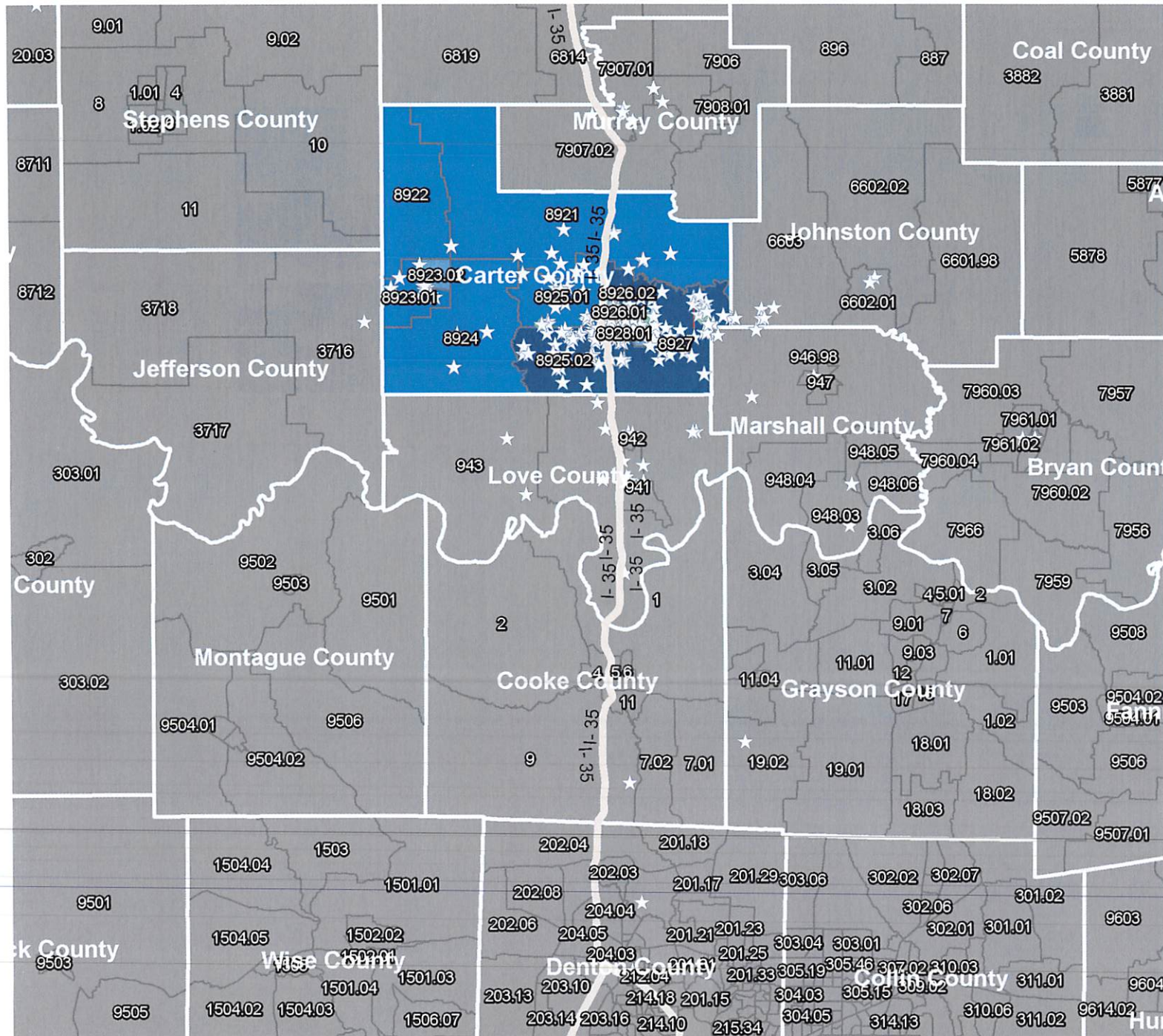
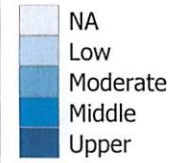


Citizens Bank & Trust Company - 2023 CRA - ASSESSMENT AREA INCOME MAP  
Carter County\*



Income Level



- ☆ Applications/Loans
- Ⓜ Bank Branches
- ◆ ATM Locations

### Main Bank

1100 North Commerce Street, Ardmore, OK 73401-8931  
Phone: (580) 226-4610

Lobby:

	Open	Closed
Monday-Thursday:	9:00 AM	4:00 PM
Friday:	9:00 AM	5:00 PM

Drive-Thru:

	Open	Closed
Monday-Friday:	8:00 AM	6:00 PM
Saturday:	8:00 AM	12:00 PM

### Downtown

10 West Main Street, Ardmore, OK 73401-8929  
Phone: (580) 226-4610

Lobby:

	Open	Closed
Monday-Friday:	9:00 AM	4:00 PM

Drive-Thru:

	Open	Closed
Monday-Friday:	8:30 AM	5:30 PM

### Dickson

Highway 199 & US-177, Dickson, OK 73401-8927  
Phone: (580) 226-4610

Drive-Thru Only:

	Open	Closed
Monday-Thursday:	8:30 AM	4:00 PM
Friday:	8:30 AM	5:00 PM

### Walmart

1715 North Commerce Street, Ardmore, OK 73401-8926  
Phone: (580) 223-7222

In-Store Only:

	Open	Closed
Monday-Friday:	9:00 AM	7:00 PM
Saturday:	9:00 AM	4:00 PM
Sunday:	12:00 PM	4:00 PM



**CITIZENS BANK  
& TRUST COMPANY**

**Loans/Average Deposit Ratios  
2020-2023**

2020

January 2020	86.96%	February 2020	85.86%	March 2020	84.81%
April 2020	83.45%	May 2020	82.59%	June 2020	81.98%
July 2020	81.41%	August 2020	81.17%	September 2020	80.97%
October 2020	80.74%	November 2020	80.25%	December 2020	79.65%

2021

January 2021	71.04%	February 2021	70.11%	March 2021	69.17%
April 2021	68.14%	May 2021	67.52%	June 2021	66.83%
July 2021	66.54%	August 2021	65.95%	September 2021	65.48%
October 2021	65.10%	November 2021	64.70%	December 2021	64.25%

2022

January 2022	58.02%	February 2022	57.82%	March 2022	57.79%
April 2022	57.80%	May 2022	58.21%	June 2022	58.48%
July 2022	58.71%	August 2022	58.87%	September 2022	59.38%
October 2022	59.79%	November 2022	60.25%	December 2022	60.76%

2023

January 2023	66.63%	February 2023	66.08%	March 2023	65.94%
April 2023	66.62%	May 2023	67.27%	June 2023	67.96%
July 2023	68.60%	August 2023	69.22%	September 2023	70.00%
October 2023	70.44%	November 2023	70.75%	December 2023	71.06%

## Personal Products

### Online Banking

With Online Banking, customers can easily log-in and view their eStatements, pay bills, schedule transfers, view any recent transactions made for their account(s) with us, and more! To access an account, simply type in the account's Access ID into the Online Banking Login field in the upper-right corner of the website.

### Mobile Banking:

**Mobile Banking** is available for mobile devices on the App Store and Google Play for customers to be able to access their account anywhere they go. Included with this, they can pay bills using the app and connect their account with partnered-services, such as Popmoney, which allows you to accept payments through the mobile device on-the-go.

### Simply Free Checking

## **A Free Account for Everyone!**

No Minimum Balance - No monthly service charge - Free first book of checks -

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about a Simply Free Checking account, please call (580) 226-4610.**

### Elite Interest Checking

## **A great account for those interested in higher interest!**

- Free first book of checks - Higher interest rate with a balance of \$1,500 or more - Competitive interest if balance falls below \$1,500 - Only \$6 monthly charge if balance falls below \$1,500.

