing Tax Credit Program is a housing program contained within the Internal Revenue Code of 1986, as amended. It is administered by the U.S. Department of the Treasury and the Internal Revenue Service. The U.S. Treasury Department distributes low-income housing tax credits to housing credit agencies through the Internal Revenue Service. The housing agencies allocate tax credits on a competitive basis.

Developers who acquire, rehabilitate, or construct low-income rental housing may keep their tax credits. Or, they may sell them to corporations or investor groups, who, as owners of these properties, will be able to reduce their own federal tax payments. The credit can be claimed annually for ten consecutive years. For a project to be eligible, the developer must set aside a specific percentage of units for occupancy by low-income residents. The set-aside requirement remains throughout the compliance period, usually 30 years.

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.

Qualified Investment: A lawful investment, deposit, membership share, or grant that has as its primary purpose community development.

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 Investment Company (SBIC): SBICs are privately-owned investment companies which are licensed and regulated by the Small Business Administration (SBA). SBICs provide long-term loans and/or venture capital to small firms. Because money for venture or risk investments is difficult for small firms to obtain, SBA provides assistance to SBICs to stimulate and supplement the flow of private equity and long-term loan funds to small companies. Venture capitalists participate in the SBIC program to supplement their own private capital with funds borrowed at favorable rates through SBA's guarantee of SBIC debentures. These SBIC debentures are then sold to private investors. An SBIC's success is linked to the growth and profitability of the companies that it finances. Therefore, some SBICs primarily assist businesses with significant growth potential, such as new firms in innovative industries. SBICs finance small firms by providing straight loans and/or equity-type investments. This kind of financing gives them partial ownership of those businesses and the possibility of sharing in the companies' profits as they grow and prosper.

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.

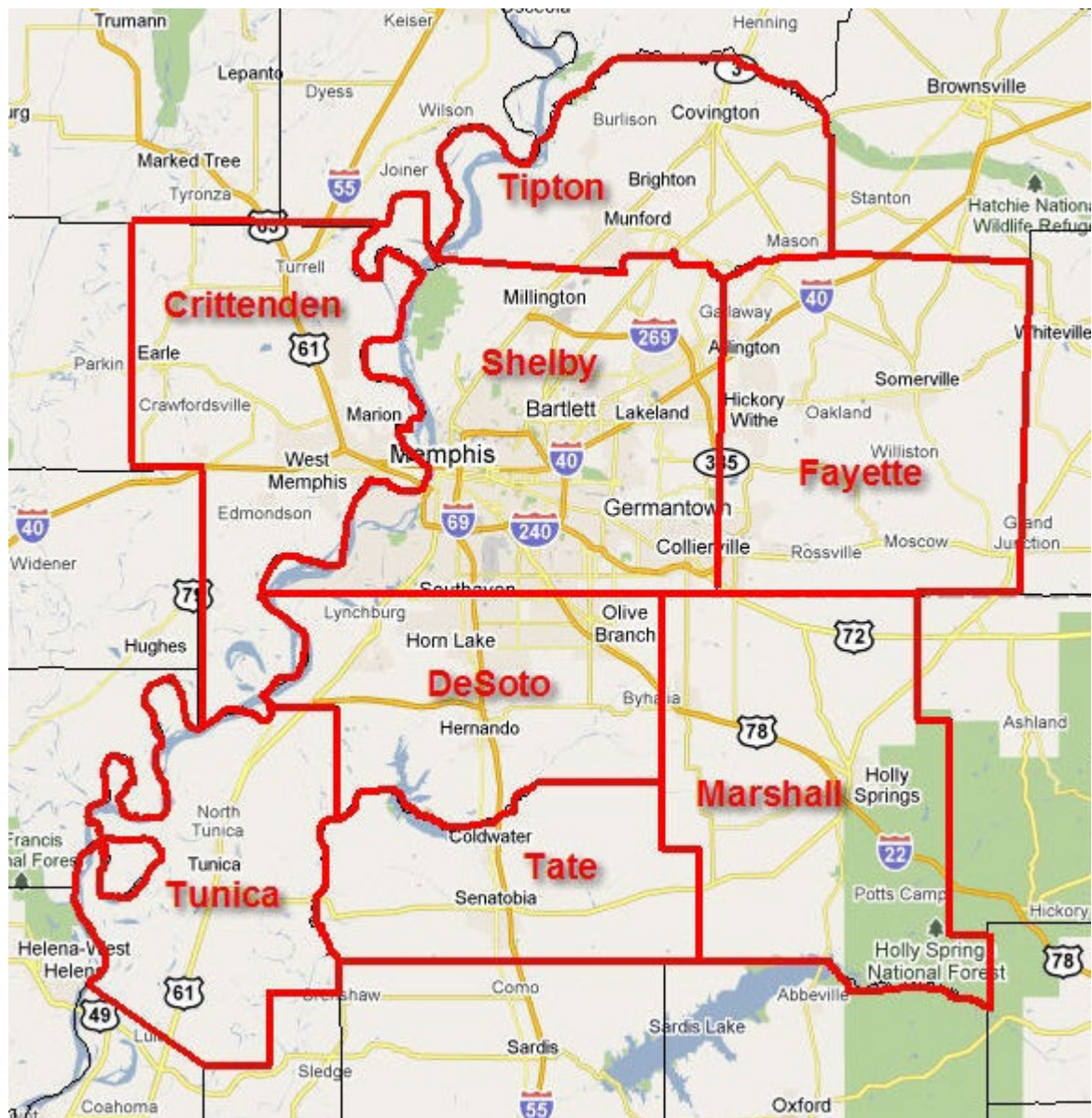
Underserved Middle-Income Nonmetropolitan Geographies: A nonmetropolitan middle-income geography will be designated as underserved if it meets criteria for population size, density, and dispersion indicating the area's population is sufficiently small, thin, and distant from a population center that the tract is likely to have difficulty financing the fixed costs of meeting essential community needs.

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.

MEMPHIS MSA



2023 FFIEC Census Report - Summary Census Demographic Information

MSA/MD: 32820 - MEMPHIS, TN-MS-AR

State: 47 - TENNESSEE (TN)



State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
47	047	0603.00	Middle	No	85.32	\$79,200	\$67,573	\$58,026	2786	53.70	1496	736	1359
47	047	0604.01	Upper	No	153.11	\$79,200	\$121,263	\$104,130	3344	29.10	973	891	1130
47	047	0604.02	Upper	No	129.93	\$79,200	\$102,905	\$88,365	4157	31.03	1290	1288	1568
47	047	0604.03	Upper	No	131.20	\$79,200	\$103,910	\$89,231	4304	28.00	1205	1363	1615
47	047	0604.04	Middle	No	113.05	\$79,200	\$89,536	\$76,887	6391	30.28	1935	2139	2569
47	047	0605.01	Moderate	No	78.74	\$79,200	\$62,362	\$53,553	4566	39.86	1820	1072	1816
47	047	0605.02	Middle	No	86.00	\$79,200	\$68,112	\$58,492	3987	32.25	1286	1076	1426
47	047	0606.00	Middle	No	99.27	\$79,200	\$78,622	\$67,518	3870	42.89	1660	1285	1935
47	047	0607.01	Middle	No	119.30	\$79,200	\$94,486	\$81,136	2227	31.21	695	804	1087
47	047	0607.02	Upper	No	166.70	\$79,200	\$132,026	\$113,370	3734	27.93	1043	1263	1525
47	047	0608.00	Middle	No	118.76	\$79,200	\$94,058	\$80,769	2624	39.21	1029	670	1020
47	157	0001.00	Upper	No	184.95	\$79,200	\$146,480	\$125,786	5821	39.43	2295	1088	1598
47	157	0002.00	Low	No	49.62	\$79,200	\$39,299	\$33,750	1117	97.31	1087	108	323
47	157	0003.00	Moderate	No	51.87	\$79,200	\$41,081	\$35,278	675	98.81	667	124	357
47	157	0004.00	Low	No	46.51	\$79,200	\$36,836	\$31,637	1350	98.96	1336	160	671
47	157	0006.00	Low	No	39.17	\$79,200	\$31,023	\$26,645	1695	99.12	1680	303	1067
47	157	0007.00	Low	No	29.33	\$79,200	\$23,229	\$19,950	4654	91.06	4238	842	1905
47	157	0008.00	Low	No	32.07	\$79,200	\$25,399	\$21,815	1934	98.60	1907	280	741
47	157	0009.00	Moderate	No	58.32	\$79,200	\$46,189	\$39,663	2519	97.22	2449	530	1281
47	157	0011.00	Moderate	No	68.95	\$79,200	\$54,608	\$46,897	3474	81.55	2833	454	1397
47	157	0012.00	Moderate	No	54.74	\$79,200	\$43,354	\$37,231	4101	65.91	2703	710	1552
47	157	0013.00	Low	No	34.98	\$79,200	\$27,704	\$23,791	3676	88.87	3267	516	1500
47	157	0014.00	Low	No	48.11	\$79,200	\$38,103	\$32,721	1426	95.09	1356	191	699
47	157	0015.00	Moderate	No	51.11	\$79,200	\$40,479	\$34,764	1721	85.59	1473	466	853
47	157	0016.00	Upper	No	153.62	\$79,200	\$121,667	\$104,479	3159	37.42	1182	636	806
47	157	0017.00	Middle	No	94.05	\$79,200	\$74,488	\$63,963	3493	55.08	1924	1027	1967

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State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
47	157	0019.00	Moderate	No	65.53	\$79,200	\$51,900	\$44,570	1148	98.78	1134	218	626
47	157	0020.00	Low	No	42.49	\$79,200	\$33,652	\$28,900	1578	95.94	1514	230	658
47	157	0021.00	Middle	No	103.27	\$79,200	\$81,790	\$70,234	1422	86.85	1235	166	482
47	157	0024.00	Low	No	38.63	\$79,200	\$30,595	\$26,276	2352	90.31	2124	153	755
47	157	0025.00	Middle	No	116.85	\$79,200	\$92,545	\$79,470	3104	57.89	1797	439	1110
47	157	0026.00	Upper	No	262.03	\$79,200	\$207,528	\$178,207	2441	17.74	433	705	1220
47	157	0027.00	Unknown	No	0.00	\$79,200	\$0	\$0	1774	62.80	1114	417	753
47	157	0028.00	Low	No	27.20	\$79,200	\$21,542	\$18,500	3392	87.59	2971	642	1236
47	157	0029.00	Upper	No	192.17	\$79,200	\$152,199	\$130,691	4882	14.26	696	1810	2419
47	157	0030.00	Moderate	No	68.55	\$79,200	\$54,292	\$46,625	2798	50.61	1416	567	1164
47	157	0031.00	Middle	No	104.39	\$79,200	\$82,677	\$71,000	3598	30.27	1089	829	1304
47	157	0032.00	Upper	No	121.67	\$79,200	\$96,363	\$82,750	3783	33.52	1268	579	914
47	157	0033.00	Upper	No	194.83	\$79,200	\$154,305	\$132,500	2146	15.14	325	999	1272
47	157	0034.00	Middle	No	99.49	\$79,200	\$78,796	\$67,664	2065	37.63	777	287	662
47	157	0035.00	Upper	No	212.12	\$79,200	\$167,999	\$144,265	3081	26.91	829	993	1266
47	157	0036.00	Middle	No	105.73	\$79,200	\$83,738	\$71,908	1586	60.40	958	153	361
47	157	0037.00	Low	No	46.77	\$79,200	\$37,042	\$31,813	1291	76.76	991	0	187
47	157	0038.00	Unknown	No	0.00	\$79,200	\$0	\$0	818	75.92	621	0	18
47	157	0039.00	Moderate	No	75.49	\$79,200	\$59,788	\$51,344	1532	85.64	1312	5	214
47	157	0042.00	Upper	No	279.53	\$79,200	\$221,388	\$190,106	3432	40.36	1385	688	229
47	157	0043.00	Upper	No	205.52	\$79,200	\$162,772	\$139,773	3091	46.49	1437	740	539
47	157	0045.00	Unknown	No	0.00	\$79,200	\$0	\$0	831	97.71	812	55	269
47	157	0046.00	Unknown	No	0.00	\$79,200	\$0	\$0	1492	87.60	1307	257	494
47	157	0050.00	Low	No	23.58	\$79,200	\$18,675	\$16,042	1021	98.43	1005	39	231
47	157	0053.00	Low	No	39.87	\$79,200	\$31,577	\$27,115	3023	99.44	3006	521	1628
47	157	0055.00	Moderate	No	51.46	\$79,200	\$40,756	\$35,000	1934	98.71	1909	344	1057
47	157	0056.00	Moderate	No	59.35	\$79,200	\$47,005	\$40,365	3675	99.46	3655	849	1843
47	157	0057.00	Moderate	No	51.50	\$79,200	\$40,788	\$35,030	1921	98.91	1900	307	1057
47	157	0058.00	Moderate	No	61.26	\$79,200	\$48,518	\$41,667	967	99.17	959	82	408

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47	157	0059.00	Low	No	40.70	\$79,200	\$32,234	\$27,684	1952	98.77	1928	359	916
47	157	0060.00	Low	No	46.56	\$79,200	\$36,876	\$31,667	1759	98.58	1734	346	954
47	157	0062.00	Moderate	No	65.77	\$79,200	\$52,090	\$44,732	1676	93.97	1575	418	1005
47	157	0063.00	Upper	No	132.99	\$79,200	\$105,328	\$90,444	2182	32.36	706	636	1302
47	157	0064.00	Moderate	No	73.15	\$79,200	\$57,935	\$49,750	1520	92.11	1400	442	780
47	157	0065.00	Moderate	No	57.43	\$79,200	\$45,485	\$39,063	2346	98.76	2317	312	1030
47	157	0066.00	Moderate	No	63.59	\$79,200	\$50,363	\$43,250	2127	46.26	984	357	1399
47	157	0067.00	Low	No	42.82	\$79,200	\$33,913	\$29,125	3023	98.15	2967	351	1487
47	157	0068.00	Moderate	No	51.99	\$79,200	\$41,176	\$35,360	2056	98.83	2032	447	1098
47	157	0069.00	Low	No	38.67	\$79,200	\$30,627	\$26,299	2688	98.81	2656	477	1197
47	157	0070.00	Low	No	39.10	\$79,200	\$30,967	\$26,596	3137	80.87	2537	311	1182
47	157	0071.00	Upper	No	284.07	\$79,200	\$224,983	\$193,194	2393	32.64	781	906	1256
47	157	0072.00	Upper	No	211.37	\$79,200	\$167,405	\$143,750	2966	15.64	464	932	1421
47	157	0073.00	Upper	No	138.99	\$79,200	\$110,080	\$94,531	2996	50.83	1523	299	579
47	157	0074.00	Middle	No	90.06	\$79,200	\$71,328	\$61,250	3085	31.64	976	355	1154
47	157	0075.00	Low	No	48.82	\$79,200	\$38,665	\$33,203	1342	99.55	1336	327	721
47	157	0078.10	Low	No	30.45	\$79,200	\$24,116	\$20,714	2747	97.56	2680	399	1214
47	157	0078.21	Moderate	No	62.81	\$79,200	\$49,746	\$42,717	4450	98.58	4387	856	2329
47	157	0078.22	Moderate	No	54.73	\$79,200	\$43,346	\$37,222	1433	94.70	1357	367	572
47	157	0079.00	Moderate	No	59.80	\$79,200	\$47,362	\$40,675	4839	97.04	4696	832	2101
47	157	0080.00	Moderate	No	50.86	\$79,200	\$40,281	\$34,590	4891	80.29	3927	811	1835
47	157	0081.10	Low	No	49.30	\$79,200	\$39,046	\$33,530	1989	98.19	1953	263	681
47	157	0081.20	Moderate	No	57.34	\$79,200	\$45,413	\$39,000	4759	98.13	4670	991	1740
47	157	0082.00	Low	No	38.38	\$79,200	\$30,397	\$26,105	4287	95.12	4078	573	1555
47	157	0085.00	Upper	No	341.84	\$79,200	\$270,737	\$232,480	4447	9.98	444	1415	1527
47	157	0086.00	Upper	No	194.35	\$79,200	\$153,925	\$132,176	6109	25.70	1570	1756	2511
47	157	0087.00	Moderate	No	66.40	\$79,200	\$52,589	\$45,160	5126	54.80	2809	1082	1928
47	157	0088.00	Moderate	No	50.87	\$79,200	\$40,289	\$34,596	7232	75.10	5431	859	2362

