



Our Commitment to a Stronger Tomorrow

As the strongest community bank in the Borderplex region, it is our privilege to invest in the communities we serve through charitable investments and volunteer activities.

Time, Talent, and Treasure

With a culture rooted in service, our community involvement extends beyond providing financial services. We take pride in being involved in our region's growth and development and display our commitment by providing our "time, talent, or treasure." In 2019, our **team members volunteered an astounding 5,481 hours of their time.** That's over 105 hours a week! Their endeavors consist of supporting local clubs, community service groups, non-profit entities, schools, and colleges to include over 156 organizations. Monetarily, with funds provided by our Charitable Giving Committee, combined with fundraising from our Jean Days, Junior Achievement Bowl-A-Thon, and United Way workplace rally,

WestStar contributed over \$487,000 to our community last year.

#ElPaSoStrong

On August 3, 2019, our community was tragically tested by a purposeful and senseless act of extreme violence. In response, we joined others across our community, state, and country to provide prayers, support, and relief to the victims and their families. Through contributions from team members, directors from the WestStar Board of Directors, WestStar clients, and matching funds from WestStar Bank, a total of \$50,000 was donated to the Paso del Norte Community Foundation's El Paso Victims Relief Fund and the El Paso Community Foundation's El Paso Shooting Victims Fund.

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Additions to Our Team

Raymond Baer, Executive Vice President & Chief Lending Officer



In July, after Burt Blacksher retired as Chief Lending Officer, the WestStar Board of Directors appointed Raymond Baer as Executive Vice President and Chief Lending Officer. As a seasoned executive and proven leader with 38 years of banking experience (24 years specifically in the El Paso, TX and Las Cruces, NM markets), Raymond leads our 30 member lending team, focusing on commercial, construction, and consumer lending. Before returning to the El Paso area, Raymond served as a Regional Manager for a major national bank responsible for the business banking teams in the state of Arizona.

Joe Moody, Senior Counsel



Joe Moody joined our team as Senior Counsel in September. He is a critical part of our legal team and advises bank leadership, handles transactional issues, regulatory compliance, due diligence, and other related legal matters. We believe Joe's leadership experience, insight, and knowledge of the law are of great benefit and are confident he will contribute to our long-term success. In addition to his role at WestStar, Joe also serves as Speaker Pro Tempore for the Texas House of Representatives and as general counsel for the House Democratic Caucus.

Lenny Robles, WestStar Title President



Lenny Robles joined our WestStar Title team as President in February. With over 15 years' worth of title industry experience, he leads the company's existing efforts for continued growth and exceptional service. Before joining WestStar Title, Lenny served as Vice President of Operations of New Markets for ET Investments, establishing start-up operations for Western Title Company Las Vegas. He also has over 20 years in multi-unit management and has previously served as a Senior Level Executive with other national title companies.

Board of Directors

We welcome the following new members to our subsidiary boards.

WestStar Board of Directors

- Lane Gaddy, CEO, W Silver Recycling
- Robert (Bobby) Skov, Owner, SK-2 Farms
- Linda C. Troncoso, President, TRE & Associates

WestStar Insurance Board of Directors

- Patrick Gordon, President, Vista Star, Inc.
- Miriam Kotkowski, President, Omega Trucking
- Paul Porras, President and CEO, The Garick Group, Inc.
- Nico Tejada, Market CEO, The Hospitals of Providence

WestStar Title Board of Directors

- Josh Hunt, Executive Vice President, Hunt Companies, Inc.

This is How We Bowl

After months of fundraising through office-wide food sales, monetary donations, and raffles, 28 WestStar teams took to the (bowling) lanes for the 2019 Junior Achievement (JA) of El Paso's annual Bowl-A-Thon. Our teams' hard work was definitely worth the effort as **we raised a total of \$45,810.67** —more than \$9,500 over last year and the most funds raised EVER by us! The title of "2019 JA Top Fundraiser" went to David Osborn (President), and we secured the "Top Fundraising Company" and traveling trophy for the sixth consecutive year!



Rolling Up Our Sleeves

Volunteering is an integral part of our corporate social responsibility activities. Throughout the year, our team members volunteer for causes closest to their hearts in myriad ways, such as:

- **Sorting and packing food for people in need** at El Pasoans Fighting Hunger and Katie's Pantry.
- **Collecting personal care and basic need items for those living in poverty** or experiencing homelessness for the United Way Southern New Mexico Shoebox Project.
- **Collecting and distributing clothes, school supplies, and backpacks to schools and organizations** throughout areas we serve for the El Paso County Lions Club School Uniform Swap and other groups.
- **Helping area residents manage their personal finances** through free programs, classes, and activities for Money Smart Week, Project Vida MTAP, Microenterprise Technical Assistance Program.



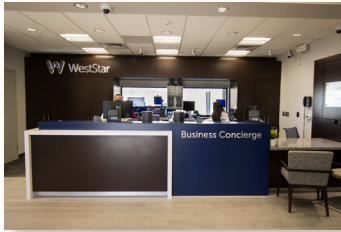
Check It Out

Through our annual Workplace Giving Campaign, we help support the work done by the United Way of El Paso County, which focuses on three principal impact areas: education, income, and basic needs. In 2019, we contributed a total of **\$130,000, with 84% coming directly from team member contributions**. As an Arco de Oro level donor, we are grateful to have the ability to touch the lives of so many people through this important partnership.