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about an Elite Interest Checking account, please call (580) 226-4610.**

### 50+ Interest Checking

**A perfect account for customers 50 and over!**

- Free personalized checks - Competitive Interest - No minimum balance - No monthly service charge.

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about 50+ Interest Checking, please call (580) 226-4610.**

**Direct Interest Checking**

**Earn Interest with the convenience of direct deposit or any automatic payment!**

- Free first book of checks - Competitive Interest - No minimum balance - No monthly service charge.

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about Direct Interest Checking, please call (580) 226-4610.**

**Other Checking Accounts**  
**Money Market**

Money Market accounts are interest bearing accounts with online statements available. Money Market accounts can have up to six debits per month without penalty.\* Interest is forfeited if the account is closed prior to the end of the month. Please call our customer service number listed at the end of this section for more information regarding our current rates.

**Money Market Requirements:**

**The minimum amount needed to open a Money Market account is \$50.00.**

The following is information regarding monthly service charges for Money Market accounts:

Conditions	Monthly Service Charges
\$2,500.00 or above	\$0.00
\$2,499.99 or below	\$10.00

**For more information about these accounts, rates and requirements, please call (580) 226-4610**



**\*For accounts with excessive withdrawals, Regulation D requires the account to be changed to a transaction account. Withdrawals in excess of six per statement cycle will be charged \$10.00 per transaction.**

☐ Savings Accounts  
Simply Savings

**The minimum amount needed to open a Simply Savings account is \$50.00.**

There is no limit on the number of deposits made to the account. Six withdrawals or debits can be made per quarter on the account with no fees. After the sixth withdrawal, there is a \$1.50 fee per withdrawal charged to the account at the end of the statement cycle. Interest is paid quarterly and compounded daily. If a balance falls below \$50.00 during the quarter, a \$3.00 service charge will be assessed. Please note that interest is forfeited if an account is closed prior to the end of a quarter.

**For more information about Simply Savings accounts, please call (580) 226-4610.**

Kids Savings Club Accounts

**The minimum amount needed to open a Kids Savings Club Account is \$5.00.**



Our **The Kids Savings Club Account** is much like a Regular Savings account. Each time your child comes in to make a deposit, CBT will update his/her savings account register. For deposits totaling \$2.00 or more, a special surprise will be given to your child at the time of the transaction. There is no limit on the number of deposits made to the account. Six withdrawals or debits can be made per quarter on the account with no fees. After the sixth withdrawal, there is a \$1.50 fee per withdrawal charged to the account. Interest is paid quarterly and compounded daily. Please note that interest is forfeited if the account is closed prior to the end of a quarter.

Christmas Club Accounts



With a **Christmas Club Account**, customers can put money towards shopping for the holiday season next year by paying in increments of their choice (\$5.00, \$10.00, or \$20.00 weekly) for 49 weeks of the year; the bank will take care of the payment the 50th week. The opening date for Christmas Club Accounts is in November and checks are mailed the following November; the last day to open Christmas Club Accounts is February 1st of each year.

☐ Debit & Credit Cards  
Debit Cards

Citizens Bank & Trust Company has a debit card available that can be used at point-of-sale transactions wherever Visa is accepted. This card can also be used as an ATM card to receive cash; there is a small fee if customers use an ATM other than a CBT ATM. PIN-based transactions have a \$500.00 daily limit or available balance. At point-of-sale, signed or credit transactions have a \$2,000.00 daily limit or available balance.

Using Verified by Visa, customers can register their debit card through the Visa network. The security and privacy of purchases and payments are important. (Protect your cards with your own personal password so only you can purchase with them online.) It's easy, safe, and free of charge.

For more information, visit the [Verified by Visa](#) website.

**To activate or set a PIN number, please call 1 (800) 567-3451.**

**For more information about Debit Cards, please call (580) 226-4610.**

**To report a lost or stolen debit card, please call 1 (800) 554-8969 or go to the [Lost or Stolen Debit Card](#) page for step-by-step instructions on what to do in a situation that your card has been lost or stolen.**

## Credit Cards

Individual Visa and MasterCard Credit Cards are available through Citizens Bank & Trust Company. A merchant credit card processing program is also offered.

## UChoose Rewards

With UChoose Rewards, customers can make purchases at thousands of merchant locations that accept Visa or MasterCard and earn points towards merchandise, travel, and more, every time they use it. Best of all, it's FREE!

For more information, visit the [UChoose Rewards](#) website.

## ☐ CDs & IRAs

### Certificates of Deposits (CDs)

Citizens Bank & Trust Company offers a variety of time deposits (Certificates of Deposits or "CDs"). The maturities start at seven days and can go out to five years. The list below contains the minimum deposit amounts required for all types of CDs currently offered.

Available Certificates of Deposits:

Minimum Deposit	Maturity Date
\$2,500.00	7-31 Days
\$2,500.00	91 Days
\$2,500.00	182 Days
\$2,500.00	7 Months
\$100.00	1 Year

\$100.00	13 Months
\$100.00	18 Months
\$100.00	2 Years
\$100.00	30 Months
\$100.00	3 Years
\$100.00	4 Years
\$100.00	5 Years

#### Individual Retirement Accounts (IRAs)

Plan now for the future by opening an Individual Retirement Account (or "IRA") with Citizens Bank & Trust Company. Both Traditional and Roth IRAs are offered.

**For more information about Individual Retirement Accounts, please call (580) 226-4610.**

☐ Other Products

**For more information about any of the following products, please call (580) 226-4610.**

#### Health Savings Accounts

A tax-advantaged medical savings account available to taxpayers in the United States, a Health Savings Account gives those who are enrolled a High-Deductible Health Plan (or "HDHP").

#### Traditional IRA:

We offer Traditional IRA accounts. Please consult you tax advisor for eligibility requirements or visit the Internal Revenue Service web site.

#### Roth IRA:

We offer Roth IRA accounts. Please consult you tax advisor for eligibility requirements or visit the Internal Revenue Service web site.

The funds contributed to an account are not subject to federal income tax at the time of deposit. Unlike a Flexible Spending Account (FSA), funds roll-over and accumulate year-to-year, if not spent.

#### Visa Prepaid Travel Cards

**The purchase cost of a travel card is \$9.95.**

Load up to \$3,000.00 per time, with a \$10,000.00 maximum card limit. Limitations apply. Each time a customer reloads the travel card, there will be a \$4.50 fee. There is no monthly fee for it unless the card is not used for 12 consecutive months; in which case, there will be a \$2.95 monthly inactivity fee until the card is used again.



Customers can also purchase a companion card at the time of purchase for \$2.95. The ATM withdrawal fee is \$1.50 when used at any ATM within the country; the international ATM withdrawal fee is \$3.00 and a balance inquiry via the ATM is \$0.50. PIN-based transaction fees are \$0.50 each, but there is no fee if customers use their Travel Card without a PIN, as a credit transaction, or a point-of-sale transaction.

**Register a card online and check a transaction and balance at no additional cost!**

Through MyPrepaidBalance, viewing your balance is as easy as simply logging-on with a username and password anytime, anywhere and checking your balance.

For more information, visit the **MyPrepaidBalance** website.

### Gift Cards

Visa Gift Cards can be used anywhere Visa is accepted. Purchase one today at any of the Citizens Bank & Trust Company locations! They are \$5.00 each.

### Holiday Money Books

Holiday Money Books are offered through Citizens Bank & Trust Company each year. Each money book features an original design, and the money within them can be taken out as needed for various types of transactions, making it the perfect present for anyone to shop around with afterwards! For more information, please speak with an account representative.

