



Annual Client Newsletter

weststarbank.com



Changing the Downtown Skyline

As construction nears completion, WestStar Tower continues to change the look of the downtown skyline. With an anticipated opening date in summer of 2021, the building is taking its final shape.

The 20-story, multi-tenant, multi-level LEED® certified "Green Building," will be the tallest building in El Paso at over 313 feet high. The overall project will include approximately 264,000 rentable square feet of true Class-AA space and 12,000 square feet of ground-level office and retail space. The building will offer approximately 850 parking spaces. Tenants will include, WestStar, Hunt Companies, Hub International, W Silver Recycling, and Windstar, with restaurants Sushi Itto and Corralito Steak House on the ground level. The WestStar downtown branch will relocate from its current location to the ground floor lobby of the Tower. Stay tuned! We will keep you posted on the opening date!



30 YEARS

CELEBRATING 30 YEARS.
WITH A LEGACY OF 100 YEARS.

1920 • 1990 • 2020



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Additions to Our Team

Victor Barroteran, Commercial Banking



Victor Barroteran joined our Commercial Banking Group. Barroteran has over 20 years of commercial banking experience. Having a thorough and in-depth financial background, he brings to WestStar a wide breadth of experience in promoting growth through executing proven business expansion strategies.

Patricia Marquez, Commercial Banking



Patricia Marquez joined our Commercial Banking Group. Marquez brings 22 years of commercial banking and 12 years of business banking management experience to WestStar. Marquez has been successful in facilitating expansive business growth via developing and implementing strategic plans focused on managing loan portfolio strength.

Giselle Smith-Johnson, Commercial Banking



WestStar is proud to announce that Giselle Smith-Johnson has joined our Commercial Banking Group and brings with her over 20 years of commercial banking and treasury management experience. Giselle is an accomplished

banker who knows what it means to work hard for the success of local businesses.

Board of Directors

We welcome the following new members to our subsidiary boards.

WestStar Insurance Board of Directors

- Brad Kuykendall, CEO, Western Technical College

WestStar Title Board of Directors

- Scott Walker, Executive Vice President, MIMCO, INC.

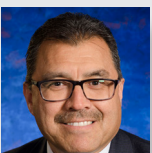
Achievements

Cynthia Conroy, AVP, Director Community Outreach, CRA Officer and Aide to the Chairman



Cynthia Conroy was appointed by Texas Governor Greg Abbott to the Governor's Commission for Women. The Commission, established in 1967, specializes in providing access to resources and tools to empower Texas women and girls by providing leadership through outreach, education and referral services in the areas of education, volunteerism, health and women service members and veterans.

Dan Cueto, SVP, Commercial Lender



Dan Cueto was named the SBA Minority Small Business Champion of the Year, representing the El Paso District for Small Business Week 2020. Dan has over 35 years of commercial banking experience and is a graduate from the Southwestern Graduate School of Banking (SWGSB) at the Cox School of Business, at Southern Methodist University in Dallas, Texas.

Outstanding!

We pride ourselves on giving back to our communities, helping them grow and prosper. This year WestStar received an **outstanding rating** for our Community Reinvestment Act (CRA) review. CRA is a law intended to encourage depository institutions to help meet the credit needs of the communities in which they operate, including low- and moderate-income (LMI) neighborhoods, consistent with safe and sound banking operations. The review consists of three performance tests – lending, investment and service for both Texas and New Mexico.

BRAVO

Our Branch Operations Team participates in community outreach programs annually. They call their team BRAVO (**BR**anch **A**ctivity **V**olunteer **O**pportunities). This year they helped distribute food to those in need at Katie's Food Pantry. They also took part in **Shoe Me the Love** where they collected shoes that were then donated to the children at the Child Crisis Center. **BRAVO team!**

Katie's Pantry Community Event



Shoe Me the Love



Shoe Me the Love

Workplace Giving

Through our annual Workplace Giving Campaign we help support the work done by the United Way, which focuses on three principal impact areas: education, income, and basic needs. In 2020, **WestStar contributed a total of \$125,000.00 with 88% coming directly from our team members.**

Denim for Dollars

Two Fridays a month, team members wear jeans for a \$5 donation to an associated charitable organization. All donations are matched dollar-for-dollar by WestStar. **In 2020, that totaled \$22,297.00 for local non-profits!**

Paycheck Protection Program (PPP)

As COVID-19 took hold of the Borderplex region in 2020, WestStar stood committed and ready to assist and guide businesses and non-profit organizations through the round one process of obtaining forgivable Small Business Administration (SBA) Paycheck Protection Program (PPP) loans.

Total Loans Funded.....**1,718**
Total Dollar Amount Funded..... **\$264,020,065**
Total Jobs Retained.....**41,086**

And as we look to the future, we remain committed to helping our community weather this current storm!