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47	157	0089.00	Low	No	42.70	\$79,200	\$33,818	\$29,043	4018	81.56	3277	572	1134
47	157	0091.00	Low	No	33.15	\$79,200	\$26,255	\$22,546	2933	70.17	2058	370	890
47	157	0092.01	Upper	No	161.84	\$79,200	\$128,177	\$110,065	3670	18.45	677	1357	1526
47	157	0092.02	Middle	No	119.10	\$79,200	\$94,327	\$81,000	3788	24.23	918	1220	1449
47	157	0093.00	Moderate	No	76.78	\$79,200	\$60,810	\$52,221	4656	34.17	1591	1451	1971
47	157	0094.00	Middle	No	114.77	\$79,200	\$90,898	\$78,058	3141	22.57	709	1168	1666
47	157	0095.01	Middle	No	98.18	\$79,200	\$77,759	\$66,771	2943	21.88	644	946	1400
47	157	0095.02	Upper	No	160.50	\$79,200	\$127,116	\$109,156	3422	14.11	483	1215	1374
47	157	0096.00	Upper	No	239.22	\$79,200	\$189,462	\$162,692	4968	12.16	604	1806	2057
47	157	0097.00	Moderate	No	56.90	\$79,200	\$45,065	\$38,702	3065	81.01	2483	519	1153
47	157	0098.00	Moderate	No	70.91	\$79,200	\$56,161	\$48,229	3483	53.80	1874	590	1067
47	157	0099.01	Low	No	47.17	\$79,200	\$37,359	\$32,083	2832	75.53	2139	576	1221
47	157	0099.02	Low	No	24.66	\$79,200	\$19,531	\$16,776	2334	86.93	2029	311	899
47	157	0100.01	Low	No	44.13	\$79,200	\$34,951	\$30,015	3822	96.78	3699	734	1376
47	157	0100.02	Low	No	45.29	\$79,200	\$35,870	\$30,805	3238	94.13	3048	456	1260
47	157	0101.20	Low	No	36.48	\$79,200	\$28,892	\$24,815	5311	91.72	4871	451	1775
47	157	0101.21	Low	No	25.47	\$79,200	\$20,172	\$17,326	3166	93.43	2958	306	928
47	157	0101.22	Middle	No	92.21	\$79,200	\$73,030	\$62,713	2981	94.20	2808	344	839
47	157	0102.10	Moderate	No	66.90	\$79,200	\$52,985	\$45,500	5253	95.03	4992	812	2198
47	157	0102.20	Moderate	No	76.25	\$79,200	\$60,390	\$51,861	6618	92.38	6114	1654	2506
47	157	0103.00	Low	No	38.29	\$79,200	\$30,326	\$26,042	1258	97.38	1225	217	649
47	157	0105.00	Low	No	37.60	\$79,200	\$29,779	\$25,575	1642	91.29	1499	144	569
47	157	0106.10	Low	No	39.46	\$79,200	\$31,252	\$26,840	6086	95.22	5795	733	1951
47	157	0106.20	Moderate	No	52.38	\$79,200	\$41,485	\$35,625	3475	97.90	3402	288	859
47	157	0106.30	Low	No	40.19	\$79,200	\$31,830	\$27,333	4377	97.60	4272	275	810
47	157	0107.10	Moderate	No	64.87	\$79,200	\$51,377	\$44,120	5105	92.67	4731	806	1464
47	157	0107.20	Moderate	No	73.66	\$79,200	\$58,339	\$50,101	4158	94.20	3917	484	974
47	157	0108.10	Moderate	No	75.32	\$79,200	\$59,653	\$51,230	6149	96.32	5923	837	1708
47	157	0108.20	Middle	No	87.30	\$79,200	\$69,142	\$59,375	4270	95.15	4063	1207	1712

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47	157	0110.10	Moderate	No	63.90	\$79,200	\$50,609	\$43,462	3913	86.51	3385	916	1505
47	157	0110.20	Moderate	No	67.03	\$79,200	\$53,088	\$45,588	1457	95.47	1391	314	668
47	157	0111.00	Low	No	36.91	\$79,200	\$29,233	\$25,104	1477	98.71	1458	302	955
47	157	0112.00	Low	No	26.03	\$79,200	\$20,616	\$17,708	1373	99.34	1364	170	832
47	157	0113.00	Middle	No	81.10	\$79,200	\$64,231	\$55,156	1285	84.12	1081	133	411
47	157	0114.01	Unknown	No	0.00	\$79,200	\$0	\$0	1188	91.75	1090	14	246
47	157	0114.02	Unknown	No	0.00	\$79,200	\$0	\$0	3499	68.68	2403	26	236
47	157	0115.00	Low	No	39.23	\$79,200	\$31,070	\$26,686	2337	98.84	2310	288	1159
47	157	0116.00	Low	No	28.98	\$79,200	\$22,952	\$19,714	2274	98.42	2238	173	814
47	157	0117.00	Low	No	38.59	\$79,200	\$30,563	\$26,250	1280	98.13	1256	220	484
47	157	0118.00	Middle	No	89.40	\$79,200	\$70,805	\$60,805	5743	73.67	4231	957	2086
47	157	0201.01	Moderate	No	71.86	\$79,200	\$56,913	\$48,872	4134	70.71	2923	780	1536
47	157	0201.02	Middle	No	113.09	\$79,200	\$89,567	\$76,914	3095	20.94	648	899	1135
47	157	0202.10	Middle	No	83.70	\$79,200	\$66,290	\$56,927	5867	43.80	2570	1443	2177
47	157	0202.21	Middle	No	89.05	\$79,200	\$70,528	\$60,563	2742	48.83	1339	774	959
47	157	0202.22	Moderate	No	76.52	\$79,200	\$60,604	\$52,045	3168	62.06	1966	582	941
47	157	0203.01	Middle	No	110.05	\$79,200	\$87,160	\$74,847	1920	23.59	453	623	708
47	157	0203.02	Moderate	No	77.73	\$79,200	\$61,562	\$52,868	3507	40.92	1435	505	1365
47	157	0204.00	Middle	No	119.01	\$79,200	\$94,256	\$80,938	976	44.16	431	16	386
47	157	0205.11	Middle	No	105.76	\$79,200	\$83,762	\$71,930	2165	89.15	1930	666	944
47	157	0205.21	Low	No	40.38	\$79,200	\$31,981	\$27,466	3364	95.54	3214	461	1273
47	157	0205.23	Low	No	47.53	\$79,200	\$37,644	\$32,326	3156	93.66	2956	254	1138
47	157	0205.24	Moderate	No	76.77	\$79,200	\$60,802	\$52,214	4795	94.06	4510	928	1817
47	157	0205.31	Moderate	No	79.46	\$79,200	\$62,932	\$54,042	5694	88.20	5022	678	1830
47	157	0205.32	Moderate	No	74.71	\$79,200	\$59,170	\$50,814	6041	87.44	5282	1068	1647
47	157	0205.41	Middle	No	91.30	\$79,200	\$72,310	\$62,095	5479	88.74	4862	678	1643
47	157	0205.42	Low	No	47.76	\$79,200	\$37,826	\$32,487	5237	91.64	4799	276	1094
47	157	0205.43	Low	No	40.26	\$79,200	\$31,886	\$27,382	2938	94.18	2767	339	732

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47	157	0205.44	Low	No	43.03	\$79,200	\$34,080	\$29,270	2295	87.89	2017	400	769
47	157	0206.10	Low	No	47.68	\$79,200	\$37,763	\$32,431	4408	80.92	3567	523	1023
47	157	0206.21	Moderate	No	67.16	\$79,200	\$53,191	\$45,675	7036	69.81	4912	1235	1872
47	157	0206.22	Middle	No	102.57	\$79,200	\$81,235	\$69,758	4347	29.15	1267	1177	1465
47	157	0206.32	Upper	No	133.79	\$79,200	\$105,962	\$90,991	5689	24.93	1418	1601	1882
47	157	0206.33	Upper	No	127.98	\$79,200	\$101,360	\$87,042	2920	16.06	469	1010	1277
47	157	0206.34	Upper	No	122.42	\$79,200	\$96,957	\$83,260	2836	19.29	547	998	1094
47	157	0206.35	Middle	No	95.28	\$79,200	\$75,462	\$64,803	2576	18.01	464	917	1018
47	157	0206.51	Middle	No	88.06	\$79,200	\$69,744	\$59,894	6642	48.83	3243	1521	2442
47	157	0206.52	Middle	No	105.53	\$79,200	\$83,580	\$71,773	5230	21.99	1150	1438	1892
47	157	0206.53	Upper	No	155.88	\$79,200	\$123,457	\$106,016	4173	48.21	2012	1398	1411
47	157	0206.54	Upper	No	135.36	\$79,200	\$107,205	\$92,059	5138	43.97	2259	1771	2113
47	157	0206.55	Upper	No	133.36	\$79,200	\$105,621	\$90,701	3160	24.68	780	1163	1267
47	157	0206.56	Upper	No	133.48	\$79,200	\$105,716	\$90,783	5147	43.40	2234	1228	1377
47	157	0206.57	Upper	No	128.22	\$79,200	\$101,550	\$87,200	5033	61.79	3110	1231	1789
47	157	0206.58	Middle	No	117.84	\$79,200	\$93,329	\$80,145	5098	72.85	3714	1285	1646
47	157	0207.00	Upper	No	127.43	\$79,200	\$100,925	\$86,667	2547	18.18	463	711	869
47	157	0208.33	Upper	No	173.89	\$79,200	\$137,721	\$118,264	5858	42.57	2494	1585	1766
47	157	0208.34	Upper	No	240.95	\$79,200	\$190,832	\$163,866	3057	27.35	836	1039	1039
47	157	0208.35	Upper	No	138.46	\$79,200	\$109,660	\$94,167	2564	32.25	827	781	882
47	157	0208.36	Upper	No	206.14	\$79,200	\$163,263	\$140,197	8194	24.69	2023	2185	2366
47	157	0208.37	Middle	No	119.66	\$79,200	\$94,771	\$81,384	7686	31.68	2435	2028	2207
47	157	0209.01	Upper	No	147.93	\$79,200	\$117,161	\$100,607	5762	26.33	1517	1017	1270
47	157	0209.02	Upper	No	163.25	\$79,200	\$129,294	\$111,028	6867	24.22	1663	1580	1731
47	157	0210.20	Upper	No	164.34	\$79,200	\$130,157	\$111,768	7444	50.23	3739	1504	1909
47	157	0210.21	Middle	No	119.95	\$79,200	\$95,000	\$81,581	6566	73.03	4795	1141	1670
47	157	0210.22	Middle	No	88.98	\$79,200	\$70,472	\$60,516	6856	73.64	5049	1071	2269
47	157	0210.23	Upper	No	200.09	\$79,200	\$158,471	\$136,081	5247	53.42	2803	2121	2311
47	157	0211.11	Moderate	No	56.46	\$79,200	\$44,716	\$38,401	4120	72.18	2974	542	1279

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State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
47	157	0211.12	Moderate	No	77.80	\$79,200	\$61,618	\$52,914	6975	66.71	4653	1388	2250
47	157	0211.13	Upper	No	125.78	\$79,200	\$99,618	\$85,542	3808	65.57	2497	921	1309
47	157	0211.21	Middle	No	82.80	\$79,200	\$65,578	\$56,313	4888	63.42	3100	699	1832
47	157	0211.22	Moderate	No	73.61	\$79,200	\$58,299	\$50,063	5637	68.07	3837	881	1620
47	157	0211.24	Middle	No	100.75	\$79,200	\$79,794	\$68,523	8045	71.45	5748	1472	2646
47	157	0211.25	Middle	No	118.97	\$79,200	\$94,224	\$80,911	4495	55.33	2487	936	1299
47	157	0211.26	Middle	No	111.59	\$79,200	\$88,379	\$75,893	4312	63.20	2725	737	866
47	157	0211.35	Middle	No	100.48	\$79,200	\$79,580	\$68,340	6576	65.18	4286	1102	2232
47	157	0211.36	Upper	No	179.94	\$79,200	\$142,512	\$122,375	5284	62.02	3277	1498	2045
47	157	0211.38	Upper	No	137.93	\$79,200	\$109,241	\$93,807	4213	64.73	2727	863	1206
47	157	0211.39	Upper	No	193.39	\$79,200	\$153,165	\$131,523	4273	45.57	1947	1368	1576
47	157	0211.40	Upper	No	121.60	\$79,200	\$96,307	\$82,700	4740	49.47	2345	1317	1840
47	157	0211.41	Middle	No	112.75	\$79,200	\$89,298	\$76,685	7638	66.92	5111	1932	2541
47	157	0211.42	Upper	No	134.00	\$79,200	\$106,128	\$91,134	3636	53.47	1944	907	1086
47	157	0211.43	Upper	No	124.67	\$79,200	\$98,739	\$84,786	4419	55.99	2474	1405	2000
47	157	0211.44	Middle	No	100.52	\$79,200	\$79,612	\$68,362	3768	61.60	2321	646	931
47	157	0212.00	Unknown	No	0.00	\$79,200	\$0	\$0	1689	70.52	1191	0	0
47	157	0213.11	Upper	No	332.18	\$79,200	\$263,087	\$225,909	4850	19.38	940	1739	1810
47	157	0213.12	Upper	No	156.01	\$79,200	\$123,560	\$106,100	2100	27.62	580	391	894
47	157	0213.20	Upper	No	160.27	\$79,200	\$126,934	\$109,000	5989	32.36	1938	1251	1632
47	157	0213.31	Upper	No	147.80	\$79,200	\$117,058	\$100,519	3500	46.46	1626	1172	1347
47	157	0213.33	Upper	No	126.49	\$79,200	\$100,180	\$86,024	3988	61.33	2446	1047	1491
47	157	0213.34	Upper	No	165.68	\$79,200	\$131,219	\$112,680	3682	76.89	2831	888	1552
47	157	0213.41	Upper	No	241.08	\$79,200	\$190,935	\$163,958	5686	14.93	849	1433	1560
47	157	0213.51	Upper	No	176.63	\$79,200	\$139,891	\$120,129	5273	19.23	1014	1319	1457
47	157	0213.52	Upper	No	209.35	\$79,200	\$165,805	\$142,375	6969	14.78	1030	2302	2559
47	157	0213.54	Middle	No	116.80	\$79,200	\$92,506	\$79,435	6169	74.19	4577	503	1068
47	157	0213.55	Upper	No	199.15	\$79,200	\$157,727	\$135,444	5383	34.87	1877	1362	1517

