



Trusted Community Partner

For over 117 years, Claremont Savings Bank has been committed to the communities it serves.

“As a community bank, our mission is to help our customers and communities thrive,” says Dave Finnerty, president and CEO of Claremont Savings Bank. “We’re a community bank as well as a mutual savings bank, meaning we’re owned by our local depositors, not Wall Street. This allows us to focus our decision-making on providing products and services our customers truly value. From growing local businesses to helping families buy homes, we build strong relationships by embracing human connections and listening to our customers. These relationships are the very core of our business model.”

Founded in 1907, the Bank serves customers at locations throughout Vermont and New Hampshire—an area of up-and-coming towns and enterprising businesses recovering from the regional manufacturing industry’s decades of decline. To support its communities and customers, the Bank is merging innovative new technologies with 117 years of relationship-driven customer service and experience.

“We want to increase convenience for every customer by giving them the ability to choose how, when, and where they want to bank. We provide them with options that best meet their needs,” says Finnerty. “Alongside our mobile app and online banking tools, we’re using technology to make our customer experience as frictionless as possible. We are leveraging partnerships that can bring elevated experiences to our customers. One such partnership encompasses opening new accounts both at the branch and online for our personal and business customers. Once deployed later this year, a process that used to take 45 minutes will now be done in under 5. That kind of streamlining improves the overall experience for everyone, including customers who prefer in-person banking.”

Committed To Customers

“Being a community bank in residential lending requires us to educate our borrowers about how the process works,” says Brandy Blackinton, senior vice president, retail lending. “In some credit situations or other cases, it’s not the right time for a customer to take out a home loan. Instead of turning them away, we talk to them about how to resolve those issues. We want to help people buy homes and take their first step in building generational wealth.”

In addition to home loans, Claremont Savings Bank offers a wide variety of lending services for individuals, businesses, and municipalities. The team has helped new restaurants open for business, enabled schools to invest in new facilities, and helped area manufacturers establish a foothold in untapped markets. As Blackinton sees it, lending is simply another tool for building community.

1 David Finnerty, President and CEO; Dawn Churchill, Vice President, Bank Risk Officer; Carol Vivian, Senior Vice President, Chief Experience Officer; Ashleigh McFarlin, Vice President, Claremont Financial Services; Lynn Smith, Senior Vice President, Controller; Molly DeLuca, Vice President, Marketing Officer; Brandy Blackinton, Senior Vice President, Residential and Consumer Lending; and Colby Martin, Vice President of Information Security Officer. Missing from this photo is James Lynch, Senior Vice President, Chief Lending Officer.

2 Brandy Blackinton, Senior Vice President, Residential and Consumer Lending; Carol Vivian, Senior Vice President, Chief Experience Officer; Lynn Smith, Senior Vice President, Controller; and David Finnerty, President and CEO.

“We are a true community bank,” she says. “We live in these communities, and we care about seeing them succeed. That makes a huge difference in how we approach our lending. We see the results of our work every day.”

Community Involvement

Another essential function of being a local bank is providing direct support for community groups, projects, and nonprofits. In addition to sponsoring a wide range of local sports teams and recreational programs, Claremont Savings Bank prides itself on supporting area nonprofits by providing donations through the Claremont Savings Bank Foundation and employee volunteerism.

“We’re invested in the organizations we work with,” says Carol Vivian, senior vice president, chief customer experience officer. “We understand the needs of our communities, and we’re always looking for ways we can use our resources to help fill in the gaps. When the community flourishes, so does the Bank.”



Chrissy Fratzel, Senior Vice President of Human Resources and Corporate Training and David Finnerty, President and CEO.

**Claremont
Savings Bank**

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