



Banking Means Integrity

You may have heard that Wells Fargo was recently fined by the Consumer Financial Protection Bureau (CFPB) after an investigation found that its employees had fraudulently opened customer accounts. There has been considerable media coverage surrounding this, and naturally, the public is concerned about how their bank does business.

At Nevada State Bank, we hold our colleagues to very high ethical standards, and our sales culture is based on considering the needs of the client first when considering a potential product recommendation. We engage in formal sales training for all our colleagues and maintain a series of internal controls to mitigate the risk of anyone engaging in unethical activities with a client's account. We have no reason to believe that there are violations of Nevada State Bank's ethics policy among our colleagues.

When considering the national consumer complaint list as maintained by the CFPB, Nevada State Bank ranks exceptionally low on customer complaints, both on an absolute basis and also compared to banks of comparable asset size. Our culture is heavily focused on service levels, and our bancorporation consistently ranks among the top 1% of all banks in the country in the Greenwich Associates survey of more than 750 banks in the U.S. For the 2015 year (awarded in 2016), our bancorporation ranked #1 nationally in total number of Greenwich Excellence Awards.

Nevada State Bank has been in business for more than 56 years in an industry where trust is paramount, and we have a proud history of serving Nevada families and businesses with integrity. We are constantly focused on maintaining the trust and confidence you place in us.

Regards,

A handwritten signature in black ink, appearing to read "Dallas Haun". The signature is fluid and cursive, written over a white background.

Dallas Haun
Chairman
Nevada State Bank