### Personal Credit Card

We make it easy to choose the credit card that is right for you - Low Rate or Preferred Points Rewards. It's the only card you need for everything you need to do.

### Personal Card – Low Rate

#### Features

- No annual fee.
- Low introductory rate for the first six months. <sup>1</sup>
- Competitive ongoing APR. <sup>1</sup>
- 25-day interest-free grace period on all purchases. No grace period on cash advances.

#### Benefits

- 24-hour toll-free live customer assistance available at 800-367-7576.
- Online account information available 24/7 at [www.cardaccount.net](http://www.cardaccount.net).
- Rental car collision damage waiver protection and a host of extraordinary MasterCard® benefits.
- Unlike some card offers, the APR<sup>1</sup> for purchases and cash advances is the same. We do not charge a higher rate for cash advances.

## **Fees**

- Other fees may be charged, these fees are listed on the downloadable application.

## **Personal Card –World / Preferred Points Rewards**

### **Features**

- Earn points that you can redeem for rewards. Earn one point for each dollar spent, up to 10,000 points per month.
- Low introductory rate for first six months. <sup>1</sup>
- Competitive ongoing APR. <sup>1</sup>
- No annual fee.
- 25-day interest-free grace period on all purchases. No grace period on cash advances.

### **Benefits**

- Redeem your rewards points for cash-back awards, retail gift cards, travel and a wide variety of merchandise including cameras, mp3 players, home theater systems, portable DVD players, sporting equipment, jewelry, luggage, electronics, video game equipment, gift cards and more.
- To view or redeem rewards points, visit [www.mypreferedpoints.com](http://www.mypreferedpoints.com) or call 866-678-5191.
- 24-hour toll-free live customer assistance available at 800-367-7576.
- Online account information available 24/7 at [www.cardaccount.net](http://www.cardaccount.net).
- Rental car collision damage waiver protection and a host of extraordinary MasterCard benefits.
- Unlike some card offers, the APR <sup>1</sup> for purchases and cash advances is the same. We do not charge a higher rate for cash advances.

## **Fees**

- Other fees may be charged, these fees are listed on the downloadable application.

## **To Apply Now**

- Download the PDF application.
- Type the information and then print the application (you cannot save the document, so print an extra copy for yourself), or print it and then complete it using a blue or black pen. Paper applications are also available at our local branch office.
- Fax your completed application to the Card Service Center at 877-809-9162.

Or mail your completed application to:

**Card Service Center  
PO Box 569120  
Dallas, TX 75356-9120**

<sup>1</sup>Please see application for information about current APRs and fees.

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<p>3. <b>Is the proposed research innovative?</b> Will the proposed research provide a unique contribution to the knowledge of the phenomenon?</p>	<p>4. <b>Is the proposed research practical?</b> Will the proposed research be significant, feasible, and ethically defensible?</p>
<p>5. <b>Is the proposed research feasible?</b> Are the proposed research methods, procedures, and resources appropriate for the proposed research?</p>	<p>6. <b>Is the proposed research ethical?</b> Will the proposed research be conducted in accordance with the ethical principles and standards of the profession?</p>



## Business Products

Please click on the labels of what types of commercial products offered by Citizens Bank & Trust Company you would like to learn more about below.

☐ **Business Accounts**  
**Simply Free Business Checking**

**Perfect for most businesses!**

- 1,000 FREE monthly transaction items - No minimum balance - No monthly service charge -

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about Simply Free Business Checking, please call (580) 226-4610.**  
**Business Interest Checking**

**Designed for businesses with higher balances!**

- 1,000 FREE monthly transaction items - Competitive interest - Only \$5,000 minimum balance to avoid a low monthly fee of \$6.

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about Business Interest Checking, please call (580) 226-4610.**  
**Analysis Checking**

**For businesses with more complex banking needs!**

- Earnings credit allowance on deposit balances may offset activity fees - Only \$15.00 monthly service charge - Transaction items are just \$0.15 each

\*Minimum opening deposit is only \$50. Other fees such as non-sufficient funds, overdraft, sustained overdraft fees, etc. may apply. See fee schedule, signature agreement and other disclosures for details.

**For more information about Analysis Checking, please call (580) 226-4610.**  
**Other Commercial Account Features:**

**Merchant Capture:** Make deposits from your business or home without leaving the office.

**ACH Origination:** You can use our ACH System to make payments.

**Positive Pay:** Reduce fraud by verifying transactions before they post to your account.

**For more information about Commercial Accounts, please call (580) 226-4610.**

☐ Business Money Market  
Money Market

**The minimum amount needed to open a Business Money Market Account is \$50.00.**

Six withdrawals or debits can be made per month on the account with no fees. After the sixth withdrawal, there is a \$10.00 fee per withdrawal charged to the account. If your balance falls below \$2,500.00 during the statement cycle you can be charged a \$10.00 fee.

**For more information about Business Money Market Accounts, please call (580) 226-4610.**

Conditions	Monthly Service Charges
\$2,500.00 or above	\$0.00
\$2,499.99 or below	\$10.00

☐ Other Products  
Business Credit Card

Choose the card that is right for your business - Standard Card with no annual fee or the Preferred Points Rewards Card.

Business Card – Standard Card

### **Features**

- No annual fee.
- Competitive ongoing APR. \*
- 25-day interest-free grace period on all purchases. No grace period on cash advances.
- Individual and summary billing options.

### **Benefits**

- 24-hour toll-free live customer assistance available at 800-367-7576.
- Online account information available 24/7 at [www.cardaccount.net](http://www.cardaccount.net).
- Rental car collision damage waiver protection and a host of extraordinary MasterCard benefits.

### **Fees**

- Other fees may be charged, these fees are listed on the [downloadable application](#).

Business Card – Preferred Points Rewards

## Features

- Earn one reward point for each dollar spent, up to 10,000 points per month.
- Low annual fee of \$49.00 per account.
- Competitive ongoing APR. \*
- 25-day interest-free grace period on all purchases. No grace period on cash advances.
- Individual billing option only.

## Benefits

- Redeem your rewards points for cash-back awards, retail gift cards, travel and a wide variety of merchandise including cameras, mp3 players, home theater systems, portable DVD players, sporting equipment, jewelry, luggage, electronics, video game equipment, gift cards and more.
- To view or redeem rewards points, visit [www.mypreferedpoints.com](http://www.mypreferedpoints.com) or call 866-678-5191.
- 24-hour toll-free live customer assistance available at 800-367-7576.
- Online account information available 24/7 at [www.cardaccount.net](http://www.cardaccount.net).
- Rental car collision damage waiver protection and a host of extraordinary MasterCard benefits

## Fees

- Other fees may be charged, these fees are listed on the [downloadable application](#).

## To Apply Now

- [Download the PDF of the application](#).
- Type the information and then print the application (you cannot save the document, so print an extra copy for yourself), or print it and then complete it using a blue or black pen.
- Supporting documents vary depending on the type of business you have. See chart below.
- Fax your completed application to the Card Service Center at 877-809-9162.

Or mail your completed application to:

Card Service Center  
PO Box 569120  
Dallas, TX 75356-9120

\*Please see application for information about current APRs and fees.

## Supporting Documents for Your Card Application

	Sole Proprietor	Partnership	Private Corporation	Public Corporation	Non-Profit
Application	*	*	*	*	*
Organizational papers	*	*	*	*	*
Borrowing Resolution		*	*	*	*



<b>Financial Statements</b>		*	*	*	*
<b>Personal Guaranty</b>	*	*	*		
<b>Personal Tax Return</b>	*	*	*		

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<small>1. I have read and understand the terms and conditions of the loan agreement and I agree to the terms and conditions of the loan agreement.</small>	<small>2. I have read and understand the terms and conditions of the loan agreement and I agree to the terms and conditions of the loan agreement.</small>
<small>3. I have read and understand the terms and conditions of the loan agreement and I agree to the terms and conditions of the loan agreement.</small>	<small>4. I have read and understand the terms and conditions of the loan agreement and I agree to the terms and conditions of the loan agreement.</small>



## Loans



Here at Citizens Bank & Trust Company, we offer many different types of loans. We offer loans secured by real estate, automobiles, stocks, livestock, recreational vehicles, equipment, oil & gas, and certain other items.