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47	157	0213.56	Upper	No	260.63	\$79,200	\$206,419	\$177,250	4125	19.35	798	1148	1182
47	157	0213.57	Upper	No	286.86	\$79,200	\$227,193	\$195,089	5712	20.78	1187	1985	2030
47	157	0214.10	Upper	No	166.01	\$79,200	\$131,480	\$112,902	2983	12.81	382	1154	1228
47	157	0214.20	Upper	No	193.71	\$79,200	\$153,418	\$131,739	3373	17.55	592	1078	1140
47	157	0214.30	Upper	No	163.32	\$79,200	\$129,349	\$111,076	4103	20.16	827	1411	1562
47	157	0215.30	Upper	No	201.16	\$79,200	\$159,319	\$136,810	5956	24.46	1457	1665	1812
47	157	0215.41	Upper	No	232.81	\$79,200	\$184,386	\$158,333	8296	25.90	2149	2184	2383
47	157	0215.42	Upper	No	319.35	\$79,200	\$252,925	\$217,188	4491	23.87	1072	1599	1644
47	157	0215.43	Upper	No	187.10	\$79,200	\$148,183	\$127,244	4589	65.68	3014	1058	1090
47	157	0215.44	Upper	No	135.59	\$79,200	\$107,387	\$92,218	3294	56.62	1865	419	587
47	157	0215.45	Upper	No	178.88	\$79,200	\$141,673	\$121,654	3524	40.72	1435	859	1205
47	157	0215.46	Upper	No	136.30	\$79,200	\$107,950	\$92,701	3770	65.15	2456	369	608
47	157	0215.47	Middle	No	112.28	\$79,200	\$88,926	\$76,364	6507	90.98	5920	1152	1698
47	157	0215.48	Upper	No	120.16	\$79,200	\$95,167	\$81,724	3058	70.18	2146	434	587
47	157	0216.11	Upper	No	173.12	\$79,200	\$137,111	\$117,742	6080	17.11	1040	1758	2046
47	157	0216.12	Upper	No	163.51	\$79,200	\$129,500	\$111,204	4485	10.32	463	1557	1727
47	157	0216.13	Upper	No	158.86	\$79,200	\$125,817	\$108,038	4537	19.11	867	1528	1619
47	157	0216.20	Middle	No	103.22	\$79,200	\$81,750	\$70,202	3067	60.19	1846	508	952
47	157	0217.10	Low	No	39.38	\$79,200	\$31,189	\$26,786	2772	95.49	2647	282	870
47	157	0217.21	Moderate	No	57.06	\$79,200	\$45,192	\$38,812	4860	95.62	4647	215	1155
47	157	0217.24	Moderate	No	71.27	\$79,200	\$56,446	\$48,474	2283	95.18	2173	301	840
47	157	0217.25	Low	No	45.19	\$79,200	\$35,790	\$30,737	3798	96.29	3657	34	910
47	157	0217.31	Moderate	No	61.63	\$79,200	\$48,811	\$41,914	2855	98.11	2801	306	991
47	157	0217.44	Middle	No	96.43	\$79,200	\$76,373	\$65,584	5802	92.64	5375	1611	2246
47	157	0217.45	Upper	No	126.73	\$79,200	\$100,370	\$86,189	8226	92.86	7639	2283	2861
47	157	0217.46	Moderate	No	78.51	\$79,200	\$62,180	\$53,397	4653	94.95	4418	714	1368
47	157	0217.47	Moderate	No	73.21	\$79,200	\$57,982	\$49,795	3985	96.19	3833	944	1361
47	157	0217.51	Upper	No	126.70	\$79,200	\$100,346	\$86,167	7520	95.00	7144	1590	2160
47	157	0217.52	Middle	No	86.81	\$79,200	\$68,754	\$59,038	5080	96.54	4904	991	1621

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47	157	0217.53	Middle	No	101.47	\$79,200	\$80,364	\$69,009	3208	94.01	3016	950	1073
47	157	0217.54	Moderate	No	78.86	\$79,200	\$62,457	\$53,636	4343	95.26	4137	989	1675
47	157	0217.55	Moderate	No	63.07	\$79,200	\$49,951	\$42,895	1763	94.33	1663	0	530
47	157	0217.56	Middle	No	106.55	\$79,200	\$84,388	\$72,467	2144	68.80	1475	293	475
47	157	0217.57	Low	No	47.93	\$79,200	\$37,961	\$32,603	3743	97.57	3652	221	919
47	157	0217.58	Moderate	No	51.64	\$79,200	\$40,899	\$35,123	3030	95.48	2893	439	1069
47	157	0217.59	Middle	No	83.54	\$79,200	\$66,164	\$56,818	4194	96.45	4045	627	1533
47	157	0217.60	Moderate	No	78.66	\$79,200	\$62,299	\$53,500	3950	96.35	3806	891	1464
47	157	0219.00	Middle	No	82.34	\$79,200	\$65,213	\$56,000	4929	98.21	4841	935	2070
47	157	0220.23	Moderate	No	79.29	\$79,200	\$62,798	\$53,929	1703	99.06	1687	272	682
47	157	0220.24	Moderate	No	51.46	\$79,200	\$40,756	\$35,000	3246	97.38	3161	758	1101
47	157	0220.25	Low	No	28.15	\$79,200	\$22,295	\$19,148	3097	97.35	3015	112	1096
47	157	0220.26	Low	No	33.55	\$79,200	\$26,572	\$22,821	2304	96.66	2227	138	407
47	157	0221.11	Middle	No	80.34	\$79,200	\$63,629	\$54,643	5307	97.98	5200	846	1730
47	157	0221.21	Middle	No	98.14	\$79,200	\$77,727	\$66,745	4267	96.65	4124	1224	1662
47	157	0221.22	Middle	No	83.03	\$79,200	\$65,760	\$56,473	3934	97.99	3855	799	1426
47	157	0221.30	Moderate	No	73.79	\$79,200	\$58,442	\$50,184	4944	97.07	4799	1419	2115
47	157	0221.31	Moderate	No	55.66	\$79,200	\$44,083	\$37,860	2892	98.58	2851	254	487
47	157	0221.32	Moderate	No	78.54	\$79,200	\$62,204	\$53,415	2974	97.44	2898	450	839
47	157	0222.10	Moderate	No	62.08	\$79,200	\$49,167	\$42,222	4280	98.57	4219	1200	1865
47	157	0222.20	Moderate	No	51.98	\$79,200	\$41,168	\$35,352	3418	98.27	3359	761	1863
47	157	0223.10	Low	No	39.99	\$79,200	\$31,672	\$27,197	5479	99.42	5447	829	1906
47	157	0223.21	Moderate	No	55.75	\$79,200	\$44,154	\$37,917	4034	98.93	3991	847	1393
47	157	0223.22	Moderate	No	76.58	\$79,200	\$60,651	\$52,083	3972	98.97	3931	948	1619
47	157	0223.30	Moderate	No	60.27	\$79,200	\$47,734	\$40,993	4607	99.37	4578	1041	1826
47	157	0224.10	Middle	No	89.37	\$79,200	\$70,781	\$60,781	5592	96.19	5379	1808	2458
47	157	0225.00	Moderate	No	66.55	\$79,200	\$52,708	\$45,266	4550	94.86	4316	1118	1804
47	157	0226.00	Moderate	No	69.56	\$79,200	\$55,092	\$47,313	4508	95.21	4292	550	1008

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47	157	0227.00	Moderate	No	51.44	\$79,200	\$40,740	\$34,984	6387	98.70	6304	1404	2829
47	157	9801.00	Unknown	No	0.00	\$79,200	\$0	\$0	15	86.67	13	0	0
47	157	9802.00	Unknown	No	0.00	\$79,200	\$0	\$0	11	90.91	10	0	0
47	157	9803.00	Unknown	No	0.00	\$79,200	\$0	\$0	0	0.00	0	0	0
47	157	9804.01	Unknown	No	0.00	\$79,200	\$0	\$0	1829	81.68	1494	0	0
47	157	9804.02	Unknown	No	0.00	\$79,200	\$0	\$0	9	22.22	2	0	0
47	167	0401.00	Middle	No	81.24	\$79,200	\$64,342	\$55,250	4695	20.68	971	1170	2017
47	167	0402.00	Middle	No	86.59	\$79,200	\$68,579	\$58,889	2007	14.00	281	581	847
47	167	0403.02	Upper	No	143.44	\$79,200	\$113,604	\$97,551	10574	23.09	2442	2767	3433
47	167	0403.03	Middle	No	104.28	\$79,200	\$82,590	\$70,925	6701	23.76	1592	1819	2584
47	167	0403.04	Middle	No	106.68	\$79,200	\$84,491	\$72,551	6581	15.45	1017	1632	2126
47	167	0404.00	Middle	No	96.16	\$79,200	\$76,159	\$65,400	2937	7.15	210	923	1221
47	167	0405.00	Middle	No	91.70	\$79,200	\$72,626	\$62,367	6158	19.83	1221	1759	2430
47	167	0406.01	Middle	No	97.09	\$79,200	\$76,895	\$66,034	4575	41.88	1916	1203	1778
47	167	0406.02	Middle	No	109.66	\$79,200	\$86,851	\$74,583	3175	26.74	849	772	1198
47	167	0407.00	Moderate	No	58.92	\$79,200	\$46,665	\$40,077	4911	58.32	2864	888	2046
47	167	0408.00	Upper	No	154.99	\$79,200	\$122,752	\$105,408	4297	13.82	594	1261	1468
47	167	0409.00	Middle	No	117.63	\$79,200	\$93,163	\$80,000	1491	31.52	470	528	690
47	167	0410.00	Middle	No	96.17	\$79,200	\$76,167	\$65,405	2868	56.42	1618	623	1091

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Independent Bank Branches

Independent Bank has (9) full-service facilities, all of which are located within Memphis MSA. All branches, with the exception of branch #9 and #6, have a drive thru. All have an ATM available. All branches with the exception of #6 is located along the Poplar Corridor that is accessible to a majority of communities and is adjacent to many LMI census tracts. One LPO/DPO was opened in Quarter 1, 2022.

Branch #	Branch Name	Address	City	State	Zip	Geography	ATM
1	White Station Branch	5050 Poplar Avenue Ste 1	Memphis	TN	38157	0085.00	Upper Deposit
2	Poplar & Ridgeway	6209 Poplar Avenue	Memphis	TN	38119	0213.20	Upper Deposit
3	Collierville Branch	2116 W Poplar Avenue	Collierville	TN	38017	0215.30	Upper Deposit
4	Midtown Branch	1711 Union Avenue	Memphis	TN	38104	0034.00	Upper Deposit
5	Poplar & Holmes Branch	3295 Poplar Avenue Ste 1	Memphis	TN	38111	0072.00	Upper Deposit
6	Bartlett-Kroger Branch	5995 Stage Road	Bartlett	TN	38134	0206.22	Upper Deposit
7	Laurelwood Branch	450 Perkins Ext	Memphis	TN	38117	0085.00	Upper Deposit
8	Germantown Branch	7635 Poplar Avenue	Germantown	TN	38138	0213.41	Upper Deposit
9	Downtown Branch	40 S. Main Street	Memphis	TN	38103	0042.00	Upper Deposit

* Thorough an agreement with First Tennessee, all Independent Bankcustomers can use the First TN Network of ATMs free of charge.

Current Hours Of Operation

All Locations excluding Kroger Branches

Drive Thru:	8:00 am thru 5:30 pm	Monday-Thursday
	8:00 am thru 6:00 pm	Friday
Lobby	8:30 am thru 5:00 pm	Monday - Thursday
	8:30 am thru 6:00 pm	Friday

Downtown Branch

Drive Thru:	None	
Lobby	9:00 am thru 4:00 pm	Monday - Friday

Kroger Branch

Drive Thru:	None	
Lobby	10:00 am thru 6:00 pm	Monday - Friday
	10:00 am thru 2:00 pm	Saturday

Services: Online Banking www.i-bankonline.com
Telephone Banking
Mobile Banking
Bank by Mail

Independent Bank
Loan to Deposit Ratio

<u>Quarter</u>	<u>Ratio</u>
03/31/2018	92.90%
06/30/2018	92.15%
09/30/2018	91.21%
12/31/2018	97.03%
03/30/2019	90.62%
06/30/2019	88.71%
09/30/2019	91.20%
12/31/2019	92.10%
03/30/2020	93.30%
06/30/2020	84.94%
09/30/2020	87.80%
12/31/2020	82.01%
03/30/2021	82.87%
06/30/2021	79.33%
09/30/2021	75.27%
12/31/2021	71.75%
03/30/2022	73.54%
06/30/2022	82.42%
09/30/2022	87.08%
12/30/2022	89.12%
01/31/2023	91.73%
03/31/2023	90.71%
06/30/2023	90.18%
12/31/2023	84.38%

2023

HMDA DATA

MSA/MD	MSA/MD Name	Total	Total	CONV	FHA	VA	FSA	Site Built	Manufactured	1-4	5+	Home Purchase	Home	Refinancing	Cash-out	Other Purpose
		Lars	Amount (\$000's)							units	units		Improvem ent		Refinancing	
	34820 Myrtle Beach-Conway-North Myrtle Beach, SC	1	335	0		1	0	0	1	0	1	0	1	0	0	0
	27260 Jacksonville, FL	1	245	1		0	0	0	1	0	1	0	1	0	0	0
	99999 Oxford, MS	19	5775	18		1	0	0	18	1	19	0	14	0	4	1
	16860 Chattanooga, TN-GA	30	9150	23		5	1	1	30	0	30	0	25	0	0	5
	17900 Columbia, SC	1	195	1		0	0	0	1	0	1	0	0	0	0	1
	27860 Jonesboro, AR	1	85	1		0	0	0	1	0	1	0	1	0	0	0
	19124 Dallas-Plano-Irving, TX	2	620	2		0	0	0	2	0	2	0	2	0	0	0
	32820 Memphis, TN-MS-AR	187	48355	136		41	10	0	186	1	187	0	155	3	8	21
	35980 MSA/MD NOT AVAILABLE	1	365	1		0	0	0	1	0	1	0	0	0	0	1
	35380 New Orleans-Metairie, LA	1	725	1		0	0	0	1	0	1	0	1	0	0	0
	42340 Savannah, GA	1	265	1		0	0	0	1	0	1	0	0	0	0	1
	33460 Minneapolis-St. Paul-Bloomington, MN-WI	1	725	1		0	0	0	1	0	1	0	1	0	0	0
	34980 Nashville-Davidson--Murfreesboro--Franklin, TN	1	195	1		0	0	0	1	0	1	0	1	0	0	0
	12060 Atlanta-Sandy Springs-Roswell, GA	1	455	1		0	0	0	1	0	1	0	1	0	0	0
	17420 Cleveland, TN	1	225	0		1	0	0	1	0	1	0	1	0	0	0
	24860 Greenville-Anderson-Greer, SC	1	305	1		0	0	0	1	0	1	0	1	0	0	0
	37860 Pensacola-Ferry Pass-Brent, FL	1	515	1		0	0	0	1	0	1	0	1	0	0	0
	36740 Orlando-Kissimmee-Sanford, FL	1	345	1		0	0	0	1	0	1	0	1	0	0	0
	22220 Fayetteville-Springdale-Rogers, AR	1	315	1		0	0	0	1	0	1	0	1	0	0	0
	16740 Charlotte-Concord-Gastonia, NC-SC	2	610	2		0	0	0	2	0	2	0	2	0	0	0
	19140 Dalton, GA	1	385	0		1	0	0	1	0	1	0	1	0	0	0
Totals		256	70190	194		50	11	1	254	2	256	0	211	3	12	30

Purpose

N/A

[illegible]

