



FIRST OFFICE OF NAUGATUCK SAVINGS BANK
25 Rubber Avenue - 1870

2020 ANNUAL REPORT

CELEBRATING 150 YEARS



Dear Friends and Neighbors,

As we reflect back to 1870 when a group of Naugatuck residents met to form this safe, secure and distinguished community bank, we are proud to celebrate our achievement of 150 years strong. I am excited to continue to set the pathway for our bright and promising future of growth and stability for our Bank, our communities, and for you, our customers.

Since 1870, our mission remains the same. Building lifetime relationships by partnering with our customers to identify and achieve their financial goals is our customer service philosophy. At Ion Bank, we live our service standards every day – **Safety & Security, Accuracy, Responsiveness and Friendly, Personalized Service.**

As a local, independent, mutual community bank not owned by shareholders, we are very proud to continue to serve our communities as an exemplary corporate citizen through volunteerism and financial support.

Ion Bank has been through many recessions, the Great Depression and way too many times of war. Unfortunately, the worldwide COVID-19 Coronavirus pandemic has the potential to have a greater impact on our economy than all those combined. However, the entire Ion team has never been more determined and focused

to do everything we can to help our customers and the communities we serve get through this crisis and throughout the process of rebuilding the economy.

To further expand our branch network into Hartford County, we opened our 19th branch in Unionville at the beginning of 2021. We are extremely pleased to bring our friendly, personalized banking, wealth management, insurance services, and values to the Farmington area communities.

We are very excited to continue to grow our footprint even further into Hartford County, as Ion Investments will be in a new office in South Windsor.

We are grateful for your business and thank you for your loyalty and trust in us, and for voting us the Best Bank in Greater Waterbury, for the second year in a row. We look forward to meeting your financial needs and exceeding your expectations for personal attention and service.

David J. Rotatori
President & CEO



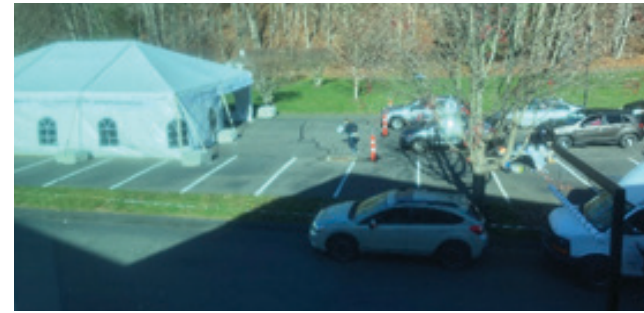
Caring For Our Community


Our entire Ion team has never been more determined and focused to do everything we can to help our customers and the communities we serve to get through the Coronavirus crisis and throughout the process of rebuilding the economy.

To assist with local community COVID-19 relief efforts, the Ion Bank Foundation *increased* our annual donations by \$325,000 to 28 area non-profit organizations including several local United Ways.

Reaching out to help local first responders, Ion Bank distributed Personal Protective Equipment to local hospitals as well as police and fire departments. To support local restaurants, we donated tens of thousands of recyclable bags for their to-go orders.

To help ease community COVID-19 testing efforts, Ion Bank partnered with Griffin Health and the State of Connecticut to provide free drive-up COVID-19 testing at our 1430 New Haven Road, Naugatuck branch.



 **Naugatuck Police Department**
Mar 24, 2020 · 🌐

Naugatuck Police would like to thank [Ion Bank](#) for their generous donation of N95 masks to help keep Naugatuck's first responders safe during the COVID-19 Virus outbreak. This is representative of their commitment to the community as a whole and we thank them for their leadership and partnership during these difficult times.

PHOTOS FROM THE TOP

- Ion Bank partnered with Griffin Health to offer Free COVID-19 Testing at our New Haven Road, Naugatuck location.
- Social media shout-out from the Naugatuck Police Department for our donation of N95 masks.
- Kara Sundlun from WFSB Channel 3 interviews David Rotatori on Facebook Live about Ion Bank's response to the Coronavirus pandemic.



2,249

PPP applications approved & funded

18,726

jobs positively impacted

\$237 Million

approved & funded

\$498

smallest loan amount approved

\$6.8 Million

largest loan amount approved

\$108,470

average loan amount approved

“

“We were very pleased to be approved through Ion Bank because they took the time and effort to make sure we were going to be okay.”

Christine Blardo

Co-Owner, MFR Property Services

”

“They got us approved and funded in record time. The team at Ion Bank has just done everything possible and went above and beyond...as they always do.”