Our loan staff is ready and able to meet your needs. Please feel free to contact any of our loan officers as no appointment is necessary.\*

### Mortgage Loans

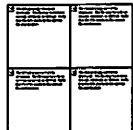
We offer a full range of mortgage loans. Please see a loan officer at the main bank for more information.

### National Automobile Dealers Association (NADA)

Get values on all of your vehicles on the [NADA](#) website.

**\*All of our loans are calculated using the simple interest method. Credit applications can be picked up, or mailed from, any of our four bank locations.**

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## ☐ ATM Services

### ATM Services

Citizens Bank & Trust Company has seven convenient ATM locations throughout Ardmore, Oklahoma. Initial debit cards with are free, and there is no charge for use at an ATM owned by the bank.

See the **Products** page of our website for more information pertaining to the different types of products offered to CBT customers, more information about debit cards, and the UChoose Rewards program.

### ATM Locations

**A map for all of our ATM locations can be found at the ATMs & Map page.**

The following is a list of all locations of CBT ATMs throughout Ardmore:

ATMs	Locations
Main Bank	1100 North Commerce Street
Downtown Branch	10 West Main Street
Dickson Branch	Highway 199 & US-177
Walmart Supercenter	1715 North Commerce Street
Tiffany Plaza	2015 West Broadway
Southern Oklahoma Technology Center	2610 Sam Noble Parkway
Urban Air Trampoline Park	1601 Woerz Way
Longhorn Express – Valero	15045 US HWY 70
Club House	2705 North Rockford Rd.

### Daily Limits & Service Fees

There are daily limits to PIN-based transactions for debit transactions as well as other service fees that may be charged depending on where a customer is using their debit card or how much transactions have been made to the account.

#### Personal Cards:

There is no charge for using an ATM that is owned by Citizens Bank & Trust Company; a \$1.00 fee will be charged at the time of withdrawal is a customer is using a foreign ATM. PIN-based transactions have a \$500.00 daily limit or available balance. Point-of-sale, signed, or credit transactions have a \$2,000.00 daily limit or available balance. If a customer's card goes missing, personal cards can be replaced for \$5.00 each.

#### Business Cards:

Business Cards operate in much of the same regard with the exception being for point-of-sale, signed, or credit transactions that have a \$4,000.00 daily limit or available balance. If a business card goes missing, it can be replaced for \$10.00 each.

## ☐ Trust Services

### Trust Services

The Trust Department for Citizens Bank & Trust Company provides the services listed below. Questions or Inquires may be made to the trust department. The offices are located at 10 West Main Street in the Colston Building and the phone number is (580) 220-2750.

**Citizens Bank & Trust Company, a state banking organization with trust powers and with its principal place of business in Ardmore, Oklahoma, serves in the following ways:**

- **Estate Settlement Services:** Serves as Personal Representative\* of decedents' estates with or without a valid Oklahoma Will.
- **Personal Trust Services:** Although Citizens Bank & Trust Company cannot prepare legal documents such as trusts and wills, we can explain in detail how trusts are managed and administered by professional fiduciaries. We can also provide the customer with helpful information and checklists regarding the process of planning an estate.
- **Investment Services** By opening an Investment Management Account with a simple letter agreement, customers can receive investment recommendations and supervision for fixed income and equity securities from experienced investment professionals without the prospect of a sales commission influencing the advice. Securities trades can be directed to specified brokers or executed through brokers selected by the Bank. Discount brokers are available when preferred. All trades are permanently recorded in our customer-friendly statements and all securities are listed with cost and market value figures side-by-side for easy comparison.
- **Securities Custody Services:** Custody accounts are easily opened with a simple letter agreements and, once opened, the account can hold securities, cash, or a combination of both. Purchases and sales are made at the customer's direction and the accounts are designed for individuals or organizations that wish to make their own investment decision. Securities trades can be directed to specified brokers or executed through brokers selected by the Bank. Discount brokers are available when preferred. All trades are permanently recorded in customer-friendly statements and all securities are listed with cost and market value figures side-by-side for easy comparison.
- Dividends, interest, and other receipts (such as oil and gas royalties) are collected and deposited to the account on a daily basis and all transactions appear in detail in statements. At the end of the year, income tax statements summarizing all taxable transactions are automatically forwarded to the customer's preferred mailing address.
- Accumulated income can be reinvested, remitted to the customer, or credited to an account of the customer's choice. All securities and cash in the account are held by the Bank for safekeeping and are subject to examination and audit on a regular basis.
- **Retirement & IRA Services:** Offers a wide variety of retirement services including, but not limited to, profit-sharing plans, 401k plans, money purchase pension plans, and self-directed Individual Retirement Accounts.

**\*In Oklahoma, the term "Personal Representative" has now replaced the terms "Executor," "Executrix," "Administrator," and "Administratrix."**

#### **Estate Settlement Services**

Services include the collection and security of assets, collection of income, payment of valid claims, filing of income and estate tax returns, complete record keeping of transactions and assets during administration, and distribution of estate assets. All services are provided pursuant to Oklahoma statutes and under the supervision of the District Court located in the proper county for administration of the decedent's estate.

Because fees for Personal Representatives' services are fixed by statute in the State of Oklahoma, the services of a professional fiduciary are available at no greater cost than that of a family member. The settlement of an estate by an experienced and independent fiduciary can be a most valuable service to any family.

#### **Personal Trust Services**

Services include the safekeeping and investment of trust assets, collection and distribution of trust income, management of real estate and minerals, accurate and timely reporting of trust transactions and assets, fiduciary tax compliance, and private financial counseling with trust beneficiaries. All services are personally performed by Trust Department personnel (see Trust Personnel) in a competent, efficient, economical, and confidential manner. All services are subject to examination by external auditors and bank examiners on a regular, recurring basis.

Although Citizens Bank & Trust Company cannot prepare legal documents such as trusts and wills, we can explain in detail how trusts are managed and administered by professional fiduciaries. We can also provide you with helpful information and checklists regarding the process of planning your estate.

#### **Investment Services**

By opening an Investment Management Account with our simple letter agreement, customers can receive investment recommendations and supervision for fixed income and equity securities from experienced investment professionals without the prospect of a sales commission influencing the advice. Securities trades can be directed to specified brokers or executed through brokers selected by the Bank. Discount brokers are available when preferred. All trades are permanently recorded in our customer-friendly statements and all securities are listed with cost and market value figures side-by-side for easy comparison.

Dividends, interest, and other receipts (such as oil and gas royalties) are collected and deposited to the account on a daily basis and all transactions appear in detail in our statements. At the end of the year, income tax statements summarizing all taxable transactions are automatically forwarded to the customer's preferred mailing address.

Accumulated income can be reinvested, remitted to the customer or credited to an account of the customer's choice. All securities and cash in the account are held by the Bank for safekeeping and are subject to examination and audit on a regular basis.

### Securities Custody Services

Custody accounts are easily opened with one of our simple letter agreements and, once opened, the account can hold securities, cash, or a combination of both. Purchases and sales are made at the customer's direction and the accounts are designed for individuals or organizations that wish to make their own investment decision. Securities trades can be directed to specified brokers or executed through brokers selected by the Bank. Discount brokers are available when preferred. All trades are permanently recorded in our customer-friendly statements and all securities are listed with cost and market value figures side-by-side for easy comparison.