2022

HMDA DATA

2022 Independent Bank CRA LAR

MSA/MD	MSA/MD Name	Total LARs	Total Amount (\$'000's)	CONV	FHA	VA	FSA	Site Built	Manufactured	1-4 units	5+ units	Home Purchase	Home Improvement	Refinancing	Cash-out Refinancing	Other Purpose	Purpose N/A
16984	Chicago-Naperville-Evanston, IL	1	265	1	0	0	0	1	1	0	1	0	0	0	1	0	0
44140	Springfield, MA	23	275	1	1	0	0	0	1	0	1	0	0	1	0	0	0
99999	Grenada, MS	23	6415	20	2	1	0	22	1	23	0	17	0	5	1	0	0
16860	Chattanooga, TN-GA	57	17725	49	7	0	1	56	1	57	0	44	1	6	6	0	0
26420	Houston-The Woodlands-Sugar Land, TX	2	650	2	0	0	0	2	0	2	0	2	0	0	0	0	0
38060	Phoenix-Mesa- Chandler, AZ	1	575	1	0	0	0	1	0	0	1	0	0	0	0	0	0
15980	Cape Coral-Fort Myers, FL	1	255	1	0	0	0	1	0	1	0	0	0	0	0	0	0
29820	Las Vegas-Henderson-Paradise, NV	2	550	2	0	0	0	2	0	2	0	0	0	0	1	0	0
19124	Dallas-Plano-Irving, TX	2	1170	2	0	0	0	0	0	2	0	1	0	0	1	0	0
32820	Memphis, TN-MS-AR	214	60680	175	32	7	0	211	3	211	3	139	5	33	32	0	0
40900	Sacramento-Roseville-Folsom, CA	1	315	1	0	0	0	1	0	0	1	0	0	0	1	0	0
18880	Crestview-Fort Walton Beach-Destin, FL	2	850	2	0	0	0	2	0	2	0	0	0	2	0	0	0
33860	Montgomery, AL	1	265	1	0	0	0	1	0	1	0	0	1	0	0	0	0
11700	Asheville, NC	1	495	0	0	1	0	1	0	1	0	1	0	0	0	0	0
12940	Baton Rouge, LA	1	175	1	0	0	0	1	1	1	0	0	0	1	0	0	0
35380	New Orleans-Metairie, LA	1	205	1	0	0	0	1	0	0	1	0	0	0	0	0	0
33874	Montgomery County-Bucks County-Chester County, PA	1	125	1	0	0	0	1	0	1	0	1	0	0	0	0	0
26300	Hot Springs, AR	2	1690	2	0	0	0	2	0	2	0	2	0	0	0	0	0
25940	Hilton Head Island-Bluffton, SC	3	2085	3	0	0	0	3	0	3	0	3	0	0	0	0	0
28940	Knoxville, TN	2	620	2	0	0	0	2	0	2	0	1	0	0	1	0	0
41100	St. George, UT	1	395	1	0	0	0	1	0	1	0	0	0	1	0	0	0
34980	Nashville-Davidson--Murfreesboro--Franklin, TN	3	1175	3	0	0	0	3	0	3	0	2	0	0	1	0	0
12060	Atlanta-Sandy Springs-Alpharetta, GA	2	1060	2	0	0	0	2	0	2	0	1	0	1	0	0	0
26620	Huntsville, AL	1	555	1	0	0	0	1	0	1	0	1	0	0	0	0	0
29340	Lake Charles, LA	1	195	1	0	0	0	1	0	1	0	0	0	1	0	0	0
17420	Cleveland, TN	4	940	3	0	1	0	4	0	4	0	3	0	0	1	0	0
38940	Port St. Lucie, FL	1	225	1	0	0	0	1	0	1	0	0	0	0	1	0	0
37964	Philadelphia, PA	1	185	1	0	0	0	1	0	1	0	1	0	0	0	0	0
38860	Portland-South Portland, ME	1	215	1	0	0	0	1	0	1	0	0	0	1	0	0	0
37860	Pensacola-Ferry Pass-Brent, FL	1	445	1	0	0	0	1	0	1	0	1	0	0	0	0	0
36740	Orlando-Kissimmee-Sanford, FL	1	485	1	0	0	0	1	0	1	0	1	0	0	0	0	0
12220	Auburn-Opelika, AL	1	385	1	0	0	0	1	0	1	0	0	0	0	1	0	0
25060	Gulfport-Biloxi, MS	2	800	2	0	0	0	2	0	2	0	2	0	0	0	0	0
19140	Dalton, GA	1	265	1	0	0	0	1	0	1	0	1	0	0	0	0	0
30780	Little Rock-North Little Rock-Conway, AR	2	340	2	0	0	0	2	0	2	0	2	0	0	0	0	0
22520	Florence-Muscle Shoals, AL	1	2005	1	0	0	0	1	0	1	0	0	0	1	0	0	0
Totals		343	105055	291	41	10	1	338	5	340	3	227	8	60	48	0	0

2021
HMDA DATA

2021 Independent Bank CRA LAR

MSA/MD D	MSA/MD Name	Total Lars	Total Amount (\$000's)	CONV	FHA	VA	FSA	Site Built	Manufactured	1-4 units	5+ units	Home Purchase	Home Improvement	Refinancing	Cash-out Refinancing	Other Purpose	Purpose N/A
27260	Jacksonville	2	370	2	0	0	0	2	0	2	0	1	0	0	1	0	0
27180	Jackson, TN	9	2405	7	1	1	0	9	0	9	0	3	0	6	0	0	0
13820	Birmingham	22	7440	22	0	0	0	22	0	22	0	2	3	16	1	0	0
24340	Grand Rapids	1	305	1	0	0	0	1	0	1	0	1	0	0	0	0	0
99999	Paducah, KY	47	9675	41	5	1	0	46	1	47	0	13	1	18	15	0	0
16860	Chattanooga	176	41770	143	27	5	1	176	0	176	0	106	1	48	21	0	0
17300	Clarksville,	3	635	1	2	0	0	3	0	3	0	3	0	0	0	0	0
36084	Oakland-Bk	1	825	1	0	0	0	1	0	1	0	1	0	0	0	0	0
38900	Portland-V	2	400	2	0	0	0	2	0	2	0	0	0	1	1	0	0
12020	Athens-Cla	1	235	1	0	0	0	1	0	1	0	1	0	0	0	0	0
42220	Santa Rosa	1	345	1	0	0	0	1	0	1	0	0	0	1	0	0	0
37460	Panama City	1	495	1	0	0	0	1	0	1	0	2	0	0	0	0	0
29820	Las Vegas	5	1255	5	0	0	0	5	0	5	0	0	0	4	1	0	0
11500	Anniston-C	1	225	1	0	0	0	1	0	1	0	0	0	1	0	0	0
36260	Ogden-Cle	1	285	1	0	0	0	1	0	1	0	0	0	1	0	0	0
29460	Lakeland-V	2	470	2	0	0	0	2	0	2	0	1	0	1	0	0	0
27140	Jackson, MI	7	1665	7	0	0	0	7	0	7	0	0	0	5	2	0	0
39580	Raleigh-Ca	3	705	3	0	0	0	3	0	3	0	0	0	2	1	0	0
31140	Louisville/L	13	2705	13	0	0	0	13	0	13	0	0	1	9	3	0	0
30460	Lexington-	2	440	2	0	0	0	2	0	2	0	0	0	2	0	0	0
19124	Dallas-Plan	1	215	1	0	0	0	1	0	1	0	0	0	1	0	0	0
32820	Memphis,	525	127715	442	69	12	2	525	0	525	0	260	16	161	88	0	0
15680	California-I	1	325	1	0	0	0	1	0	1	0	0	0	0	1	0	0
20020	Dodhan, AL	2	460	2	0	0	0	2	0	2	0	0	1	1	0	0	0
33660	Mobile, AL	1	215	1	0	0	0	1	0	1	0	0	0	1	0	0	0
15764	Cambridge	2	520	2	0	0	0	2	0	2	0	0	0	2	0	0	0
40900	Sacrament	4	820	4	0	0	0	4	0	4	0	0	0	4	0	0	0
29180	Lafayette,	3	635	3	0	0	0	3	0	3	0	0	0	3	0	0	0
25860	Hickory-Le	2	360	2	0	0	0	2	0	2	0	1	0	0	1	0	0
49340	Worcester	1	325	1	0	0	0	1	0	1	0	0	0	1	0	0	0

17420	Cleveland,	9	2355	5	3	1	0	9	0	9	0	7	1	0	1	0	0
38940	Port St. Luc	1	515	1	0	0	0	1	0	1	0	0	0	0	1	0	0
43620	Sioux Falls,	1	215	1	0	0	0	1	0	1	0	0	0	0	1	0	0
38860	Portland-Se	3	835	3	0	0	0	3	0	3	0	0	0	0	3	0	0
19460	Decatur, Al	2	380	2	0	0	0	2	0	2	0	0	1	0	0	0	0
20500	Durham-Ch	4	1140	4	0	0	0	4	0	4	0	2	0	0	1	1	0
37860	Pensacola-	1	305	1	0	0	0	1	0	1	0	0	0	0	1	0	0
26380	Houma-Th	1	185	1	0	0	0	1	0	1	0	0	0	0	1	0	0
17820	Colorado S	1	275	1	0	0	0	1	0	1	0	0	0	0	1	0	0
48424	West Palm	2	730	2	0	0	0	2	0	2	0	0	0	0	2	0	0
42034	San Rafael,	1	355	1	0	0	0	1	0	1	0	0	0	0	1	0	0
37100	Oxnard-Th	1	405	1	0	0	0	1	0	1	0	0	0	0	0	1	0
36740	Orlando-Ki	2	350	1	1	0	0	2	0	2	0	0	0	0	1	1	0
12220	Auburn-Op	1	115	1	0	0	0	1	0	1	0	0	0	0	1	0	0
24660	Greensboro	2	950	1	0	1	0	2	0	2	0	0	0	0	1	1	0
19740	Denver-Au	2	390	2	0	0	0	2	0	2	0	0	0	0	1	1	0
17140	Cincinnati,	11	2685	11	0	0	0	11	0	11	0	1	0	0	9	1	0
25060	Gulfport-B	3	455	3	0	0	0	3	0	3	0	2	0	0	0	1	0
28140	Kansas City	1	295	1	0	0	0	1	0	1	0	0	0	0	1	0	0
40060	Richmond,	1	215	1	0	0	0	1	0	1	0	0	0	0	1	0	0
47894	Washingto	3	835	3	0	0	0	3	0	3	0	0	0	0	1	2	0
45300	Tampa-St.	2	400	2	0	0	0	2	0	2	0	0	0	0	0	2	0
19660	Deltona-D	1	275	1	0	0	0	1	0	1	0	0	0	0	1	0	0
45104	Tacoma-La	1	175	1	0	0	0	1	0	1	0	0	0	0	1	0	0
16740	Charlotte-	4	1080	3	0	1	0	4	0	4	0	1	0	0	2	1	0
19140	Dalton, GA	2	550	2	0	0	0	2	0	2	0	1	0	0	1	0	0
14540	Bowling Gr	1	195	1	0	0	0	1	0	1	0	0	0	0	1	0	0
30780	Little Rock	2	340	1	1	0	0	2	0	2	0	2	0	0	0	0	0
19300	Daphne-Fa	6	1240	6	0	0	0	6	0	6	0	1	0	0	5	0	0
25220	Hammond,	2	350	2	0	0	0	2	0	2	0	0	0	0	2	0	0
43340	Shreveport	1	265	1	0	0	0	1	0	1	0	1	0	0	0	0	0
41180	St. Louis, M	3	925	3	0	0	0	3	0	3	0	0	0	0	2	1	0
39900	Reno, NV	3	715	3	0	0	0	3	0	3	0	0	0	0	2	1	0
Totals		1010	249610	873	112	22	3	1009	1	1010	0	430	27	384	168	1	0

2020
HMDA DATA

MSA/MD	MSA/MD Nat	Total Lars	Total Amount	CONV	FHA	VA	FSA	Size Built	Manufacture	1-4 units	5+ units	Home Purch	Home Improv	Refinancing	Cash-out Ref	Other Purpos	Purpose N/A
16984 Chicago-Nap	1	445	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0
27260 Jacksonville-S	1	275	1	0	0	0	0	1	0	0	1	0	0	0	1	0	0
27180 Jackson-Brow	2	370	1	0	0	0	0	2	0	0	2	0	0	0	0	0	0
13820 Birmingham	34	9900	34	0	0	0	0	34	0	0	34	0	0	0	31	2	0
41500 Salinas, CA	1	485	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0
99999 MSA/MD NO	65	15735	54	7	0	4	65	65	0	65	0	33	0	28	4	0	0
16860 Chattanooga	229	52345	167	47	12	3	227	2	2	229	0	132	2	72	23	0	0
28420 Houston-The	2	780	2	0	0	0	2	2	0	0	2	1	0	0	1	0	0
17300 Clarksville, TN	3	955	3	0	0	0	3	3	0	3	0	3	0	0	0	0	0
17900 Columbia-Ore	1	115	1	0	0	0	1	1	0	1	0	1	0	0	0	0	0
36084 San Jose-San	1	665	1	0	0	0	1	1	0	1	0	0	0	0	0	0	0
15980 Cape Coral-F	1	205	1	0	0	0	205	1	0	1	0	0	0	0	1	0	0
27140 Jackson-Vicks	8	2100	8	0	0	0	8	8	0	8	0	0	0	0	0	0	0
25620 Hattiesburg-L	1	515	1	0	0	0	1	1	0	1	0	1	0	0	0	0	0
31140 Louisville/Jeff	25	8045	24	1	0	0	25	25	0	25	0	2	0	0	18	5	0
30460 Lexington-Far	17	5365	17	0	0	0	17	17	0	17	0	0	1	16	0	0	0
19124 Dallas-Fort W	3	1305	3	0	0	0	3	3	0	3	0	3	0	0	0	0	0
32820 Memphis-For	670	159600	568	85	12	5	668	2	2	670	0	362	14	222	72	0	0
20020 Dothan-Ozark	1	225	1	0	0	0	1	1	0	1	0	0	0	0	1	0	0
33660 Mobile-Daghl	2	430	2	0	0	0	2	2	0	2	0	0	0	2	0	0	0
29180 Lafayette-Op	1	235	1	0	0	0	1	1	0	1	0	0	0	1	0	0	0
21540 Gainesville-La	2	480	1	0	1	0	2	2	0	2	0	0	0	2	0	0	0
18880 Crestview-Flo	3	1835	3	0	0	0	3	3	0	3	0	3	0	0	0	0	0
33860 Montgomery	5	925	5	0	0	0	5	5	0	5	0	0	0	2	3	0	0
37340 Palm Bay-Mel	1	495	1	0	0	0	1	1	0	1	0	0	1	0	0	0	0
17940 Baton Rouge	10	2920	10	0	0	0	10	10	0	10	0	1	0	7	2	0	0
35380 New Orleans	16	5540	16	0	0	0	16	16	0	16	0	1	0	14	1	0	0
33874 Philadelphia	1	175	1	0	0	0	1	1	0	1	0	0	0	1	0	0	0
42340 Savannah-Hin	2	490	2	0	0	0	2	2	0	2	0	2	0	0	0	0	0
34580 Seattle-Tacoma	1	375	1	0	0	0	375	1	0	1	0	0	0	0	1	0	0
28940 Knoxville-Mo	6	1690	5	0	1	0	6	6	0	6	0	0	0	5	1	0	0
46220 Tuscaloosa, A	4	1320	4	0	0	0	4	4	0	4	0	0	0	4	0	0	0
22660 Fort Collins, CO	2	550	2	0	0	0	2	2	0	2	0	0	0	2	0	0	0
40140 Los Angeles-L	1	335	1	0	0	0	335	1	0	1	0	0	0	1	0	0	0
21060 Louisville/Jeff	1	225	0	0	1	0	1	1	0	1	0	0	0	1	0	0	0
35840 North Port-Sa	2	980	2	0	0	0	2	2	0	2	0	2	0	0	0	0	0
34980 Nashville-Day	20	6930	20	0	0	0	20	20	0	20	0	8	1	10	1	0	0
34100 Knoxville-Mo	1	165	0	1	0	0	1	1	0	1	0	1	0	0	0	0	0
31084 Los Angeles-L	2	940	2	0	0	0	2	2	0	2	0	0	0	2	0	0	0
12060 Atlanta-Athe	10	2540	10	0	0	0	10	10	0	10	0	4	0	3	3	0	0
26620 Huntsville-De	28	7070	28	0	0	0	28	28	0	28	0	0	2	21	5	0	0
17420 Chattanooga	13	2405	8	4	0	1	12	1	1	13	0	8	0	3	2	0	0