“...my employees and their families have been very concerned about possible layoffs, but they will now have *income security, and a sense of hope*. WestStar has been *an unwavering business partner*...”

- El Paso Office Products



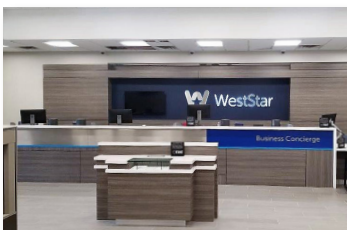
From left to right: Rick Francis, Chairman & CEO; Lisa Saenz, Exec. VP & CFO; Michael Morales, VP, Credit Operations; Elizabeth Terrazas, President, JA of El Paso; David Osborn, President & COO

Leaders in Financial Education

The Texas Bankers Foundation, the philanthropic arm of the Texas Bankers Association, presented a Leaders in Financial Education (LiFE) Award to WestStar for its support of Junior Achievement of the Desert Southwest (JA) in 2020. The LiFE Award honors Texas banks that are dedicated leaders in promoting financial education in their communities. For the last 16 years, we have supported JA. WestStar is the title sponsor of the **Junior Achievement El Paso Business Hall of Fame** banquet, and a constant supporter of their Bowl-a-Thon. WestStar team members also serve on the JA board and teach JA classes in schools throughout El Paso County.

Branch Redesigns Continue

During 2020, we continued with our branch redesigns to enhance your experience when we are able to reopen. In addition to the relocation of our Ysleta branch to the new Zaraloo branch, Fabens, Horizon, and Viscount went through major remodeling. We hope you agree that the new environments are both modern and welcoming!



Fabens



Horizon



Viscount

New Home, Same Heart

Our Ysleta branch was relocated in August to what we are calling our Zaraloo branch to 501 N. Zaragoza. Our new location has the same friendly team members, providing you the same quality service you have come to expect. And now, you can enjoy all those same things in our new branch, specially designed with you in mind. Featuring a modern design and open floor plan, business concierge area for commercial clients, improved technology for a better client experience, three drive-up lanes, and a full-service ATM.



501 N. Zaragoza

Message from the Executive Suite

2020 marked a milestone for WestStar as we celebrated our 30th anniversary. And while monumental, it is only a small part of a longer story. WestStar is the culmination of two histories: First National Bank of Fabens and Bank of the West. First National Bank of Fabens got its start in 1920, proving its grit by succeeding in a time that was turbulent for rural banks and farmers, and Bank of the West that opened in 1990 following the S&L crisis of the 1980s. Both institutions grew as pillars of the Borderplex region. Then in 2016, the two banks merged. Born in different eras, but sharing similar missions and philosophies, they became WestStar. And today, we are the leading commercial bank in the Borderplex region with assets of more than \$2.3 billion.

Throughout WestStar's history, our region has seen many ups and downs. Be it uncertain economic times or times of tragedy, we have made it our mission to be there for local businesses and non-profits as well as our community. Most recently, COVID-19 has put many of them in a dire state where they have been unable to make payroll, pay rent, utilities and other necessary expenses. WestStar stood strong and guided them through the first round process of the Small Business Administrations (SBA) Paycheck Protection Program (PPP) loans; helping secure **more than 1,700 loans** that totaled **over \$264 million** and enabled businesses to **retain over 41,000 employees**, which provided a sense of economic security during uncertain times. As we look to the future, we will continue to guide our clients and potential clients who have been negatively impacted by COVID-19 through the difficult road of securing the necessary funds needed to weather the current storm.

With that, we are also focused on keeping our eyes to the future with the opening of WestStar Tower. And while COVID-19 has delayed the opening, we are excited to announce that we will be moving in the second quarter of 2021 to our new home. Our downtown branch will be relocated to the ground floor lobby and our Executive Team, Lending, Treasury Management, Wealth Management, Branch Operations, and all back office operations teams, along with WestStar Title and WestStar Insurance will occupy the 9th through the 12th floors.

We look to a new year with high hopes for what the future has to hold. It remains our mission to be a leader in the Borderplex region's long-term economic success with a strong commitment to businesses and non-profit organizations. It is our goal to create long-term relationships through the delivery of exceptional client experiences with comprehensive financial solutions. We are proud of our team that shares this vision and strives to deliver on it every day. We are thankful for our clients, like you, who place their continued confidence and trust in our bank.

Sincerely,



Lib

L. Frederick Francis
Chairman



David W. Osborn

David W. Osborn
President

Introducing the WestStar Digital Wallet! Fast and Contactless

This electronic payment system allows you to add your debit and/or credit cards to your smart phone. Also, it is perfect for going contactless by allowing you to make secure transactions without using physical cash. **This has been helpful in our new contactless world.** Visit our website or speak with one of our team members for more information on how you can get started.



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