Dividends, interest, and other receipts (such as oil and gas royalties) are collected and deposited to the account on a daily basis and all transactions appear in detail in our statements. At the end of the year, income tax statements summarizing all taxable transactions are automatically forwarded to the customer's preferred mailing address.

Accumulated income can be reinvested, remitted to the customer, or credited to an account of the customer's choice. All securities and cash in the account are held by the Bank for safekeeping and are subject to examination and audit on a regular basis.

### Retirement & IRA Services

#### I. Qualified Retirement Plans

For corporations or self-employed individuals, a qualified retirement plan represents one of the last remaining income tax shelters that benefits businesses and employees alike. Citizens Bank & Trust Company offers profit-sharing, 401k, and money purchase pension plans that are already qualified with the Internal Revenue Service and adoption of a plan is as simple as answering a series of questions contained in an adoption agreement.

Once the plan is established, the Bank provides full investment and record-keeping services for participants and the employer. Contributions to the plan can be permitted for the employer and employees under many different arrangements. Most contributions are tax-deductible and all earnings in the plan are deferred.

At the end of each year (or more frequently if the employer desires), participant statements and certificates are printed showing each participant's share of the plan's assets. A properly designed retirement plan can provide an enjoyable retirement for owners and employees as well as significant income tax benefits for companies and self-employed individuals.

#### II. Individual Retirement Accounts (IRAs)

The Bank offers self-directed IRAs for those individuals that wish to select their own investments. These accounts are particularly well-suited for individuals receiving lump-sum



distributions from corporate retirement plans due to the tax-deferred "rollover" treatment afforded those distributions.

All self-directed IRAs receive services similar to securities custody accounts which are discussed elsewhere under Trust Services (see the "Securities Custody Services" section, herein).

**NOTICE: Trust Department Accounts**

- Are **NOT** Citizens Bank & Trust Company deposit accounts.
- Are **NOT** obligations of or guaranteed by any Bank, Citizens Bank & Trust Company, or any subsidiary or affiliate.
- Are **NOT** insured or guaranteed by the FDIC or any other governmental agency. Can involve risks, including possible loss of principal amount invested.

☐ **Other Services**  
**Citizens Connection**

**The Citizens Connection is a 24-hour information hotline available to use at 1(877)223-6250.**

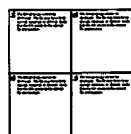
Citizens Connection can also be accessed online from Citizens Bank's website. There is no fee to use this service; it allows customers to check balances, review checks or deposits that have cleared, and much more. By utilizing this service, customers can also transfer funds internally and order checks as well.

**Remote Capture**

Remote Capture is a service provided by Citizens Bank & Trust Company that allows customers to scan checks remotely and then transmit the check images to our bank for deposit over an encrypted Internet connection. Fees for this service are on analysis basis and are \$75.00 per month for the remote capture fee and \$35.00 per month for the machine.

Please contact our IT Department for additional information and rental agreement.

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## **PUBLIC DISCLOSURE**

April 4, 2022

### **COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION**

Citizens Bank and Trust Company of Ardmore  
RSSD# 255556

1100 North Commerce Street  
Ardmore, Oklahoma 73401

Federal Reserve Bank of Kansas City  
1 Memorial Drive  
Kansas City, Missouri 64198

**NOTE:**

This document is an evaluation of this bank's record of meeting the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with safe and sound operation of the bank. This evaluation is not, nor should it be construed as, an assessment of the financial condition of this bank. The rating assigned to this bank does not represent an analysis, conclusion or opinion of the federal financial supervisory agency concerning the safety and soundness of this financial bank.

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### **INSTITUTION'S COMMUNITY REINVESTMENT ACT RATING**

Citizens Bank and Trust Company of Ardmore (the bank) is rated Satisfactory. This rating is based on the following conclusions with respect to the performance criteria:

- The bank's net loan-to-deposit ratio (NLTD) is more than reasonable given the bank's size, financial condition, and assessment area (AA) credit needs.
- A majority of the bank's loans are originated inside the AA.
- An excellent distribution of loans occurs throughout the bank's AA.
- Lending reflects a reasonable distribution among individuals of different income levels, including low- and moderate-income (LMI), and businesses of different sizes.
- Neither the bank nor the Federal Reserve Bank of Kansas City (Reserve Bank) received any Community Reinvestment Act (CRA)-related complaints since the previous evaluation.

### **SCOPE OF EXAMINATION**

Examiners utilized the Federal Financial Institutions Examination Council's (FFIEC's) *Interagency CRA Examination Procedures for Small Institutions* to evaluate the bank's CRA performance. The evaluation considered CRA performance context, including the bank's asset size, financial condition, business strategy and market competition, as well as AA demographic and economic characteristics, and credit needs. Lending performance was assessed within the bank's only AA. The bank's commercial lending was weighted more heavily than home mortgage lending due to its higher volume. Examiners reviewed the following data:

- The bank's 18-quarter average NLTD ratio.
- Statistical samples of the bank's home mortgage and small business loans originated between January 1, 2021 and December 31, 2021. For home mortgage lending, a sample of 99 loans from a universe of 193 loans was analyzed. For small business lending, a sample of 111 loans from a universe of 247 loans was analyzed. Of the small business loan universe, 181 loans were originated under the U.S. Small Business Administration's Paycheck Protection Program (PPP).

### **DESCRIPTION OF INSTITUTION**

The bank is a community bank headquartered in Ardmore, Oklahoma. The bank's characteristics include:

- The bank is a wholly owned subsidiary of Citizens Commerce Corporation.
- The bank has total assets of \$291.0 million (MM) as of December 31, 2021.
- In addition to its main office, the bank has two offices also located in Ardmore and a fourth office in Dickson, Oklahoma.
- The bank operates nine cash-only automated teller machines: one at each of the bank's branches, four at private businesses in Ardmore, and one at a private business in Lone Grove, Oklahoma, seven miles west of Ardmore.
- As shown in the table below, the bank's primary business focus is residential real estate and commercial lending.
- The bank was a provider of PPP loans during both 2020 and 2021, originating 396 loans overall.

**Table 1**

<b>Composition of Loan Portfolio as of December 31, 2021</b>		
<b>Loan Type</b>	<b>\$(000)</b>	<b>%</b>
Construction and Land Development	15,790	11.0
Farmland	1,677	1.2
1-to 4-Family Residential Real Estate	67,649	47.0
Multifamily Residential Real Estate	834	0.6
Non-Farm Non-Residential Real Estate	40,353	28.0
Agricultural	188	0.1
Commercial and Industrial	12,337	8.6
Consumer	4,826	3.4
Other	271	0.2
<b>Gross Loans</b>	<b>143,925</b>	<b>100.0</b>
<i>Note: Percentages may not total 100.0 percent due to rounding.</i>		

The bank was rated Satisfactory under the CRA at its December 4, 2017 performance evaluation. There are no known legal, financial, or other factors impeding the bank's ability to help meet the credit needs in its communities.

## **DESCRIPTION OF ASSESSMENT AREA**

The bank's Carter County AA consists of Carter County, Oklahoma, in its entirety (see Appendix A for an AA map and Appendix B for additional demographic data).

- The AA is comprised of one moderate-, seven middle-, and three upper-income census tracts. At the prior evaluation, the AA consisted of two moderate- and nine middle-income census tracts.
- According to the June 30, 2021 Federal Deposit Insurance Corporation (FDIC) Deposit Market Share Report, the bank ranks 4<sup>th</sup> of 8 FDIC-insured institutions operating in the AA, with a deposit market share of 14.8 percent.