2021 Independent Bank CRA LAR

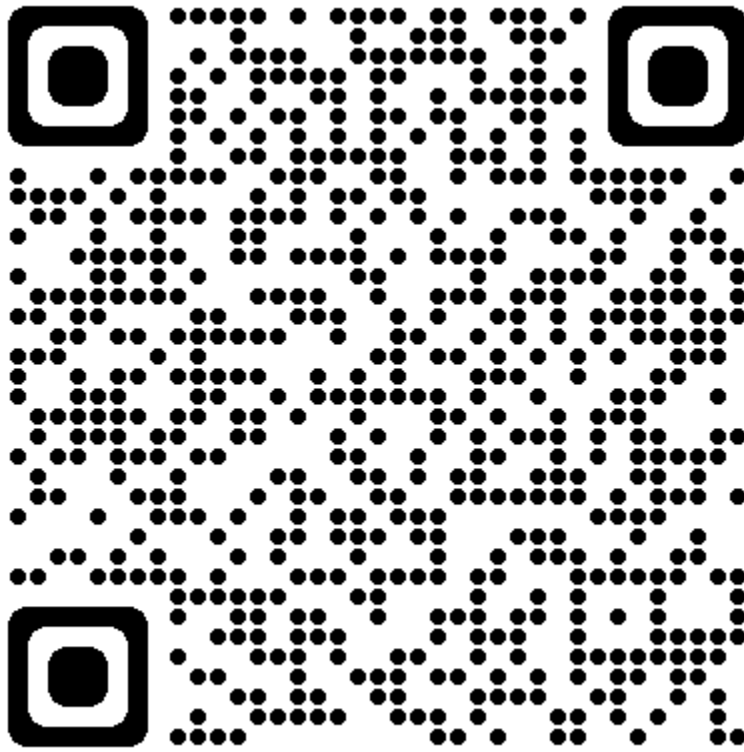
MSA/M D	MSA/MD Name	Total Lars	Total Amount (\$000's)	CONV	FHA	VA	FSA	Site Built	Manufactured	1-4 units	5+ units	Home Purchase	Home Improvement	Refinancing	Cash-out Refinancing	Other Purpose	Purpose N/A
27260	Jacksonville	2	370	2	0	0	0	2	0	0	2	0	1	0	0	1	0
27180	Jackson, TH	9	2405	7	1	1	1	9	0	0	9	0	3	0	6	0	0
13820	Birmingham	22	7440	22	0	0	0	22	0	0	22	0	2	3	16	1	0
24340	Grand Rapids	1	305	1	0	0	0	1	0	0	1	0	1	0	0	0	0
99999	Paducah, KY	47	9675	41	5	1	0	45	1	47	0	13	1	18	15	0	0
16860	Chattanooga	176	41770	143	27	5	1	176	0	176	0	106	1	48	21	0	0
17300	Clarksville	3	635	1	2	0	0	3	0	3	0	3	0	0	0	0	0
36084	Oakland-Bay	1	825	1	0	0	0	1	0	0	1	0	1	0	0	0	0
38900	Portland-VI	2	400	2	0	0	0	2	0	0	2	0	0	1	1	0	0
12020	Athens-Cla	1	235	1	0	0	0	1	0	1	0	1	0	0	0	0	0
42220	Santa Rosa	1	345	1	0	0	0	1	0	1	0	0	0	1	0	0	0
37460	Panama City	1	495	1	0	0	0	1	0	1	0	1	0	0	0	0	0
29820	Las Vegas-L	5	1255	5	0	0	0	5	0	5	0	0	0	4	1	0	0
11500	Anniston-C	1	225	1	0	0	0	1	0	0	1	0	0	1	0	0	0
36260	Ogden-Cler	1	285	1	0	0	0	1	0	1	0	0	0	1	0	0	0
29460	Lakeland-V	2	470	2	0	0	0	2	0	2	0	1	0	1	0	0	0
27140	Jackson, MI	7	1665	7	0	0	0	7	0	7	0	0	0	5	2	0	0
39580	Raleigh-Ca	3	705	3	0	0	0	3	0	3	0	0	0	2	1	0	0
31140	Louisville/J	13	2705	13	0	0	0	13	0	13	0	0	1	9	3	0	0
30460	Lexington	2	440	2	0	0	0	2	0	2	0	0	0	2	0	0	0
19124	Dallas-Plan	1	215	1	0	0	0	1	0	1	0	0	0	1	0	0	0
32820	Memphis	525	127715	442	69	12	2	525	0	525	0	260	16	161	88	0	0
15680	California-I	1	325	1	0	0	0	1	0	1	0	0	0	0	1	0	0
20020	Dothan, AL	2	460	2	0	0	0	2	0	2	0	0	1	1	0	0	0
33660	Mobile, AL	1	215	1	0	0	0	1	0	1	0	0	0	1	0	0	0
15764	Cambridge	2	520	2	0	0	0	2	0	2	0	0	0	2	0	0	0
40900	Sacramento	4	820	4	0	0	0	4	0	4	0	0	0	4	0	0	0
29180	Lafayette	3	635	3	0	0	0	3	0	3	0	0	0	3	0	0	0
25860	Hickory-Le	2	360	2	0	0	0	2	0	2	0	1	0	0	1	0	0
49340	Worcester	1	325	1	0	0	0	1	0	1	0	0	0	1	0	0	0

17420	Cleveland,	9	2355	5	3	1	0	9	0	0	7	1	0	1	0	0
38940	Port St. Luc	1	515	1	0	0	0	1	0	0	0	0	1	0	0	0
43620	Sioux Falls,	1	215	1	0	0	0	1	0	0	0	0	1	0	0	0
38860	Portland-Se	3	835	3	0	0	0	3	0	0	0	0	3	0	0	0
19460	Decatur, Al	2	380	2	0	0	0	2	0	0	0	1	0	1	0	0
20500	Durham-Cr	4	1140	4	0	0	0	4	0	0	2	0	1	0	0	0
37860	Pensacola-	1	305	1	0	0	0	1	0	0	0	0	1	0	0	0
26380	Houma-Th	1	185	1	0	0	0	1	0	0	0	0	1	0	0	0
17820	Colorado S	1	275	1	0	0	0	1	0	0	0	0	1	0	0	0
48424	West Palm	2	730	2	0	0	0	2	0	0	0	0	2	0	0	0
42034	San Rafael,	1	355	1	0	0	0	1	0	0	0	0	1	0	0	0
37100	Oxnard-Th	1	405	1	0	0	0	1	0	0	0	0	1	0	0	0
36740	Orlando-Ki	2	350	1	1	0	0	2	0	0	0	0	1	0	0	0
12220	Auburn-Op	1	115	1	0	0	0	1	0	0	0	0	1	0	0	0
24660	Greensbor	2	950	1	0	1	0	2	0	0	0	0	1	1	0	0
19740	Denver-Au	2	390	2	0	0	0	2	0	0	0	0	1	1	0	0
17140	Cincinnati,	11	2685	11	0	0	0	11	0	0	1	0	9	1	0	0
25060	Gulfport-B	3	455	3	0	0	0	3	0	0	2	0	0	1	0	0
28140	Kansas City	1	295	1	0	0	0	1	0	0	0	0	1	0	0	0
40060	Richmond,	1	215	1	0	0	0	1	0	0	0	0	1	0	0	0
47894	Washingto	3	835	3	0	0	0	3	0	0	0	0	1	2	0	0
45300	Tampa-St.	2	400	2	0	0	0	2	0	0	0	0	0	2	0	0
19660	Deltone-De	1	275	1	0	0	0	1	0	0	0	0	1	0	0	0
45104	Tacoma-La	1	175	1	0	0	0	1	0	0	0	0	1	0	0	0
16740	Charlotte-C	4	1080	3	0	1	0	4	0	0	1	0	1	0	0	0
19140	Dalton, GA	2	550	2	0	0	0	2	0	0	1	0	1	0	0	0
14540	Bowling Gr	1	195	1	0	0	0	1	0	0	0	0	1	0	0	0
30780	Little Rock	2	340	1	1	0	0	2	0	0	2	0	0	0	0	0
19300	Daphne-Fs	6	1240	6	0	0	0	6	0	0	1	0	5	0	0	0
25220	Hammond,	2	350	2	0	0	0	2	0	0	0	0	2	0	0	0
43340	Shreveport	1	265	1	0	0	0	1	0	0	1	0	0	0	0	0
41180	St. Louis, M	3	925	3	0	0	0	3	0	0	0	0	2	1	0	0
39900	Reno, NV	3	715	3	0	0	0	3	0	0	0	0	2	1	0	0
Totals		1010	249810	873	112	22	3	1009	1	1	430	27	384	168	1	0

2019
HMDA DATA

2019 HMDA LAR SUBMISSION REPORT

LAR Name	Total LARs	Total Amount (\$000's)	CONV	FHA	VA	FSA	Site Built	Manufactured units	1-4	5+ units	Home Purchase	Home Improvement	Refinancing	Cash-out Refinancing	Other Purpose
in-Brownsville, TN	5	1065	5	0	0	0	5	0	5	0	3	0	1	1	1
in-S, CA	1	655	1	0	0	0	1	0	1	0	1	0	0	0	0
MD NOT AVAILABLE	25	4855	13	6	0	6	24	1	25	0	23	0	2	0	0
inanga-Cleveland-Dalton, TN-GA	165	32495	92	54	13	6	161	4	165	0	130	1	18	16	0
ville, TN-KY	2	420	2	0	0	0	2	0	2	0	1	0	1	0	0
ia-Mesa, AZ	2	330	2	0	0	0	2	0	2	0	0	0	2	0	0
zero-Paragould, AR	1	305	1	0	0	0	1	0	1	0	0	0	1	0	0
in-Durham-Cary, NC	1	405	1	0	0	0	1	0	1	0	1	0	0	0	0
inlie-Forrest City, TN-MS-AR	355	71395	264	68	21	2	354	1	355	0	255	5	50	45	0
inew-Fort Walton Beach-Deslin, FL	2	490	2	0	0	0	2	0	2	0	2	0	0	0	0
Rough, LA	1	235	1	0	0	0	1	0	1	0	1	0	0	0	0
ille-Morristown-Sevierville, TN	3	495	3	0	0	0	3	0	3	0	3	0	0	0	0
ille-Davidson-Murfreesboro, TN	6	1980	6	0	0	0	6	0	6	0	4	0	1	1	1
in-Athens-Clarke County-Sandy Springs, GA-AL	1	265	1	0	0	0	1	0	1	0	1	0	0	0	0
inanga-Cleveland-Dalton, TN-GA	3	315	2	0	1	0	3	0	3	0	3	0	0	0	0
ido Springs, CO	1	335	0	1	0	0	1	0	1	0	0	0	0	1	0
inanga-Cleveland-Dalton, TN-GA	1	325	1	0	0	0	1	0	1	0	1	0	0	0	0
in-e-Daphne-Fairhope, AL	2	550	2	0	0	0	2	0	2	0	1	0	1	0	0
in-erik-Newark, NY-NJ-CT-PA	1	165	1	0	0	0	1	0	1	0	1	0	0	0	0
	578	117080	400	129	35	14	572	6	578	0	431	6	77	64	0



Scan the QR code for www.i-bankonline.com

Free Checking

APPLY NOW

Do you need a simple checking account with no monthly fees? Then our Free Checking account is ideal for you.

- No minimum balance required (after \$100 minimum to open)
- 24-hour account access with free Online Banking and Mobile Banking
- Free personal financial management tools with the Money Management online hub
- Free Bill Pay
- Free debit card (upon approval)
- Unlimited check-writing

Terms: No interest is earned on the Free Checking account. A minimum of \$100 is required to open this account, with no minimum balance requirement thereafter. For more information, see our Checking accounts [comparison chart](#).

Interest Checking

APPLY NOW

Ready to make your money work harder for you?

Have more cash on hand when you earn interest on your account balance.

- Earn interest on your checking account balance (paid monthly)
- 24-hour account access with free Online Banking and Mobile Banking
- Free personal financial management tools with the Money Management online hub
- Free Bill Pay
- Free debit card (upon approval)
- Unlimited check writing

Contact us at **901-844-0400** for current interest rates and annual percentage yields

Terms: A minimum of \$100 is required to open this account. Keeping your daily balance at \$1,000 or higher waives the \$12 monthly account fee. For more information, see our Checking accounts [comparison chart](#).

Package Account

APPLY NOW

Maximize your money by combining your personal accounts into one package.

If your checking, savings, money market and CD accounts combined keep a total daily balance of \$5,000 or more, this personal banking option is exactly what you need.

With the Package Account, interest is earned on your checking, savings and money market accounts. Most service charges are offset by meeting the minimum daily balance requirements.

- Earn interest on your checking account balance (paid monthly)
- A personal line of credit (upon approval)
- 24-hour account access with free Online Banking and Mobile Banking
- Free personal financial management tools with the Money Management online hub
- Free Bill Pay
- Free debit card (upon approval)
- Unlimited check writing

Terms: For more information, see our Checking accounts [comparison chart](#).

Classic Club

APPLY NOW

Membership Qualifications

Qualify by maintaining a \$2,500 minimum balance in total deposits or by paying a \$10 monthly group fee. For more information on the Classic Club Banking Group, e-mail a Classic Club Coordinator or call 901-842-2603.

More About Classic Club

Our Classic Club Banking Group gives you the knowledge to feel comfortable and confident about managing your resources and growing your nest egg. Build new friendships through social gatherings while you grow your financial resources and knowledge.

Benefits include:

- Interest checking
- Free wallet checks on primary account
- .10% premium on non-promotional CDs
- Free debit card*
- VISA® credit card at no annual fee*
- Free cashier's checks and money orders
- Free notary service
- Free stop payments
- Cash reserve on checking (with no transfer fee)*
- Discount on safe deposit box

* Subject to credit approval

Personal Checking Services

APPLY NOW

You're unique, with banking needs that evolve and change just as your life does. That's why we offer a variety of checking options.

At i-bank, we believe you deserve flexibility and convenience. Say hello to simple banking with i-bank.

Our personal checking options include: **Free Checking**, **Interest Checking**, **Package Account**, and **Classic Club**.

	Free Checking	Interest Checking	Package Account	Classic Club
Best for you if you want:	Checking account with easy access to your money	Checking account that lets your money make you money	Checking and Savings accounts bundled for easy access and additional value	Checking and Savings accounts bundled for easy access and additional value
Free debit card ¹	•	•	•	•
Free access to online banking	•	•	•	•
Free ² online bill pay	•	•	•	•
Free ² mobile banking ³	•	•	•	•
Free Money Management	•	•	•	•
Optional overdraft protection	•	•	•	•
Interest-earning checking account		•	•	•
Monthly combined statements			•	•
Free cashier checks			•	•
Minimum opening deposit	\$100	\$100	Checking - \$100 Savings - \$100	Checking - \$100 Savings - \$100
Monthly service fee	\$0	\$12	\$15	\$10
Minimum balance to avoid service fees	\$0	\$1000	\$5,000 combined	\$2,500 combined
Check discounts	1st Order Logo Checks Free	1st Order Logo Checks Free	Free Logo Checks	Free Logo Checks

APPLY NOW

¹ Debit card subject to credit approval.

² Your mobile carrier's text messaging and web access charges may apply.

³ This balance may not reflect all of your transactions, such as checks you have written or debit card transactions that have been approved but not yet submitted for payment by the merchant.

Certificates of Deposit

A Certificate of Deposit (CD) is a wonderful savings option when you have a long-term plan and don't need to access your money for a while. Our customers have used their CDs for vacation, education, a sizable household purchase, or general future-planning.

With a CD, you can let your money sit and grow—you don't even have to think about it.

Your CD account is customizable to your needs through the several different options we offer.*

- \$1,000 opening deposit
- Multiple interest payment avenues available*
- Automatically renewable with a ten-day grace period at maturity
- Interest payments are traditionally made at CD maturity or made at the annual anniversary date of the CD, if original maturity is 12 months or greater*
- Interest can also be paid out monthly, quarterly, semi-annually or yearly*
- A variety of terms available.