James McCowan
Owner, J&M Automotive

“

“We were able to get funded for our Paycheck Protection Program loan because of the hard work Ion did for us making sure we got across the finish line. Thank you.”

Chris Zane

Owner, Zane's Cycles

”

“When we got the email that we got approved, you know, we were all cheering and celebrating because it was so impactful to our business.”

Dino Verrelli
Founder & CEO, Project Purple

Our Community

As a community mutual bank, we believe that reinvesting in our communities is an honor and one of our most important duties; community support has always been a fundamental part of Ion Bank's mission. We strongly believe in contributing to the betterment of the communities we serve by supporting the economic well-being and quality of life that helps enrich all of our lives.

The Ion Bank Foundation partners with local non-profit organizations by providing direct financial support to help improve and enrich the lives of local citizens to make a positive impact in our communities.

In 2020, the Ion Bank Foundation donated \$1,000,000 to 300 local organizations for a variety of causes including health, education, economic development, human and social services, and the arts.

Our employees also take great pride in helping to make a positive impact in our local communities. Ion Bank employees donated 5,867 hours of community service in 2020. We are proud of the impact that our employees have on enriching the lives of people in our local communities.

PHOTOS FROM THE TOP

- A thank you sign was displayed in front of the New Haven Road, Naugatuck location in appreciation for the essential workers at Ion Bank.
- The Ion Bank Cheshire Road Races was moved to a four day virtual event due to COVID-19 but that did not stop Allison Kayla, a student at Watkinson School in Hartford, from finishing her first half marathon. Allison ran 13.1 miles on April 26th, the traditional date of the in-person race.
- Ion Bank employees collect donated food and serve as parking attendants for the Southbury Parks & Recreation Movie Night, which was sponsored by Ion Bank.



Community Awards Program

Our 11th Annual Community Awards allowed our customers to help the Ion Bank Foundation give away \$70,050 to 201 local non-profit organizations in the communities we serve. We invite Ion Bank customers to vote for their favorite participating non-profit organization. We want the people of our communities to help us decide who needs our help the most.



ION BANK CONSOLIDATED STATEMENT OF CONDITION

December 31, 2020 & 2019
(in thousands of dollars)

	December 2020	December 2019
ASSETS		
Cash and Cash Equivalents	\$ 28,321	\$ 18,556
Investment Securities & Interest Bearing Cash Equivalents	338,272	146,438
Loans		
Loans and Mortgages	1,236,795	1,153,402
Less Allowance for Possible Loan Loss	15,613	12,290
Total Net Loans	1,221,182	1,141,112
Other Assets	73,952	55,956
TOTAL ASSETS	\$ 1,661,727	\$ 1,362,062
LIABILITIES & RETAINED EARNINGS		
Deposits		
Savings & Time	\$ 495,654	\$ 512,287
NOW, Money Market & Checking	919,385	599,275
Total Deposits	1,415,039	1,111,562
Borrowings	65,000	85,000
Other Liabilities	50,209	41,209
Total Liabilities	1,530,248	1,237,771
Accumulated Other Comprehensive Income	(19,788)	(20,137)
Additional Paid in Capital	10,000	10,000
Retained Earnings	141,267	134,428
TOTAL LIABILITIES & RETAINED EARNINGS	\$ 1,661,727	\$ 1,362,062

Information based on Call Report data

Our Culture

OUR SERVICE PHILOSOPHY

At Ion Bank, we build lifetime relationships by partnering with our customers to identify and achieve their financial goals.

SERVICE STANDARDS

Our talented and dedicated team of employees are committed to live our service standards – **Safety & Security, Accuracy, Responsiveness and Friendly, Personalized Service** – and provide friendly and personalized service to every customer every day.

Providing outstanding customer service is fundamental to our philosophy and service standards. To support this mission and foster a positive work culture, we have an employee recognition program that honors employees who best represent the principles of our service philosophy and service standards.

Our Employee Recognition Program Award is given every quarter to the employee who best represents the Bank's engrained culture of giving customers the service and dedication they deserve, every day.

PHOTOS FROM THE TOP

- Ion Bank employee read to Children's Community School students during Black History Month.
- Ion Bank Foundation donated \$25,000 for the new gazebo on the Naugatuck Green.
- Ion Bank employee surprised with the 1st quarter SARF award.
- New Branch at 75 Main Street, Unionville.
- Ion Bank employees completed the Mission 22 Hike to raise awareness for Veteran suicide.



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