



FOR IMMEDIATE RELEASE:

**INDEPENDENCE BANK SELECTS COMPUTER SERVICES, INC. TO DRIVE  
PROJECT INNOVATION FOR ITS CUSTOMERS**

OWENSBORO, KY (November 29, 2019) – Independence Bank has launched Project Innovation—an initiative to deliver a better customer banking experience—and has selected Computer Services, Inc. (CSI) as its new financial partner in implementing the initiative. Through this partnership, the Bank will be able to offer customers enhanced products and services. Independence Bank implemented CSI’s robust product suite to provide upgrades to current products and new digital solutions.

Independence Bank made the decision to work with CSI based on a shared vision and culture, as well as the fact that the company is located in the Bank’s footprint. The Paducah-based provider garnered strong consideration from Independence Bank because working with a local company aligns with values the Bank holds strongly, that communities are stronger when local businesses succeed together.

“Our top priority has always been to do what is right and fair for our customers. So it only made sense to partner with a group whose principles aligned with ours on a project like this,” said Jacob Reid, President. “CSI has a similar culture to Independence Bank and the same emphasis on customer support that we carry throughout everything we do. Our main goal is to offer customers the freedom to customize their banking experience and give them the independence to focus on what matters most in their life. CSI understood that goal and worked with us to ensure that this experience was as seamless as possible for our customers.”

“It was not only a pleasure, but also a rewarding experience to work with Independence Bank on Project Innovation,” said Jeff Love, Product Manager, CSI. “I felt at home from day one and I looked forward to working alongside the Independence Bank team. I learned as much from individuals at the Bank as they did from me as we worked towards meeting their goals for Project Innovation.”

Independence Bank’s implementation of CSI’s product suite is just a small part of a larger, bank-wide initiative to continuously provide customers with the most revolutionized banking experience possible and meeting their customers where they want to be, whether that’s online or in person. Along with new features such as person-to-person payment options, mobile wallet and debit card management, customers can now experience a seamless, comprehensive digital banking experience both online and on mobile devices that will allow them the freedom to get

back to what matters most in their lives. Future upgrades and offerings will make Project Innovation an interminable part of the Bank's strategic plan. It also provides Independence Bank the ability to compete with national banks by providing the same products and conveniences they offer, but with the customer service and community involvement that only a local, community bank can provide.

"From the time we began our banking revolution, our top priority at Independence Bank has always been to elevate the quality of life for our customers, communities and employees," said Chris Reid, Chairman and CEO. "We're constantly striving to find new and innovative ways to raise our services to the next level. But more importantly, we want to give our customers the freedom to bank where they need to bank, whether that's at the soccer field, on the road or from the comfort of their own home. And we want to provide our employees with a streamlined approach to do their job efficiently and allow time for them to volunteer and give back to the communities they live and work in. Through our partnership with CSI, this made that possible. We are excited for the next phase of Project Innovation and look forward to an extensive partnership with CSI."

"At CSI, we strive to serve community financial institutions through industry-leading technology and proven customer service," said Steve Powless, CSI's chairman and CEO. "We are ecstatic to work with Independence Bank on achieving a competitive, integrated technology enterprise that surpasses customers' changing expectations and ensures the bank's continued success."

CSI's exceptional service and superior results have earned them industry-wide rankings such as the FinTech 100, Talkin' Cloud 100 and MSPmentor Top 501 Global Managed Service Providers List. They were also named a Best Place to Work in Kentucky earlier this year for the seventh consecutive year.

For more information, contact Kayla Altman at [kaltman@1776bank.com](mailto:kaltman@1776bank.com).

To learn more about Independence Bank's Project Innovation, visit [1776bank.com/innovation](http://1776bank.com/innovation).

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#### ABOUT INDEPENDENCE BANK:

Independence Bank is a regional community bank with 25 locations in Calloway, Daviess, Franklin, Graves, Hancock, Henderson, Hopkins, Jefferson, McCracken, McLean, Warren and Webster counties. One of the fastest growing banks in Kentucky and fifth largest, Independence Bank possesses the size and experience to serve the largest and most complex clients and offers trust and investment services and agricultural services. As a banking revolution for the people, by the people, central to Independence Bank's mission is doing what is right and fair for customers, communities and employees. Independence Bank has been recognized as a Top Performing Bank and Best Bank to Work For by the American Bankers Association, a Best Place to Work in Kentucky and has assets totaling \$2.5 billion.