*Contact i-bank for options and additional terms and conditions, including current interest rates and annual percentage yields.

Terms: Early withdrawal penalties apply. Interest rate varies and depends on term. At maturity, interest may be compounded into principal balance or deposited into another account.

i-Round Up Savings

Saving, simplified.

i-Round Up is a perfect, proactive option for customers holding both an i-bank Checking account and a Savings account. When you use your i-bank debit card, the purchase will automatically be rounded up to a full dollar amount of your choosing, with the amount of the round up added to your Savings account.

Increasing your Savings just became effortless.

- Round up from \$1 to \$9 per transaction
- 24-hour account access

To register for i-Round Up, fill out the attached form and drop it off at any of our **convenient branch locations**.

- **Registration Form**
- **Change or Cancel Form**

Terms: i-Round Up is a free service for all i-bank customers who have a checking account, debit card and a Savings or Money Market account. The automatic i-Round Up transfers will be made from your Checking account to your Savings or Money Market account.

UTMA (Minor) Savings

Few joys in life come with as much responsibility as parenting. As your chosen banking partner, we'll help you start securing your child's future by building a solid financial foundation now.

UTMA (Minor) Savings *

You and others can give your minor(s) the gift of financial saving with i-bank's Uniform Transfer to Minors Account (UTMA).

UTMA Savings is a custodial savings account only for the benefit of a minor. The minor has no access even at age the age of majority.

- \$100 requirement to open the account
- No monthly service charge until account holder reaches 18 years of age
- Three to Six free monthly withdrawals, depending on account balance (see terms)
- 24-hour account access
- Interest on this account will be compounded quarterly

Contact i-bank for current interest rates and annual percentage yields.

*Terms: You must deposit at least \$100 to open this account. The interest rate for this account is variable. Your interest rate and annual percentage yield may change at our discretion. Interest will be compounded quarterly. Interest will be credited to the account quarterly. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. The service fee will be waived until the account holder reaches 18 years of age. Six withdrawals per month are allowed on accounts with balance of \$1000 and above. For accounts below \$1000, three withdrawals per month are allowed. An excessive transaction fee of \$3 per transaction will be charged for transactions over the limited number. Fees could reduce the earnings on the account.

Money Market Savings

[APPLY NOW](#)

Save more, earn more. Plus, enjoy some added features that are commonly associated with Personal Checking accounts.

With an escalating interest-rate scale, the higher your daily balance the more interest you earn.

- Receive interest-rate tiers based on your daily balance
- Enjoy check-writing abilities, with monthly statements and check images for easy record keeping
- Access money through withdrawal or ATM
- Unlimited transfers made in person, by messenger, or to one of our loans

Contact i-bank for tier levels and current interest rates and annual percentage yields for each tier.

Terms: You must deposit at least \$1,000 to open this account. A service charge of \$15.00 will be imposed every month if the balance in the account falls below \$5,000 any day of the month. The interest rate for this account is variable. The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. Interest will be compounded monthly. Interest will be credited to the account monthly. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. During any statement cycle, you may not make more than 6 withdrawals or transfers to another account of yours or to a third party by means of a preauthorized or automatic transfer or telephone order or instruction, computer transfer, or by check, draft, debit card or similar order to a third party. If you exceed the transaction limitations you will be charged \$15.00 fee for each additional transaction. Fees could reduce the earnings on the account.

Regular Savings

APPLY NOW

Whether it's saving for a rainy-day fund or working toward a major goal, this account option is the perfect entrée into the benefits of saving money.

Our Regular Savings accounts are straight-forward and simple, because complexity is over-rated.

- Only \$100 needed to open the account
- Interest compounded quarterly
- Set up automatic transfers from your checking account to help you save
- Effortless transfers between your other i-bank accounts
- 24-hour account access

Contact i-bank for current interest rates and annual percentage yields.

Terms: You must deposit at least \$100 to open this account. A service charge of \$5.00 will be imposed every quarter if the balance in the account falls below \$250 any day of the quarter. The interest rate for this account is variable. Your interest rate and annual percentage yield may change at our discretion. Interest will be compounded quarterly. Interest will be credited to the account quarterly. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. An excessive withdrawal fee of \$3 per transaction will be imposed per month. If the balance is over \$1,000 the account allows 6 free withdrawals per month, under \$1,000 the account allows 3 free withdrawals per month. Fees could reduce the earnings on the account.

Educational IRA CD—Coverdell Education Savings Account

With the cost of education on the rise, an Educational IRA CD is a smart investment. You can use funds in an Educational IRA CD for any educational expense.

Contributions must be deposited before the beneficiary's 18th birthday, and funds must be used by the beneficiary's 30th birthday. Unused funds may be transferred to a qualified beneficiary.

- Tax exemption on qualified distributions
- \$100 opening deposit
- \$2000 maximum annual contribution
- Automatically renewable with a 10-day grace period
- Earns interest daily
- Interest posts to CD at maturity (annually if 12 months or longer)
- Funds may be withdrawn at any time, tax-free, for educational needs
- CD penalty for early closure

To open an Educational IRA CD, **visit your favorite i-bank branch.**

Contact i-bank for CD options and current interest rates and annual percentage yields.

Terms: You must deposit at least \$1,000 to open this account. The interest rate for this account is fixed. Your interest rate and annual percentage yield may change at our discretion. Interest will be compounded annually. Interest will be credited annually. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. A penalty will be imposed for withdrawals before maturity. This account will automatically renew at maturity. This account will not renew if you withdraw the funds on the maturity date or if we receive written notice from you on or before the maturity date of your intention not to renew. Each renewal term will be the same as the original term, beginning on the maturity date. The interest rate will be the same as the current rate being paid on this type of product.

Another great i-bank option to consider for your student is the **UTMA/Minor Savings Account**. Talk to us to determine which tools are best for your family's goals.

Roth IRA CD

A Roth IRA can be a great retirement choice if you would rather pay taxes now and receive tax-free interest at retirement.

A Roth IRA grows tax-free and all distributions made after retirement are not taxed.

Plus, there are no age limits for contributions or distributions.

- \$1,000 opening deposit
- \$6,500 maximum annual contribution (\$7,500 for individuals age 50 or older)
- Interest accrues daily
- Interest earnings posted at maturity
- CD penalty for early closure
- Qualified withdrawals may be made tax- and penalty-free

To open a Roth IRA, **visit your favorite i-bank branch.**

Contact i-bank for CD options and current interest rates and annual percentage yields.

Terms: You must deposit at least \$1,000 to open this account. The interest rate for this account is fixed. Your interest rate and annual percentage yield may change at our discretion. Interest will be compounded annually. Interest will be credited annually. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. A penalty will be imposed for withdrawals before maturity. This account will automatically renew at maturity. This account will not renew if you withdraw the funds on the maturity date or if we receive written notice from you on or before the maturity date of your intention not to renew. Each renewal term will be the same as the original term, beginning on the maturity date. The interest rate will be the same as the current rate being paid on this type of product.

IRA Savings

An IRA Savings Account gives you the flexibility to make contributions all year long.

Deposits can be pre-tax, after tax or educational.

- Earns interest quarterly
- \$1,000 opening balance
- \$6,500 maximum annual contribution (\$7,500 for individuals age 50 or older); \$2,000 maximum for educational account
- Tax credits may apply
- Unlimited deposits up to the maximum annual contribution amount
- Unlimited qualified distributions
 - * Early account closure fee of \$25
 - * IRS penalties apply for unqualified distributions

To open an IRA account, **visit your favorite i-bank branch.**

Contact i-bank for current interest rates and annual percentage yields.

Terms: You must deposit at least \$1,000 to open this account. The interest rate for this account is variable. Your interest rate and annual percentage yield may change at our discretion. Interest will be compounded daily. Interest will be paid quarterly by deposit to this account. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. A \$25 penalty will be imposed by the bank on unqualified withdrawals before the age 59 ½. This does not include IRS penalties.

Traditional IRA CD

If you're just starting to save for retirement or are looking to get your retirement plan back on track, IRA CDs may be the right choice for you.

Interest-rate deposits are set at a fixed rate for a fixed term. Traditional IRA contributions are pre-taxed income and may qualify for a tax deduction the year of contribution. Consult your tax advisor for more information.

- Tax-deferred growth
- Interest accrues daily
- Interest is deposited at maturity (annually if 12 months or longer)
- \$100 opening deposit
- \$6,500 maximum annual contribution (\$7,500 for individuals age 50 or older)
- No contributions permitted after 70
- Mandatory distributions begin after 70 1/2
- Automatically renewable with a 10-day grace period

To open a Traditional IRA CD, **visit your favorite i-bank branch.**

Contact i-bank for current interest rates and annual percentage yields.

Terms: You must deposit at least \$1,000 to open this account. The interest rate for this account is fixed. Your interest rate and annual percentage yield may change at our discretion. Interest will be compounded annually. Interest will be credited annually. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. A penalty will be imposed for withdrawals before maturity. This account will automatically renew at maturity. This account will not renew if you withdraw the funds on the maturity date or if we receive written notice from you on or before the maturity date of your intention not to renew. Each renewal term will be the same as the original term, beginning on the maturity date. The interest rate will be the same as the current rate being paid on this type of product.

Private & Professional Banking

The Private Client relationship managers at Independent Bank are prepared to handle all of your complex financial requests. Your relationship manager will get to know you and your family and will consider your entire financial picture as we recommend products and services to help you achieve your current goals and plan for the future. Our focus is on providing excellent service, offering competitive products, and finding solutions to your needs.

Products & Services

We offer all products of the bank including the following specialized loans:

- Loans and lines of credit secured by publicly and privately held stock
- Mortgages for second homes.
- Residential construction loans
- Bank portfolio mortgages for clients in need of a mortgage for 90% loan-to-value with no private mortgage insurance.
- Unsecured lines of credit in excess of \$50,000.
- **Medical Banking**

Our Team

Will Anderson
Senior Vice President
Manager of Private & Professional Banking
901-844-0301

Susan Kenny
Senior Vice President
901-844-0335
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901-844-0470
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Jennings Barnes
Vice President
901-844-0367
NMLS# 773771

Carrie Anne Earhart
Relationship Support Representative
901-844-0329

Online Banking

Gain the freedom to manage your finances anytime, on any device, with easy access to balances, transfers, payments, alerts and more.

Account statements and activity are instantly available 24/7 and all transactions are encrypted with the latest security protocols.

- Completely secure, free, round-the-clock account access
- User-friendly interface
- Access and reconcile accounts, see which checks have cleared, and print transaction histories anytime you want without waiting for a mailed statement
- Pay bills ([View Bill Pay Demo](#))
- View Online Statements
- Transfer money between internal and external accounts and schedule future funds transfers
- Set up alerts and notifications to help monitor your accounts
- Download information into financial software like Microsoft Money® or Quicken®

TOUR A DEMO

Online Bill Pay

****If you are having trouble accessing bill pay, please make sure your browser settings are correct. We have put together instructions for [Browser Settings for a PC](#) and [Browser Settings for a Mac](#).**

Additionally, you can download the latest version of your browser by following these links:

[Google Chrome](#), [Microsoft Edge](#), [Firefox](#), [Safari](#)

Get Started with Bill Pay

A Faster and safer way to pay your bills

From the cable and phone bill to insurance and membership payments, save time and stay organized by making your payments all in one place with Bill Pay.

With Bill Pay, you can:

- Schedule automatic or one-time payments
- View and keep track of payments within your payment history
- Set up and view eBills for payees offering electronic billing
- Get payment notifications and due date reminders
- Pay bills at home, at the office or on the go with our mobile app

And rest assured your payments will be sent on time, every time.

Get started with these simple steps:

- Sign on to online banking or the mobile app
- Navigate to Bill Pay
- Set up your payees
- Schedule your payments

It's really that easy.

Sign on to online banking or the mobile app today to start paying your bills faster! And reduce the clutter by setting up eBills for your payees that offer electronic billing.

TOUR A BILL PAY DEMO

Debit Card Purchase Rewards

It's as easy as click, shop, save.

With the new i-bank Purchase Rewards program, it's easier than ever to earn cash back from your favorite stores—no coupon clipping required. And now, there are even more offers at your fingertips.

Tap: Activate the offers that interest you

Spend: Make purchases online or in-store with your debit card

Save: Receive cash back in your account*

Sign on to online or mobile banking to enroll in the new program—and start saving today.

PURCHASE REWARDS DEMO

*Rewards will post to your account via ACH within the month after the offer is redeemed.

Money Management

Improve your financial wellness with on-demand tools to manage a budget, view spending trends, visualize your financial goals and more.

Take control of your finances

We're making it easier than ever to visualize and interact with your money. With our free Money Management tool, you'll gain powerful insights on when, where and how you spend.

With Money Management, you can:

- See all your accounts - including those at other financial institutions - in one place
- View your spending trends
- Set and manage budgets
- Visualize your financial goals
- Track your net worth over time

Money Management gives you the tools to start simplifying your finances—and so much more.

Get started with these simple steps:

- Sign on to online banking or the mobile app
- Navigate to Money Management
- Connect your external accounts

The tools to help you reach your financial goals are right at your fingertips. Start building a brighter financial future today.

MONEY MANAGEMENT DEMO

Have a question about the Money Management hub?

Our **FAQs** might have the answer.

- Automobile Loan Account Questions
- Bill Pay Questions
- Card Questions (ATM, Debit, Reloadable, or Credit Cards)
- Checking & Savings Account Questions
- Mobile Banking General Questions
- Mobile Bill Pay/Security Questions
- Money Management Questions
- Online Banking Questions
- My Rewards Questions
- SMS or Text Banking Questions
- Consumer Disputes
- ▼ Mortgage Questions

Mobile App

Get Started with Mobile Banking

Manage your money on the move.

Whether you are looking for an easy way to view your accounts, deposit a check or set up a comprehensive budget, the i-bank mobile app puts the power of banking in your hands. Our mobile banking app is the perfect way to stay connected to your money—at home or on the go.

With our mobile banking app, you can conveniently:

- Get 24/7 access to all of your accounts, even those at other financial institutions
- Quickly transfer money between accounts
- Pay and manage bills
- Remote deposit checks
- Manage your spending through helpful visualizations
- Set up budgets or have one automatically created for you based off your transaction history
- And so much more!

And you can do it all from your mobile device. It's fast, simple and safe.

Get started with these simple steps:

- Download the app on Apple's App Store or Google Play
- Sign on with your existing online banking user ID and password
- Review and accept the user agreement
- Tap around and discover all mobile banking has to offer

Banking on the go has never been so easy. Download the app today!

[DOWNLOAD IPHONE APP](#)

[DOWNLOAD ANDROID APP](#)

Don't Want to Use the App?

Mobile Web Access

Bank anywhere with ease using i-bank's Mobile Browser Banking. Any web-enabled phone can access our Mobile Browser Banking system.

You can check your balances, transfer funds, pay your bills—all from the convenience of your phone or tablet.

[WATCH DEMO](#)

Quicken & QuickBooks Integration

Independent bank offers Web Connect and Direct Connect to download account information into Quicken® desktop platform, the easiest way to organize your personal finances, or into QuickBooks® desktop or online platforms, which gives you the power to manage your business more effectively.

- **No manual data entry** - Once you're set up, you can download all your transactions right into Quicken® or QuickBooks® - instead of typing them in by hand.
- **Automatically reconcile data** - Data includes complete transaction and balance information to make categorization and account reconciliation easy.
- **No duplicate transactions** - A special transaction-matching algorithm is incorporated to prevent the download of duplicate transactions.

Web Connect

- **Easier to use** - Web Connect files may be automatically opened by Quicken® or QuickBooks® directly from the i-bank Online Banking platform, which eliminates the need for you to search for files that have been downloaded.
- **Automatic account set up** - Simply initiate an export to Quicken® or QuickBooks® from the i-bank Online Banking platform, and Quicken® or QuickBooks® sets up your accounts for you - with your data already up to date.

