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PRIMARY BANK EXPERIENCES RAPID GROWTH AND PROMOTES FROM WITHIN

Bedford, NH, August 10, 2021 – Since its inception in 2015, Primary Bank has continued to grow at a rapid pace, both in the number of small businesses it serves and in the growth of its team of dedicated employees. With this growth, Primary Bank is pleased to announce the promotion of 6 key team members.

“Recognizing the dedication, hard work and many contributions, it was an easy decision to reward these individuals by promoting from within the company. Their commitment and drive to continually improve themselves, processes and the Bank, has been a key factor in our continued success” said Bill Stone, President & CEO.

Among the promotions are Crystal Dionne, Renate Wallem, Dallas Lagerquist, Scott VanVooren, Katie McQuaid, and Erica Candage.



Crystal Dionne has been promoted to Executive Vice President/Chief Financial Officer. Ms. Dionne is responsible for the overall financial management of the Bank and oversees the financial/accounting departments as well as Retail Operations, Marketing and Human Resources. Ms. Dionne has over 25 years of experience in finance and has been with the Bank since before its inception. Ms. Dionne’s ties to the Bedford business community supports and strengthens the Bank’s core value of being New Hampshire’s trusted financial partner in the local business community.

Crystal Dionne



Renate Wallem has been promoted to Executive Vice President/Chief Operations Officer. Ms. Wallem is responsible for the management of the Bank's Operations, IT and Compliance/BSA teams, and has over 20 years of experience in banking operations, compliance, and risk management. Ms. Wallem started with the bank before the doors opened in October 2014 and served as SVP/Operations while in the Bank's formation stage and was instrumental in the structuring of the Operations department.

Renate Wallem



Dallas Lagerquist has been promoted to Senior Vice President / Business Development Manager. In her new role, she will lead, manage and direct the Bank's Business Development Officers. As a Manager and Officer, the role includes the responsibility to establish and aggressively grow Primary Bank's presence/sales in the State with continued focus on retaining and expanding client relations. As one of the original staff members of the Bank since 2015, Ms. Lagerquist's role started with the responsibility for coordinating the sales, marketing and development of the Bank's business and

professional services. With 30 plus years in sales and relationship management, Ms. Lagerquist enjoys working in the community she lives in, providing a full banking experience to the small business and professional community in greater Bedford/Manchester and Southern New Hampshire.



Scott VanVooren has been promoted to Senior Vice President of Operations. Working closely with the Chief Operations Officer and the Compliance & BSA Officer, Mr. VanVooren oversees deposit operations, electronic services, and loan servicing. Mr. VanVooren has been with Primary Bank since the beginning, joining as the Bank's 5th employee and has been instrumental in the formation of the operations department. Mr. VanVooren has greatly contributed to the success of building the operations team and to the significant growth in which that department has seen. As Mr. VanVooren

declares, "Operations is the backbone of the Bank and with their quality control they continually contribute to the success of the Bank. Without them, it wouldn't happen."



Katie McQuaid has been promoted to Vice President of Business Development. Ms. McQuaid joined the bank in 2019. She develops new deposit and loan relationships with businesses looking for a client-focused community banking experience and manages their transition to the Bank's products and cash management services. A lifelong resident of the city with strong connections in the community, Ms. McQuaid has been essential to the growth of the commercial deposit base at its Manchester office.

Katie McQuaid



Erica Candage has been promoted to Vice President/Branch Administrator. In Ms. Candage's new role, she will oversee the Retail Branch Department including all the Bank's retail offices, retail staff, and in addition to serve as the manager of the Manchester office. Ms. Candage initially joined the Bank in 2018 as a Business Development Officer and soon thereafter became the AVP Branch Manager of the Manchester office. With over 20 years of retail banking experience and strong management expertise, Ms. Candage has been instrumental in supporting the continued growth of the bank and its retail functions.

To learn more about Primary Bank, its commitment to the community, and developing and furthering your career, please view current opportunities on our career page <https://www.primarybanknh.com/about-us/careers>.

About Primary Bank: Primary Bank is a New Hampshire state-chartered, FDIC-insured bank. The locally owned and operated community bank is known for its pursuit of keeping dollars local to support local businesses and strengthen the New Hampshire economy. Primary Bank delivers a wide range of financial services for businesses and individuals throughout Southern New Hampshire. For more information, please visit www.primarybanknh.com.

