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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.