What you need to get started

First, you will need a Customer ID and Password. With Web Connect, your Customer ID and Password are the same as the ones you use to log in to i-bank's Online Banking platform. If you need to sign up for Online Banking, you may do so [here](#).

Once you have this information, you are ready to enable your accounts in Quicken® or QuickBooks®. For assistance, please see the appropriate *Getting Started Guides* (see below).

Direct Connect

- **Easier to use** - Direct Connect files may be automatically opened from within Quicken® or QuickBooks®, which eliminates the need for you to search for files that have been downloaded.

What you need to get started

First, you will need access to Independent Bank's online banking system; your username and password. If you need to sign up for Online Banking, you may do so [here](#). Once you are logged in, navigate to Additional Services and click on Connectivity for Quicken® and QuickBooks®. Set up a Direct Connect password.

Please note that this last step is not necessary with QuickBooks online platforms. When setting up your accounts inside those platforms, your Customer ID and Password are the same as the ones you use to log in to i-bank's Online Banking platform.

Once you have this information, you are ready to enable your accounts in Quicken® or QuickBooks® using your User ID and Direct Connect password. For assistance, please see the appropriate *Getting Started Guides* (see below).

Getting Started Guides

When setting up your accounts inside Quicken® or QuickBooks®, Select Independent Bank, TN as your Financial Institution.

Discover Your Digital Wallet

Today's smart phones are capable of doing amazing things. As a valued debit card holder of Independent Bank, we are with a compatible Apple®, Android®, and Samsung® phone, tablet or watch, without ever handing over your card.

Streamline Check Out

With a digital wallet, you can use your phone at checkout instead of swiping your card. Typically, you'll just hold your phone near the terminal and approve your purchase with your passcode or biometric authentication (Signatures may still be required.) For online purchases, simply choose the digital wallet payment option of your choice and skip having to manually enter your card information – it's more convenient and secure than using your physical card.

Simple to Setup

It doesn't matter whether you have an Apple, Android, or Samsung device—setup is simple with each technology. In most cases, you add your card with your phone's camera.

Security Smarts

With a digital wallet, instead of sharing your information, a virtual card number is created. That virtual number is used for purchases— keeping your data safe. Visit your phone provider website for more information on security.

Learn More

- **Apple Pay** works with select iPhone®, iPad® and Apple Watch®.
- **Google Pay** works with: NFC-enabled Android devices.
- **Samsung Pay** works with select Samsung devices.

Mobile Check Deposit

Skip your next trip to the branch or ATM and deposit checks in a snap from virtually anywhere using your mobile device.

Deposit checks in a snap

Gain the freedom to deposit checks from virtually anywhere. With a few taps, you can conveniently deposit checks at any time with your mobile device.

With Mobile Check Deposit, you can:

- Save time by depositing checks digitally
- Rest assured your deposits are secure
- Get fast access to funds

Deposit checks with these simple steps:

- Sign on to the **mobile app**
- Navigate to Check Deposit
- Snap a picture of the front and back of your check
- Confirm the account and amount

Skip your next trip to the branch or ATM and start depositing checks remotely!

Debit Card Management

Get Started With Card Management

Control when and how your cards are used

Gain the flexibility and security of managing your cards—from online banking or the mobile app.

With Card Management, you can:

- Activate and deactivate your cards
- More features coming soon!

Enable Card Management with these simple steps:

- Sign on to online banking or the mobile app
- Navigate to Card Management
- Access your active and inactive cards

Enjoy the power of control and get started today.

Switch Kit

Declare your independence and make the switch! It's an easy process to become an i-bank customer. In fact, we do most of the work.

There are a couple of ways to start. You can drop by any **branch location** or **apply for your new i-bank account online**. We will guide you through the next steps, but we've compiled everything you need to make the switch in our handy **Switch Kit**.

- After opening your Independent Bank checking account, stop using your old checking account and make sure all checks have cleared; this takes roughly 10 days. Make sure you have sufficient funds to cover any pending automatic withdrawals.
- Notify your direct deposit vendors that you have a new checking account. (This may include payroll, social security, CD interest payments, etc.)
- Notify the vendors who automatically withdraw money from your account that you have a new checking account. You may wish to transfer the withdrawal or cancel it. (This may include utilities, insurance companies, internet service providers, mortgage payments, car payments, etc.)
- Cancel any payments being made through a bill payment service and sign up for Independent Bank's Online Bill Payment so that you can have complete control over when all of your bills are paid—hassle-free.
- Notify your old financial institution that you are closing your checking account(s).

Important Information

Some companies require the use of their own forms to initiate the switch. In order to help facilitate this change from your previous account to your new Independent Bank account, please provide your current banking information, including a previous bank statement and any forms supplied to you by your employer or party originating the debit or credit.

Lending

Helping You Aim High and Achieve Your Goals

Life doesn't wait. When you need a financial boost to accommodate your personal reality, these i-bank loan options can provide you the support you need.

Our Lending Services



Mortgage Lending

We'll help you reach your home dreams and goals.



Home Equity Lines of Credit

A resourceful credit option to reach financial goals such as college tuition, home improvements, or vacations.



Residential Construction Loan

We're here to help you build your dream home.



Personal Loans

Personal loan offerings that are as robust as they are convenient.



Auto

Let us get you on the road in no time.



Credit Cards

Credit offerings designed to help you reach your life goals.

Mortgage Lending

[APPLY NOW](#)

Whether you're seeking to purchase a new home or simply refinance your current home, you deserve a loan partner that understands your investment is more than just a number.*

More than that, you deserve a knowledgeable partner that keeps you in the know about your financing opportunities and realities, so i-bank created this online resource to help. Take some quiet time to look through this information and contact us when you're ready to get started.

We'll be there every step of the way to answer questions and help you buy your home or refinance your mortgage.

[MORTGAGE PRODUCTS](#)[PRE-QUALIFY FOR EASY HOME OWNERSHIP](#)[PURCHASE YOUR HOME](#)[REFINANCE YOUR HOME](#)[MORTGAGE PAYMENTS](#)[MORTGAGE RESOURCES](#)[MORTGAGE GLOSSARY](#)

*Independent Bank originates all mortgage loans with the intention of servicing certain loans for the life of the term and selling certain loans to secondary market investors. Independent Bank retains the right to sell any loan, any time, at its discretion.

i-bank Mortgage Product Offerings

APPLY NOW

Click on the mortgage product type you are interested in for more information.

Products	Benefits
Conventional Mortgages Conventional Mortgages never have their interest rate change over the term of the loan. You will know your exact monthly payment. Subject to credit approval	Rate Security
FHA Mortgages One of the most popular loans because it is so flexible. You can refinance or buy a new home. Subject to credit approval	Easier Qualification Loan Flexibility Rate Security Lower Equity/Money Down
VA Mortgages We are honored to offer VA Mortgages. We will help Veterans refinance or buy their homes, even with zero down. Subject to credit approval	Easier Qualification Loan Flexibility Rate Security Lower Equity/Money Down

Adjustable Rate Mortgages

An adjustable-rate mortgage (ARM) offers a low fixed interest rate for an introductory period followed by periodic rate adjustments once the initial fixed-rate period ends. It provides you with a more affordable option up front.

Subject to credit approval

Initial Rate Typically
Lower Than a Fixed
Rate Loan

Jumbo Mortgages

15-year, 30-year, and ARM jumbo home loans are available, depending on your location.

Subject to credit approval

Rate Security

Reverse Mortgages

15-year, 30-year, and ARM jumbo home loans are available, depending on your location.

Subject to credit approval

Eliminates Current
Principal & Interest
Payments
Allows You to Age in
Your Home
Proceeds are not
Taxed as Income

FHA Streamline

Refinancing can be a long process, but with an FHA Streamline mortgage you can refinance your FHA mortgage without a hassle.

Subject to credit approval

Easier Qualification
Loan Flexibility
Rate Security
Lower Equity/Money
Down

Streamline Renovation Mortgages

Great for remodeling a kitchen or bath, updating windows, or replacing a roof. Include up to 15% of the as-completed appraised value in your home loan for renovations.

Subject to credit approval

Available on Purchase
or Refinance
Primary, Second
Home and Investment
properties are eligible

Streamline Jumbo Mortgages

Competitive interest rates for qualified borrowers financing higher priced homes. With loan amounts up to \$3,000,000, down payments as low as 10%, and no mortgage insurance requirement, financing a home might be more achievable than you think.

Subject to credit approval

Loan to value up to
90%
No mortgage
insurance over 80%
loan to value
Fixed and Adjustable
Rate are available
Primary, Second
Home and Investment
properties are eligible

Down Payment Assistance Loans

Programs for first-time homebuyers or others looking to purchase a home with little or no down payment.

Subject to approval. Restrictions apply.

Low or No Down
Payment Required

Pre-Qualify for Easy Home Ownership

Let i-bank walk you through the four steps to becoming a homeowner. We'll be there for you every step of the way.

Step 1: Get Pre-Qualified for a Home Loan

You'll know exactly how much home you can afford based on your real credit score and the home loans available.

Check out our different mortgages to see which one you'll need.

Step 2: Find Your Home

After you've pre-qualified, you'll have all of the information you need to confidently shop for your dream home.

Step 3: Get Your Mortgage

Once you find a home, contact your i-bank loan officer to complete the i-bank Mortgage Pre-Qualification process. Our **online mortgage application process** and unmatched customer service make this the easiest step. Most of the work is already done!

Step 4: Move In

The closing is just the beginning of your relationship with i-bank. We'll help you manage your home, money, and credit – all in one spot. To get started today just visit one of our branches or **open an account online**.

Ready to Talk About Your Mortgage?

901-844-0421

Purchase Your Home

Looking for the best rate on your next mortgage loan but don't want to compromise service? At i-bank, you'll find a team that can get you into your next home and make you feel at home during the process. We will be there every step of the way to answer questions and help you buy your home.

Our i-bank mortgage team has:

- Simple application process to make buying a home easier
- A variety of rate options to ensure you're getting the most for your money
- **Several mortgage options** for you to choose from
- **Unmatched customer service** that walks you through each step and communicates regularly

Ready to Talk About Your Mortgage?

901-844-0421

Refinance Your Home

Do you know about the key potential benefits of refinancing your home?

- Several payments may be able to be consolidated into one monthly payment (and the interest may be tax-deductible^{*})
- With a lower note, you can might be able to pay off your higher-interest debts faster and improve your credit rating
- You may be able to access your home's equity to finance your needs like home improvements, college tuition or high-interest credit card debt

* Please consult your tax advisor

Ready to Talk About Your Mortgage?

901-844-0421



Welcome to payment processing for Independent Bank Mortgage Loans. Please enter your details below and press Continue to proceed.



Enter Your Details

Mortgage Account Number: *

Email Address: *

First Name:

Last Name: *

☐ Is Address Overseas

☐

I'm not a robot



Continue

- **Homebuyers Guide**
- **Mortgage Calculators**
- **Mortgage Forms**
- **Mortgage Glossary**

Home Equity Line of Credit (HELOC)

APPLY NOW

Do you need money for college tuition, home improvements, or maybe a well-deserved vacation? Whatever your reason, a home equity line of credit is a resourceful way to get the cash you need – when you need it.

- Variable interest rate
- Interest-only payments during the draw period and only on the amount borrowed
- Interest payments may be tax deductible (consult your tax advisor for advice on your specific situation)
- Closing costs paid for by i-bank up to \$500*
- \$50 annual fee (waived if you have an Independent Bank checking account with automatic payment drafted monthly for our Home Equity Line of Credit)*
- Contact i-bank for more information.

Call Customer Service at **888-716-9293**, stop by any of our branches, or **apply online** to begin your HELOC application.

Terms

***CLOSING COSTS.** Independent Bank will pay up to \$500.00 in closing cost. The Borrower will be responsible to pay any remaining closing cost above the \$500.00 paid by Independent Bank. Any closing cost associated with future changes or modifications of this line of credit shall be paid by the Borrower.

WAIVER OF ANNUAL FEE. At account opening, the Annual Fee will be waived if you have an Independent Bank checking account with automatic payment drafted monthly for your Home Equity Line of Credit payment. The Waiver of Annual Fee will terminate if you discontinue your automatic payment with Independent Bank or close your Independent Bank checking account. The waiver will be removed and shall be subject to the original terms listed in the Home Equity of Credit Agreement. **EARLY TERMINATION**

FEE. You will be charged a \$500 Early Termination Fee if you terminate your Credit Line within 36 months from account opening unless it is refinanced with Independent Bank.

Residential Construction Loan

If you're building your dream home, we'll make sure the lending process won't be a nightmare. We can take care of your construction loan and permanent mortgage.

- Simple applications
- Competitive rates
- We will work with you to identify the best loan structure possible
- Both permanent and construction financing available

For more information, please **fill out this form** and an i-bank rep will contact you within one business day. Please note that this form is not an application for credit.



Contact Us

Please provide the information below. All information is required unless indicated.

Contact Information	Title	First Name	MI	Last Name	Suffix
	Mr. ▼				
	Address1		optional		
	Address2		optional		
	City		optional		
	State		optional		
	---Select---				
Zip Code		optional			
Contact Phone		NNN-NNN-NNNN			
Email Address					

Account Information	Are you currently a customer of Independent Bank?	
	☐ Yes ☐ No	
	Please provide us with your account number so that we can better assist you.	
Type	Account Number:	
Checking ▼		optional

Message	Subject
	Comments

Cash to Meet Your Personal Needs

We offer secured and unsecured loans for your convenience.

Secured Loans

- Collateralized loan that may carry a lower rate than an unsecured loan
- Various terms available
- Typical collateral items are CDs, investment accounts, motorcycles, boats, etc.

Unsecured Loans

- Designed to help you reach your short-term goals
- Minimum loan amount \$2,500
- Flexible terms
- Subject to credit approval

Call Customer Service at **888-716-9293** or stop by any of our branches to begin your Personal Loan application.

Get in the Driver's Seat with i-bank

When you need a car loan, we'll work with you to get you on the road in no time.

- New or used cars
- Competitive rates
- Flexible terms
- Quick access to funds
- Local decision making
- Subject to credit approval

Call Customer Service at **888-716-9293** or stop by any of our **branches** to begin your Auto Loan application.

Click **here** for payment options.

Consumer Credit Cards

Choosing the right credit card is easier than ever. Whether you want to pay down balances faster, maximize cash back, earn rewards or begin building your credit history, we have the ideal card for you!

Independent Bank proudly partners with Elan Financial Services to provide you with an array of credit card options. No matter which card you choose, you'll enjoy important features like:

- Convenient and Flexible Purchasing Power. Accepted at millions of locations worldwide.
- Mobile purchasing capability for added convenience.
- Zero Fraud Liability.* You won't be liable for fraudulent purchases when your card is lost or stolen.
- Cardmember Service available 24 hours a day/365 days per year.
- Plus much more!

[VIEW CREDIT CARD FAQs](#)

[APPLY NOW](#)

[VIEW TERMS](#)

Discover Your Digital Wallet

Terms and Details

*Elan Financial Services provides zero fraud liability for unauthorized transactions. Cardholder must notify Elan Financial Services promptly of any unauthorized use. Certain conditions and limitations may apply.

The creditor and issuer of these cards is Elan Financial Services, pursuant to separate licenses from Visa U.S.A. Inc.

Independent Wealth Management

You have many financial goals: paying for higher education, retiring at an early age or leaving an estate for your heirs.

We can help you reach your goals through our wealth management division—a full-service financial consulting and wealth management program.

[GO TO WEALTH MANAGEMENT PORTAL](#)

Securities and Advisory Services offered through Commonwealth Financial Network®, Member FINRA/SIPC, a Registered Investment Advisor. Independent Wealth Management and Independent Bank are not a registered broker-dealer or Registered Investment Adviser. Independent Bank and Commonwealth are separate and unaffiliated entities.

