

## Tompkins VIST Bank's Exeter Branch Supports Customers Through Pandemic

Small businesses and their employees are the backbone of the local economy, and supporting them is Tompkins VIST Bank's goal as a community bank. That's why the bank's staff is working so diligently to help customers impacted by the COVID-19 pandemic. The Exeter Branch is a good example.

"We believe that we and our customers are 'in this together,'" said Jonathan "JJ" Valerio, VP and Business Development Officer. He is also manager of the Exeter Branch, which had been part of its community for 18 years. "If local businesses are successful, it helps the whole community."

### Supporting Customers

Valerio and Andrew Marker, the office's assistant manager, have 40 years and 36 years, respectively, of experience serving customers in the TriCounty area. In that time, they agree that they've never seen

anything impact customers so swiftly, or present such an opportunity to show what being a community bank really means. "As an essential business we want to be there for our customers through this difficult time," Marker says. "They're as essential to us as we are to them."

Tompkins VIST Bank has helped 762 regional businesses through the SBA's Paycheck Protection Program. "We've had the opportunity to provide our customers with loans to help protect their employees and their businesses through the COVID-19 crisis," says Valerio. Most importantly, he and his staff at Exeter have worked as a team to be available and helpful.

"While our lobbies were closed, we provided the same amount of service as before, only by phone, email and drive-up," he says. Customers can currently visit the branch while wearing a mask if they are symptom free, have not tested positive

for COVID-19, are not awaiting test results, and are not living with someone who has tested positive in the last 14 days.

"Much of our time has been spent helping customers use digital services for the first time, and they're pleased to see how much banking they can do online and using their phones," Valerio says. Many business customers are also interested in the bank's Positive Pay cash management service, which is designed to guard against mailbox theft, check copying and other scams that are predicted to increase in the current environment. "We're always focused on trying to find customized solutions to fit our customers' needs," Valerio says.

### Helping its Community

The Exeter Branch also is continuing to support Exeter Township through these difficult times. In addition to making ongoing donations to the Exeter Library and the

Exeter Community Education Foundation, the branch is a strong supporter of the 10th annual Hack Away at Hunger Golf Tournament at The Reading Country Club this summer. The proceeds go to feed school-age children in Berks and Schuylkill counties.

In the coming months, Valerio and his staff look forward to helping their community and customers recover and grow. "We'll continue to do what we do best – build relationships with our customers by letting them know we're always here and ready to talk."



Debbie Harville, supervising head teller, gets ready to help a drive-up customer at the Exeter Branch.



Andy Marker, assistant manager, and J.J. Valerio, manager and VP of Business Development, maintain a social distance in front of Exeter Branch of Tompkins VIST Bank.

## TOMPKINS VIST Bank

Exeter Branch Office

4361 Perkiomen Avenue,  
Reading, PA 19606

Branch Phone: 610-406-9200

JJ Valerio's Phone: 610-603-7612

Serving the Exeter community  
for 18 years.

Web Address: [www.VISTBank.com](http://www.VISTBank.com)

Manager: Jonathan "JJ" Valerio,  
Vice President & Business  
Development Officer

JJ has 40 years of experience supporting the financial needs of businesses and consumers in the TriCounty area. He is a graduate of the Central Atlantic Advanced School of Banking at Bucknell University.

Assistant Manager: Andrew "Andy" Marker has 36 years of banking experience the region. He holds a B.S. in Finance from Pennsylvania State University and is a graduate of Leadership Berks.