- Interviews with community members were utilized to gain additional insight into local economic conditions and credit needs of the community. One community member, representing an area economic development organization, was interviewed during the evaluation and one previous interview with a representative of a local chamber of commerce conducted in conjunction with the evaluation of another institution operating in the area was referenced.

**Table 2**

		Population Change Assessment Area: Carter County AA			
		Area	2010 Population	2015 Population	Percent Change
		Carter County AA	47,557	48,442	1.9
		NonMSA Oklahoma	1,327,624	1,333,350	0.4
		Oklahoma	3,751,351	3,849,733	2.6
Source:	2010 U.S. Census Bureau: Decennial Census 2011 – 2015 U.S. Census Bureau: American Community Survey				

- The populations of cities where the bank operates include Ardmore at 24,834, Lone Grove at 5,105, and Dickson at 1,439.
- A community member indicated that the area is experiencing significant population growth, especially in the bedroom communities surrounding Ardmore. Its location between Oklahoma City, Oklahoma, and Dallas/Fort Worth, Texas, has made it a popular place for relocation. The community member further stated that major employers have made significant capital investment to begin or grow operations in the AA.

**Table 3**

Median Family Income Change Assessment Area: Carter County AA				
	Area	2010 Median Family Income	2015 Median Family Income	Percent Change
	Carter County AA	54,076	56,856	5.1
	NonMSA Oklahoma	51,664	51,491	(0.3)
	Oklahoma	58,375	58,029	(0.6)
Source:	2006 – 2010 U.S. Census Bureau: American Community Survey 2011 – 2015 U.S. Census Bureau: American Community Survey			
Note:	Median family incomes have been inflation-adjusted and are expressed in 2015 dollars.			

- Paralleling the trends in Table 3, 10.6 percent of family incomes in the AA are below the poverty line, notably less than other rural areas of Oklahoma at 14.2 percent.
- A community member stated that many of the large employers in the area are actively hiring, with wage rates around \$17 an hour with benefits.



**Table 4**

Housing Cost Burden							
Assessment Area: Carter County AA							
Area		Cost Burden - Renters			Cost Burden - Owners		
		Low Income	Moderate Income	All Renters	Low Income	Moderate Income	All Owners
Carter County AA		70.1	35.1	35.8	55.3	21.8	18.0
NonMSA Oklahoma		64.3	31.4	34.9	50.3	22.9	16.0
Oklahoma		71.4	33.9	38.3	54.0	27.6	16.7
<i>Cost Burden is housing cost that equals 30 percent or more of household income</i> Source: U.S. Department of Housing and Urban Development (HUD), 2013-2017 Comprehensive Housing Affordability Strategy							

- A community member stated that both housing rents and home prices have risen dramatically since 2019, driven by a low housing supply and individuals relocating to Ardmore from the surrounding metropolitan areas.
- A local housing study indicated that when rental homes become available for sale, they are often purchased sight unseen with cash offers by people intending to utilize it as their primary home.
- The housing study also stated that due to the rising cost of building materials, it is difficult for developers to build housing that is affordable for LMI families.
- According to a community member, the moderate-income tract is largely comprised of rental properties that are older and in poor condition. Additionally, median housing value in the moderate-income census tract is \$54,483, compared to \$97,004 for the AA overall.

**Table 5**

Unemployment Rates						
Assessment Area: Carter County AA						
Area	2016	2017	2018	2019	2020	
Carter County AA	5.0	4.3	3.4	3.2	7.0	
NonMSA Oklahoma	5.2	4.3	3.4	3.4	5.9	
Oklahoma	4.6	4.0	3.3	3.1	6.1	
Source: Bureau of Labor Statistics: Local Area Unemployment Statistics						

- Major industries in the AA include manufacturing, distribution, and oil and energy production. The largest employers in the area are Michelin, Dollar General, and Mercy Hospital.
- Due to the reliance on these industries, unemployment increased during the Coronavirus Disease 2019 pandemic (pandemic), as reflected in Table 5. However, unemployment rates have improved, dropping to 3.6 percent in March 2022.
- A community member stated that employers are hiring but are finding it difficult to fill open positions.

## CONCLUSIONS WITH RESPECT TO PERFORMANCE CRITERIA

The bank's overall performance under the lending test is reasonable. More weight is placed on the geographic and borrower distribution of the bank's lending than the NLTD and AA concentration criteria. Additionally, lending to borrowers of different income levels and to businesses of different sizes is weighted more heavily than lending by geography.

### Net Loan-to-Deposit Ratio

This performance criterion evaluates the bank's average NLTD ratio to determine the reasonableness of lending in light of performance context, such as the bank's capacity to lend, the availability of lending opportunities, the demographic and economic factors present in the AA, and in comparison to similarly situated FDIC-insured institutions. The similarly situated institutions were selected based on asset size, loan portfolio composition, geographic proximity (operating within the AA or the surrounding counties) and branching. The bank's NLTD ratio is more than reasonable. The bank's 18-quarter NLTD ratio is above all three similarly situated institutions. The bank displays a strong commitment to serve the credit needs of the community, as evidenced through the significant volume of PPP loan originations and growth of its 20-year mortgage product. A community member indicated that the PPP loans provided critical support for small businesses in the AA during the pandemic, and bankers worked tirelessly to ensure the loans were originated.

**Table 6**

Table 3 Comparative NLTD Ratios September 31, 2017 – December 31, 2021				
	Institution	Location	Asset Size \$(000)	NLTD Ratio (%)
				18 Quarter Average
	Citizens Bank and Trust Company of Ardmore	Ardmore, Oklahoma	290,963	79.4
Similarly Situated Institutions				
	The First National Bank in Marlow	Marlow, Oklahoma	62,820	69.3
	The City National Bank and Trust Company of Lawton, Oklahoma	Lawton, Oklahoma	439,366	65.6
	Oklahoma Heritage Bank	Roff, Oklahoma	95,827	77.1

### Assessment Area Concentration

This performance criterion evaluates the percentage of lending extended inside and outside of the AA. The bank originated a majority of loans, by number and dollar, inside the AA.

**Table 7**

<b>Lending Inside and Outside the Assessment Area</b>									
<b>Loan Type</b>	<b>Inside</b>				<b>Outside</b>				
	<b>#</b>	<b>#%</b>	<b>\$(000)</b>	<b>\$%</b>	<b>#</b>	<b>#%</b>	<b>\$(000)</b>	<b>\$%</b>	
Residential Loans	73	73.7	13,477	68.8	26	26.3	6,116	31.2	
<b>Total Non-HMDA Residential related</b>	<b>73</b>	<b>73.7</b>	<b>13,477</b>	<b>68.8</b>	<b>26</b>	<b>26.3</b>	<b>6,116</b>	<b>31.2</b>	
Small Business	87	78.4	6,193	86.8	24	21.6	940	13.2	
<b>Total Small Business related</b>	<b>87</b>	<b>78.4</b>	<b>6,193</b>	<b>86.8</b>	<b>24</b>	<b>21.6</b>	<b>940</b>	<b>13.2</b>	
<b>Total Loans</b>	<b>160</b>	<b>76.2</b>	<b>19,670</b>	<b>73.6</b>	<b>50</b>	<b>23.8</b>	<b>7,056</b>	<b>26.4</b>	
<i>Note: Percentages may not total 100.0 percent due to rounding.</i>									

### **Geographic Distribution of Loans**

This performance criterion evaluates the bank's distribution of lending within its AA by income level of census tracts, with consideration given to the dispersion of loans throughout the AA. The bank's geographic distribution of loans reflects excellent distribution among the different census tracts and dispersion throughout the AA.

