

AGENDA

Retail Executives Committee Meeting

January 25, 2023 | 10:00am-Noon
Zoom

Zoom:

<https://us02web.zoom.us/j/85638469046?pwd=c05PWHhucE5vTGdCVDO0cWx5Ylk4dz09>

Meeting ID: 856 3846 9046

Passcode: 267522

- I. Welcome & Announcements – Joe Lewis (2023 Retail Executives Committee Chair)
- II. 2023 Committee Overview – Amy Binns
- III. 2023 VBA Connect & Protect Experience Update – Amy Binns
- IV. Roundtable Discussion Topic
 - a. What are your key business challenges in 2023?
(interesting information available in the [BAI Banking Strategies Executive Report](#))
 - b. What is your strategy for deposit and loan growth in a rising rate environment?
 - c. How are you training employees to overcome clients' objections?
 - d. How are you minimizing fraud losses?
 - e. Other topics
- v. Adjourn

2023 Meeting Dates

January 25, 2023 (Zoom)

May 9, 2023 (In-Person)

September 20, 2023 (In-Person)

December 6, 2023 (Zoom)

Committee Mission Statement

Fostering a robust retail banking environment in the Commonwealth of Virginia whereby customers prosper by way of enhanced products, services and delivery options; senior retail executives grow professionally through peer exchange and education; banks profit from enhanced retail strategies; and the VBA promotes and safeguards retail banking against threats within the financial system with the support of state legislative officials.

