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|  | SuperCommunity Banks Retail Banking Agenda |
|  | The Charleston Place, Charleston, SC  March 28 – 29, 2022  (Casual attire; jeans welcome) |

# [Sunday, March 27th]

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| [5:45 PM] | Meet Anat in the lobby. Anat’s mobile: (916) 717-1710. |
| [6:00 PM] | Optional dinner offsite\*. |

# [Monday, March 28th]

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| [7:30 AM] | Breakfast |
| [8:00 AM] | Roundtable Discussion  • Bring 2-3 good ideas to share with the group  • Bring one best practice  • Discuss an example of what not to do (disasters)  • Bring questions you’d like to ask  • Incentive compensation plans (by position and by LOB) – bring yours (enough copies for everyone) |
| [10:00 AM] | Break |
| [10:15 AM] | Discussions continued |
| [12:00 PM] | Working Lunch |
| [1:00 PM] | M&A impact on retail strategy |
| [1:45 PM] | Business banking strategy |
| [2:30 PM] | Digital strategy - maintaining the COVID momentum; avoiding channel conflict; digital concierge? |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby. |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, March 29th]

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| [7:30 AM] | Breakfast – Topics for the next meeting |
| [8:00 AM] | Phone center of the future |
| [9:30 AM] | Break |
| [9:45 AM] | Non-interest income best practices |
| [10:45 AM] | Talent attraction and retention strategies |
| [12:00 PM] | Adjourn |

\*Guests are welcome.