### **Home Mortgage Lending**

The geographic distribution of home mortgage lending is reasonable. The bank's level of lending in the moderate-income census tract is below the representative percentage of owner-occupied housing units. However, there is limited demand for home mortgage lending in this census tract due to local housing market constraints. As mentioned above, homes (including numerous rentals) are often purchased with cash for the purpose of a primary residence. Additionally, the housing stock is dilapidated, depressing mortgage lending opportunities further. Loan dispersion was also evaluated and no significant gaps in lending were noted.

Table 8

Distribution of 2021 Home Mortgage Lending By Income Level of Geography Assessment Area: Carter County AA					
Geographic Income Level	Bank Loans				Owner Occupied Units %
	#	%	\$(000)	%	
Low	0	0.0	0	0.0	0.0
Moderate	2	2.7	93	0.7	6.6
Middle	35	47.9	7,456	55.3	55.2
Upper	36	49.3	5,929	44.0	38.2
Unknown	0	0.0	0	0.0	0.0
Tract-Unk	0	0.0	0	0.0	
Total	73	100.0	13,477	100.0	100.0
Source: 2021 FFIEC Census Data 2011-2015 U.S. Census Bureau: American Community Survey					
Note: Percentages may not total 100.0 percent due to rounding.					

### Small Business Lending

The geographic distribution of small business lending is excellent. The bank's lending in the moderate-income census tract is above the demographic figure. Additionally, a community member stated that there is minimal business activity in the moderate-income census tract, further demonstrating the bank's effectiveness in meeting credit needs within the census tract. Loan dispersion was also evaluated and no significant gaps in lending were noted.

Table 9

Distribution of 2021 Small Business Lending By Income Level of Geography Assessment Area: Carter County AA					
Geographic Income Level	Bank Loans				Total Businesses %
	#	%	\$(000)	%	
Low	0	0.0	0	0.0	0.0
Moderate	5	5.7	317	5.1	4.1
Middle	37	42.5	2,553	41.2	55.9
Upper	45	51.7	3,324	53.7	40.0
Unknown	0	0.0	0	0.0	0.0
Tract-Unk	0	0.0	0	0.0	
Total	87	100.0	6,193	100.0	100.0
Source: 2021 FFIEC Census Data 2021 Dun & Bradstreet Data 2011-2015 U.S. Census Bureau: American Community Survey					
Note: Percentages may not total 100.0 percent due to rounding.					

**Lending to Borrowers of Different Income Levels and to Businesses of Different Sizes**

This performance criterion evaluates the bank's lending to borrowers of different income levels and businesses of different revenue sizes. The bank's lending has a reasonable distribution among individuals of different income levels and businesses of different sizes.

**Home Mortgage Lending**

The borrower distribution of home mortgage lending is reasonable. The bank's lending to low-income borrowers is below the demographic figure, while the bank's lending to moderate-income borrowers was comparable to the demographic figure. Demand for home mortgage loans by low-income borrowers is depressed, whereby 70.1 percent of low-income renters are considered cost burdened, and housing costs have risen so dramatically that many are priced out of the market. Loan demand can also be estimated by analyzing the lending data of Home Mortgage Disclosure Act (HMDA) reporting institutions. While not a direct comparison, HMDA reporters originated 3.2 percent by number and 1.4 percent by dollar of their home mortgage loans to low-income borrowers.

**Table 10**

<b>Distribution of 2021 Home Mortgage Lending By Borrower Income Level</b>					
<b>Assessment Area: Carter County AA</b>					
<b>Borrower Income Level</b>	<b>Bank Loans</b>				<b>Families by Family Income %</b>
	<b>#</b>	<b>%</b>	<b>\$(000)</b>	<b>\$%</b>	
<b>Low</b>	8	11.0	517	3.8	17.7
<b>Moderate</b>	13	17.8	1,990	14.8	17.0
<b>Middle</b>	11	15.1	1,324	9.8	19.5
<b>Upper</b>	41	56.2	9,646	71.6	45.8
<b>Unknown</b>	0	0.0	0	0.0	0.0
<b>Total</b>	73	100.0	13,477	100.0	100.0
<i>Source: 2021 FFIEC Census Data</i>					
<i>2011-2015 U.S. Census Bureau: American Community Survey</i>					
<i>Note: Percentages may not total 100.0 percent due to rounding.</i>					

**Small Business Lending**

The borrower distribution of small business lending is reasonable. The bank's lending to businesses with revenues of \$1MM or less is comparable to the percentage of total businesses operating in the AA with revenues of \$1MM or less.

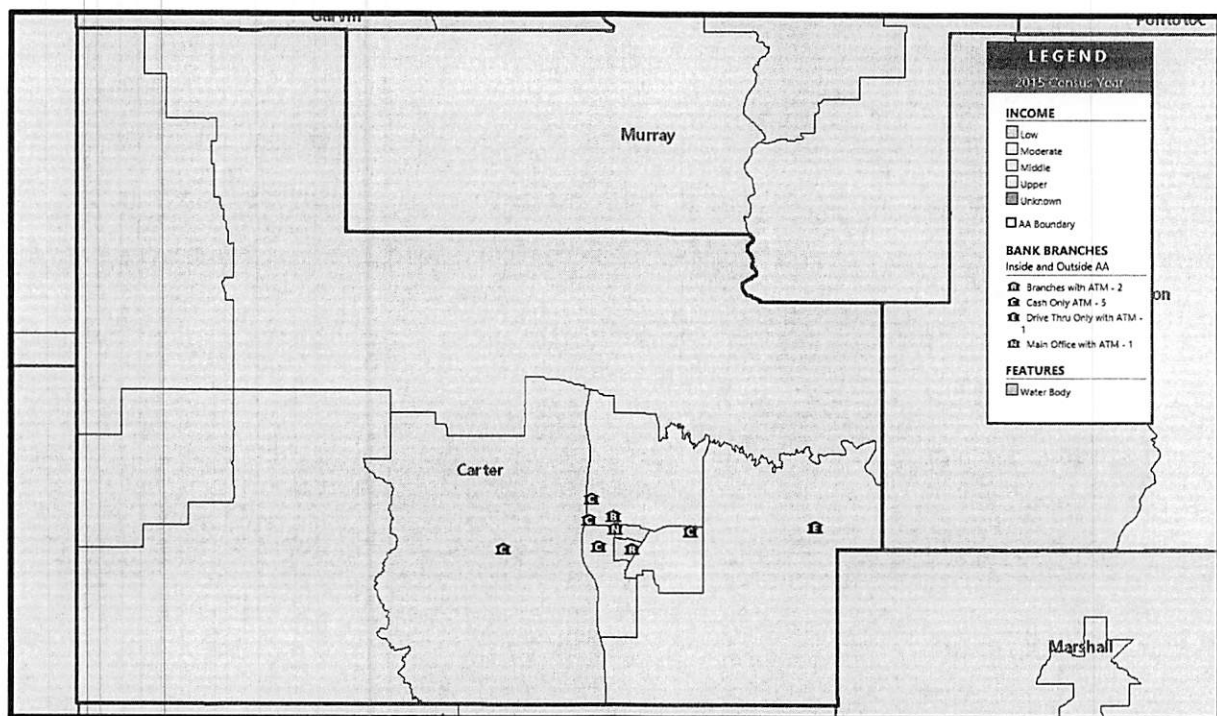
**Table 11**

Distribution of 2021 Small Business Lending By Revenue Size of Businesses						
Assessment Area: Carter County AA						
		Bank Loans				Total Businesses
		#	#%	\$(000)	%	
By Revenue						
\$1 Million or Less		68	78.2	3,731	60.2	89.4
Over \$1 Million		19	21.8	2,462	39.8	9.1
Revenue Unknown		0	0.0	0	0.0	1.5
Total		87	100.0	6,193	100.0	100.0
By Loan Size						
\$100,000 or Less		71	81.6	1,477	23.8	
\$100,001 - \$250,000		10	11.5	1,764	28.5	
\$250,001 - \$1 Million		6	6.9	2,952	47.7	
Total		87	100.0	6,193	100.0	
By Loan Size and Revenues \$1 Million or Less						
\$100,000 or Less		60	88.2	1,105	29.6	
\$100,001 - \$250,000		4	5.9	706	18.9	
\$250,001 - \$1 Million		4	5.9	1,920	51.5	
Total		68	100.0	3,731	100.0	
Source:	2021 FFIEC Census Data 2021 Dun & Bradstreet Data 2011-2015 U.S. Census Bureau: American Community Survey					
Note:	Percentages may not total 100.0 percent due to rounding.					