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 2019, that totaled **more than \$48,906 for 19 local non-profits!**

A New Look for Our Branches



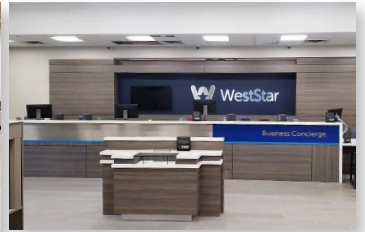
Paisano



Redd Rd.



Hondo Pass



Fabens

Since our clients – you – are the very center of our business, it makes sense that one of our strategic priorities is to enhance your experience with us. As such, we began a multi-year project to redesign our branch locations earlier this year. Beyond the usual improvements to create a more modern and welcoming environment, each branch's redesign is done with its client's unique needs in mind. As a result, some branches have redistributed office space, while others have a new check writing station or some other component to create a better experience.

In February, we began the **Paisano** branch redesign. Changes included the realignment of office space, installation of new fixtures, flooring, signage, and furniture, and a "business concierge" area with a swivel monitor and wireless keyboard. In July, our **Redd Road** branch received a similar new look plus a check-writing station with a video monitor insert, which can be viewed from the waiting area. Rounding out the rest of the year, we continued the project with two more branch locations, **Hondo Pass** and **Fabens**.

WestStar Tower Progress

Only fifteen months since the groundbreaking, the WestStar Tower is beginning to take shape. Co-developed by Hunt Companies and WestStar, the tower will be the tallest building in El Paso at 313 feet and 6 inches high. The overall project will include approximately 262,000 rentable square feet of true Class-AA space, around 850 parking spaces, and 13,000 square feet of ground-level office and retail space. Ground floor tenants include a 2,650 square foot space for a WestStar branch and 4,000 for Corralito Steak House. The popular restaurant will feature seating for 160 and an additional 800 square feet of patio space adjacent to Hunt Plaza.

We hope you're as excited as we are, and we can't wait to be a part of the changing downtown El Paso skyline. Although we will have to wait until Q1 2021 to move in, everyone can stay up-to-date with its progress at weststartower.com. [Check out the time-lapse function to see the tower take shape in just 30 seconds!]



Team Member Milestones

This past year, some of our team members experienced one of life's most significant milestones: retirement. Although their years of service are listed, the number doesn't begin to capture the depth of their commitment, work ethic, or expertise. We consider ourselves privileged to have shared so many years with them and wish them the absolute best in their next chapter of life.

Burt Blacksher, 27 years
Debora Dyar, 20 years
Mike Gore, 22 years
Isela Kirk, 28 years

Elizabeth Smith, 29 years
Bill Spears, 22 years
Mike Williams, 28 years

Message from the Executive Suite

At WestStar, we adhere to a simple business model – we accept depositor’s money and lend it back to local businesses and people in our community. Most community banks operate this way, and most offer very similar products and services. So, what makes our bank different? For us, we believe our difference lies in the authentic relationships we build with our clients and our community.

Our Clients

Beyond transactions, our way of doing business motivates us to be a different kind of bank, with a different team of bankers: Hardworking and professional people who believe in the company mission and strive every day to deliver their best. Whether you prefer one-on-one conversations with your longtime personal banker, the ease and convenience of banking from your mobile device, or a visit to one of our 14 branches, we want to provide a smooth, seamless experience.

To that end, we have made a multi-year commitment to invest heavily in our facilities and technology. As we position ourselves for the future, you can look forward to new capabilities and products to serve the full spectrum of your needs. Just a few of the things we have implemented this year (and will be doing soon), include:

- Updates and additions to the Cash Manager banking platform to increase its functionality and better meet the needs of our business clients.
- Upgraded ATMs at three of our busiest locations with another four scheduled in 2020.
- Completed remodeling of four of our branch locations Paisano, Redd Rd., Hondo Pass and Fabens. Additionally, in 2020, we will relocate our Ysleta branch to the Zaraloo area.

Our Communities

Our commitment to serving our communities extends beyond the walls of our branches and beyond the products, services and expertise we provide. Our commitment is displayed each day in the opportunities we provide, the money we give back, and the time we commit. It is demonstrated by annually donating hundreds of thousands of dollars and thousands of volunteer hours to support charitable and civic programs and organizations that contribute to the long-term success and well-being of our communities. Simply put, investing in our clients and the communities we serve is the way WestStar continues its commitment to drive the community forward.

We are proud to lead a team committed to our mission, vision, and values, and who strive to deliver on it every day. We are equally proud to have had the unremitting support of our clients, like you. On behalf of our Board of Directors and our entire team, thank you for your continued confidence and trust in our bank.

Sincerely,



LF

L. Frederick Francis
Chairman



DW Osborn

David W. Osborn
President



Fourth Location for WestStar Title

In October, we opened our fourth WestStar Title location at 1265 Joe Battle in the Carefree Center. The new office features a similar look as our remodeled WestStar branches and has an open and collaborative workspace for our team members. Technology and thoughtful details have been incorporated throughout to help ensure an efficient, secure, and discreet closing environment for clients, too.



WestStar

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