Independent Bank and Commonwealth are engaged in a referral arrangement where Independent Bank refers potential clients to Commonwealth. Independent Bank receives a percentage of the commissions and fees, as applicable, received by Commonwealth resulting from these referrals. In instances where the Adviser is also an employee of Independent Bank, Independent Bank receives a substantial percentage of such fees and commissions. These payments create a financial incentive for Independent Bank to recommend Commonwealth over other firms where no compensation is received, resulting in material conflicts of interest. Independent Bank is not a client of Commonwealth. This referral may not be representative of the experience of others and is not a guarantee of future performance or success. To learn more about Commonwealth, search them wherever local businesses are reviewed.

Investments are not FDIC-insured, are not guaranteed by a bank/financial institution, and are subject to risks, including possible loss of the principal invested.

Small Business Checking

For small start-ups or any small business that has a low number of checks to write and deposit items per month.

A low \$100 opening balance requirement

- No minimum balance required
- Free first order of i-bank logo checks
- Online banking and bill pay available

Terms: This account allows 75 total items without charge. A \$0.40 fee will be charged for every transaction in excess of these limits. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number.

Want more information?

CONTACT US!

Basic Business Checking

Are you a mid-size business that requires more flexibility month to month? Our Basic Business Checking is perfect for you.

- A dedicated relationship banker to help review your business needs
- Access to Business Online banking and Business Bill Pay
- \$100 opening balance
- Free first order of i-Bank Logo Checks
- No service charge with a \$2,500 daily balance or \$5,000 average monthly balance

Terms: You must maintain a \$2,500 minimum daily balance or \$5,000 average daily balance to avoid the \$15.00 monthly service fee. This account allows 250 total items without charge. A \$0.40 fee will be charged for every transaction in excess of this limit. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number.

Business Options Checking

We understand that sometimes you let your customers order off menu – we also understand that sometimes your banking needs are off menu. So we created the Business Options Checking account, meant for mid-size businesses that find themselves somewhere between the Basic Business Checking account and the Analyzed Business Checking account. No monthly service charges with a \$10,000 minimum daily balance, or a \$25,000 average monthly balance.

- A dedicated relationship banker to help review your business needs
- Access to Business Online banking and Business Bill Pay as well as Cash Management:
 - Remote Deposit Capture
 - ACH and wire capability
 - Lockbox access
 - Payroll

Terms: You must maintain a \$10,000 minimum daily balance or \$25,000 average daily balance to avoid the \$20.00 monthly service fee. This account allows 500 total items before a \$0.40 per item fee is assessed. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number.

Want more information?

CONTACT US!

Analyzed Business Checking

If your company carries high balances and has high activity levels, then this account is for you. The costs of services are offset by your account balance, which can result in a low-cost or even a no-cost account.

- \$100 opening balance
- No monthly limits on checks written or deposits
- Access to online cash management system
- Locally-controlled lockbox services
- Online ACH module for direct deposits, tax payments, and vendor payments
- Sweep excess funds into interest-bearing accounts
- Link account to a business line of credit to fund checks or reduce outstanding loan balance

Terms: Your service charge will vary depending on the level of services used during any monthly period. Please contact i-bank for information regarding the miscellaneous fees and charges for the services available. In addition, a monthly maintenance fee of \$20.00 will be added to the cost of the services provided. Your account balance will earn credits to offset the cost of services. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number.

Want more information?

CONTACT US!

Non-Profit Interest Checking

For the Non-Profit organization seeking to earn interest on account balances, i-bank offers our Non-Profit Interest Checking account.

- A dedicated relationship banker to help review your business needs
- Tiered interest rate rewards higher balances
- Access to Business Online banking and Business Bill Pay

Consult with your banker regarding activity limits. **Contact i-bank** for tier levels and current interest rates and annual percentage yields for each tier.

Terms: You must deposit at least \$1,000 to open this account. A \$15.00 service charge is assessed per month. The interest rate for this account is variable. The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. Interest will be compounded monthly. Interest will be credited to the account monthly. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. This account allows 75 checks, 20 deposits, and 200 deposited items. A \$0.25 fee will be charged for every transaction in excess of the account allowances. Fees could reduce the earnings on the account. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number and 501(c)(3) designation.

Want more information?

CONTACT US!

Business Savings

Does your business want to maintain some liquidity while still earning interest on all excess funds? Our Business Savings account is for you.

- Earns interest quarterly (quarterly statements too)
- \$500 opening balance
- Unlimited transfers made in person, by messenger or to one of our loans
- Up to 6 free withdrawals per month

Contact i-bank for current interest rates and annual percentage yields.

Terms: You must deposit at least \$500 to open this account. A service fee of \$5.00 will be imposed every quarter if the balance in the account falls below \$1,000 any day of the quarter. The interest rate for this account is variable. At our discretion, we may change the interest rate on your account. Interest will be compounded quarterly. Interest will be credited to the account quarterly. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. Up to six withdrawals may occur if the monthly balance is over \$1,000 and over. Three withdrawals are allowed for accounts with balances below \$1,000. A \$3.00 excessive withdrawal fee per transaction will be imposed if limit is exceeded. Fees could reduce the earnings on the account. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number.

Want more information?

CONTACT US!

Business Money Market

Are you looking to earn money market interest rates on your daily balances? Consider our Business Money Market account. Open your account with a \$5,000 deposit; there are no service charges with a \$5,000 minimum daily balance.

- Earns interest monthly
- Tiered interest rate rewards higher balances
- 6 free withdrawals per month
- Unlimited withdrawals made in person, by messenger, by mail, by ATM or to one of our loans.
- Monthly statements

Contact i-bank for tier levels and current interest rates and annual percentage yields for each tier.

Terms: You must deposit at least \$5,000 to open this account. A service fee of \$15.00 will be imposed every month if the balance in the account falls below \$5,000 any day of the month. The interest rate for this account is variable. The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. Interest will be compounded monthly. Interest will be credited to the account monthly. We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day. During any statement cycle, you may not make more than 6 withdrawals or transfers to another account of yours or to a third party by means of a preauthorized or automatic transfer or telephone order or instruction, computer transfer, or by check, draft, debit card or similar order to a third party. If you exceed the transaction limitations you will be charged \$15.00 fee for each transaction over your limit. Fees could reduce the earnings on the account. Must provide a business license and a copy of the letter from the IRS issuing the tax ID number.

Want more information?

CONTACT US!

Business Time Deposits

Is your business seeking a Certificate of Deposit (CD) to maximize your return on cash reserves? Our CDs offer competitive fixed interest rates with flexible terms.

- Minimum opening deposit of \$1,000
- Automatically renewable at maturity with a ten-day grace period
- Multiple interest payment avenues available
- Interest payments are traditionally made at CD maturity or made at the annual anniversary date of the CD, if original maturity is 12 months or greater
- Interest can also be paid out monthly, quarterly, semi-annually or yearly

Contact i-bank for options, current interest rates and annual percentage yields.

Terms: Early withdrawal penalties apply. Interest rate varies and depends on term. At maturity, interest may be compounded into principal balance or deposited into another account.

Want more information?

CONTACT US!

Asset-Based Revolving Lines of Credit

Reinvest profits to power expansion with a revolving line of credit from i-bank.

- A line of credit used by fast-growing businesses with owners reinvesting business profits to purchase additional inventory to fuel growth
- Availability is based on eligible receivables and inventory (pledged as collateral) and may change daily, weekly, or monthly
- Can be linked to checking account to automate transfers to and from checking
- Can be used to generate payment discounts from vendors - contact an I Bank lender to learn more
- Subject to credit approval

Want more information?

CONTACT US!

Working Capital Lines

Working Capital Lines of Credit are perfect for businesses that experience fluctuating cash flows from season to season.

- 12 months in duration, covering a full fiscal year, providing access to funds to cover operating expenses during off-season with principal repayment made from accounts receivable collections during busy season
- Companies have the option to draw on the funds and repay the borrowings multiple times during the commitment period - helpful when a company has multiple business cycles in each fiscal year
- Subject to credit approval, collateral for working capital lines can range from all business assets to unsecured

Want more information?

CONTACT US!

Term Loans

When you want to buy an asset with a definable useful life, i-Bank is here to help. We offer a wide range of financing options on the following:

- Commercial Vehicles - including passenger vehicles and many commercial vehicle classes
- Aircraft
- Equipment
- Computers/Networking Systems
- Real Estate - See Commercial Real Estate for more details
- Business Acquisitions
- Partnership Buyouts
- Ownership Transfers for Estate Planning
- Insurance Premiums - See Specialty Services for details
- And many, many other large purchase or capital outlay needs
- Subject to credit approval

Want more information?

CONTACT US!

Commercial Real Estate

You need an experienced and dependable partner when it comes to commercial real estate. Whether you're building retail strip centers, office complexes, hotels or homes – we're here to help.

- Dedicated relationship bankers with expertise in the real estate market will help structure a loan to meet your specific needs
- Interest rates can be fixed or variable

We'll tailor your credit service to your business needs:

- Commercial real estate projects in which the party seeking the financing will be the primary occupant of the facility (occupies 50% or more).
- Commercial construction loans. Can be either lines of credit or term loans.

Want more information?

CONTACT US!

Business Credit Cards

[APPLY NOW](#)

Choose from our popular business credit card options such as low rate, cash back or flexible rewards to find the one that works best for your business.

No matter which card you choose, your business will benefit from important features like:

- Free online expense reporting tools.
- No fee for additional employee cards.
- Mobile payment capability for added convenience.
- Zero Fraud Liability.* You won't be liable for fraudulent purchases when your card is lost or stolen.
- Cardmember Service available 24 hours a day/365 days per year.

[APPLY NOW](#)[VIEW TERMS](#)

i-bank One Card

The i-bank One Card provides a comprehensive solution for any organization. You'll benefit from enhanced visibility into payment detail to proactively manage spending, monitor payment activity, and mitigate risk.

[LEARN MORE](#)

Terms and Details

*Elan Financial Services provides zero fraud liability for unauthorized transactions. Cardholder must notify Elan Financial Services promptly of any unauthorized use. Certain conditions and limitations may apply.

The creditor and issuer of these cards is Elan Financial Services, pursuant to separate licenses from Visa U.S.A. Inc.

Factoring

Invoice Factoring is the process of selling your accounts receivable (invoices) at a discount, for the purpose of creating cash flow now, instead of waiting for your customer to pay invoices 30/60 or 90 days later.

Benefits of Factoring:

- Creating faster cash flow provides the opportunity to pay vendors early and ask for an early pay discount.
- You could buy additional products or services allowing you to continue filling orders on hand.
- Make the weekly or Bi-weekly payroll demands of the company.
- Let someone else do the back office work of checking your customers credit worthiness and establish credit guidelines for them.
- It can be difficult to make collection calls to customers you want to keep selling when they are paying late. We will make those collection calls for you. You can keep your focus on selling and growing the company.

In May of 2014 Independent Bank joined forces with **Goodman Capital Finance** in Dallas, TX to offer factoring services nationwide. We provide a high level of personalized service that is unmatched in our industry. Our capitalization, access to leveraged funds and experience in the industry allow us to carry accounts on our books (we do not "refactor" our clients' invoices). As such we are able to offer flexible programs and quick decisions at very competitive rates. We provide same day funding for our active clients. New accounts can be activated in as little as 24 hours. If your monthly volume is between \$10,000 and \$5,000,000 and you need additional funds in your business, contact us today with regard to our invoice factoring service.

Business Online Services

Online services mean convenient and secure services, available when you need them. We provide a host of online tools to help you manage your account and track your finances.

Choose from: **Business Online Banking, Online Payment Systems, Business Sweeps, or Positive Pay.**

Cash Management Products

As a business owner, you know that being more efficient usually means better cash flow; however, finding ways to be more efficient can be time-consuming. i-bank has worked to develop cash management products that help you become more efficient, allowing you to improve the cash flow of your business.

Choose from: **LockBox**, **Remote Capture**, **Merchant Services**, and **at-work Payroll Card**.

LockBox

Our LockBox allows you to receive payments through a unique billing address that we provide you. The remittance payments are qualified based on business rules you provide, and the deposits are made directly to your account. i-bank then images all of the checks so that you have real-time remittance detail.

How does it benefit my business?

Saves money – LockBox automates the process of remittance delivery, speeds money to your account, and eliminates hours of manual entry.

Puts remittance processing on "automatic" – You'll never have to worry about getting to the bank before closing. With i-bank's LockBox, your money is already on its way, automatically.

Remote Deposit Capture

i-Deposit Remote Capture allows you a fast, easy, and secure way to make check deposits into i-bank without ever leaving your office. Scan checks at your business and process the deposit, all from the comfort of your chair.

How does it benefit my business?

No more trips to the bank: With i-Deposit, you no longer have to worry about making multiple trips to the bank. i-Deposit allows you to process your deposit from the convenience of your office.

Web reporting: Once we post your deposit, the deposited items can be viewed through our online business banking system.

Merchant Services

To ensure that you receive the most comprehensive merchant processing services available, i-bank has partnered with Payscape¹, allowing us to offer a full array of payment products that include debit and credit card processing, electronic payments, web cart payments, virtual terminals, and loyalty programs. Additionally, Payscape has an extensive PCI compliance program that ensures that all merchants are PCI compliant.

Payments

- Process all kinds of electronic payments like Visa and Mastercard, third-party cards and electronic checks
- Accept credit and debit card transactions, and reduce the cost and risk of handling cash
- Use advanced technology, such as wireless terminals to accept payments anywhere
- Receive 24/7 customer and technical support

Security

- Lease new PCI compliance terminals
- Free swaps with updates
- Lower processing rates

Loyalty

- Offer pre-loaded gift cards for frequent travelers
- Online card design
- Online card activation
- Online reporting and tracking

Terms

¹ Payscape is not affiliated with Independent Bank or any of its partners.

Dealer Services Group

Welcome to our Dealer Services hub! We've organized important information, whether you are a supporting dealer, a prospective dealer, or a customer – you'll find everything you need right below.

Supporting Dealers

This is where you'll find forms, contact information, special programs, and more.

Prospective Dealers

Learn about Independent Bank and why we would make a great partner for you!

Customers

Everything you need to manage your automobile loan or refinance with i-bank.

Dealer Services Contacts

All the information you need to contact our Dealer Services representatives.

Goodman Capital Finance & i-bank

In May of 2014 Independent Bank joined forces with Goodman Capital Finance, a 50 year-old specialty finance lender based in Dallas, TX, to offer accounts receivable financing, factoring and asset-based lending services nationwide. Through Goodman we provide a high level of personalized service that is unmatched in our industry. Goodman's programs are flexible and designed to fit the unique needs of our clients, along with quick decisions and very competitive rates and terms. New accounts can be onboarded in as little as 24 hours.

Goodman Capital Finance provides working capital solutions with facility sizes ranging from \$50,000 to \$10,000,000+. Our services extend to a variety of industries including wholesalers, distributors, staffing, oilfield services, trucking, and service companies. We strive to understand your business and design a working capital solution that best fits your company's profile and situation, whether your company is a start-up or has a long operating history.

For more information, please visit our [Goodman Capital Finance](#) site.

Medical Banking

Independent Bank offers you expertise in banking medical professionals and their practices.

Resident Checking

At this stage in your career, you may find yourself extremely busy and short on time to handle things like managing your finances. That's why i-bank has developed an account just for you, and our bankers will help you navigate the decisions you need to make.

[Find Out More](#)

Physician Checking

As your success in your career grows, so do your financial needs. Let us help guide you through all of your options, starting with a special account designed just for you.

[Find Out More](#)

Medical Practice Banking

Independent Bank can help streamline the complexities that come with managing a medical practice. Call us at **901-844-0329** to be connected to a Medical Banking expert.