## FAIR LENDING OR OTHER ILLEGAL CREDIT PRACTICES REVIEW

Compliance with the substantive provisions of antidiscrimination and other consumer protection laws and regulations, including the Equal Credit Opportunity Act and the Fair Housing Act, was considered as part of this CRA evaluation. No evidence of a pattern or practice of discrimination on a prohibited basis or of other illegal credit practices inconsistent with helping to meet community credit needs was identified.

APPENDIX A – MAP OF THE ASSESSMENT AREA



APPENDIX B – DEMOGRAPHIC INFORMATION

Table B-1

2021 Carter County AA Demographics									
Income Categories	Tract Distribution		Families by Tract Income		Families < Poverty Level as % of Families by Tract		Families by Family Income		
	#	%	#	%	#	%	#	%	
Low	0	0.0	0	0.0	0	0.0	2,082	17.7	
Moderate	1	9.1	1,048	8.9	257	24.5	1,996	17.0	
Middle	7	63.6	6,262	53.3	573	9.2	2,285	19.5	
Upper	3	27.3	4,433	37.8	415	9.4	5,380	45.8	
Unknown	0	0.0	0	0.0	0	0.0	0	0.0	
Total AA	11	100.0	11,743	100.0	1,245	10.6	11,743	100.0	
	Housing Units by Tract	Housing Type by Tract							
		Owner-occupied			Rental		Vacant		
		#	% by tract	% by unit	#	% by unit	#	% by unit	
Low	0	0	0.0	0.0	0	0.0	0	0.0	
Moderate	2,099	825	6.6	39.3	891	42.4	383	18.2	
Middle	11,417	6,892	55.2	60.4	2,317	20.3	2,208	19.3	
Upper	7,892	4,776	38.2	60.5	2,166	27.4	950	12.0	
Unknown	0	0	0.0	0.0	0	0.0	0	0.0	
Total AA	21,408	12,493	100.0	58.4	5,374	25.1	3,541	16.5	
	Total Businesses by Tract	Businesses by Tract & Revenue Size							
		Less Than or = \$1 Million		Over \$1 Million		Revenue Not Reported			
		#	%	#	%	#	%	#	%
Low	0	0.0	0	0.0	0	0.0	0	0.0	
Moderate	90	4.1	78	4.0	11	5.6	1	3.0	
Middle	1,214	55.9	1,084	55.8	104	52.5	26	78.8	
Upper	868	40.0	779	40.1	83	41.9	6	18.2	
Unknown	0	0.0	0	0.0	0	0.0	0	0.0	
Total AA	2,172	100.0	1,941	100.0	198	100.0	33	100.0	
Percentage of Total Businesses:			89.4		9.1		1.5		
	Total Farms by Tract	Farms by Tract & Revenue Size							
		Less Than or = \$1 Million		Over \$1 Million		Revenue Not Reported			
		#	%	#	%	#	%	#	%
Low	0	0.0	0	0.0	0	0.0	0	0.0	
Moderate	0	0.0	0	0.0	0	0.0	0	0.0	
Middle	44	74.6	44	74.6	0	0.0	0	0.0	
Upper	15	25.4	15	25.4	0	0.0	0	0.0	
Unknown	0	0.0	0	0.0	0	0.0	0	0.0	
Total AA	59	100.0	59	100.0	0	0.0	0	0.0	
Percentage of Total Farms:			100.0		0.0		0.0		
Source: 2021 FFIEC Census Data 2021 Dun & Bradstreet Data 2011-2015 U.S. Census Bureau: American Community Survey									
Note: Percentages may not total 100.0 percent due to rounding.									



## APPENDIX C – GLOSSARY

**Aggregate lending:** The number of loans originated and purchased by all reporting lenders in specified income categories as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the metropolitan area/assessment area.

**Census tract:** A small subdivision of metropolitan and other densely populated counties. Census tract boundaries do not cross county lines; however, they may cross the boundaries of metropolitan statistical areas. Census tracts usually have between 2,500 and 8,000 persons, and their physical size varies widely depending upon population density. Census tracts are designed to be homogeneous with respect to population characteristics, economic status, and living conditions to allow for statistical comparisons.

**Community development:** Affordable housing (including multifamily rental housing) for low- or moderate-income individuals; community services targeted to low- or moderate-income individuals; activities that promote economic development by financing businesses or farms that meet the size eligibility standards of the Small Business Administration's Development Company or Small Business Investment Company programs (13 CFR 121.301) or have gross annual revenues of \$1 MM or less; or, activities that revitalize or stabilize low- or moderate-income geographies, designated disaster areas; or designated distressed or underserved nonmetropolitan middle-income geographies.

**Consumer loan(s):** A loan(s) to one or more individuals for household, family, or other personal expenditures. A consumer loan does not include a home mortgage, small business, or small farm loan. This definition includes the following categories: motor vehicle loans, credit card loans, other secured consumer loans, and other unsecured consumer loans.

**Family:** Includes a householder and one or more other persons living in the same household who are related to the householder by birth, marriage, or adoption. The number of family households always equals the number of families; however, a family household may also include nonrelatives living with the family. Families are classified by type as either a married-couple family or other family, which is further classified into 'male householder' (a family with a male householder and no wife present) or 'female householder' (a family with a female householder and no husband present).

**Full-scope review:** Performance is analyzed considering performance context, quantitative factors (for example, geographic distribution, borrower distribution, and total number and dollar amount of investments), and qualitative factors (for example, innovativeness, complexity, and responsiveness).

**Geography:** A census tract delineated by the United States Bureau of the Census in the most recent decennial census.

**Home Mortgage Disclosure Act (HMDA):** The statute that requires certain mortgage lenders that do business or have banking offices in a metropolitan statistical area to file annual summary reports of their mortgage lending activity. The reports include such data as the race, gender, and the income of applications, the amount of loan requested, and the disposition of the application (for example, approved, denied, and withdrawn).

**Home mortgage loans:** Includes home purchase and home improvement loans as defined in the HMDA regulation. This definition also includes multifamily (five or more families) dwelling loans, loans for the purchase of manufactured homes and refinancings of home improvement and home purchase loans.

**Household:** Includes all persons occupying a housing unit. Persons not living in households are classified as living in group quarters. In 100 percent tabulations, the count of households always equals the count of occupied housing units.

**Limited-scope review:** Performance is analyzed using only quantitative factors (for example, geographic distribution, borrower distribution, total number and dollar amount of investments, and branch distribution).

**Low-income:** Individual income that is less than 50 percent of the area median income, or a median family income that is less than 50 percent, in the case of a geography.

**Market share:** The number of loans originated and purchased by the institution as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the metropolitan area/assessment area.

**Metropolitan area (MA):** A metropolitan statistical area (MSA) or a metropolitan division (MD) as defined by the Office of Management and Budget. A MSA is a core area containing at least one urbanized area of 50,000 or more inhabitants, together with adjacent communities having a high degree of economic and social integration with that core. A MD is a division of a MSA based on specific criteria including commuting patterns. Only a MSA that has a population of at least 2.5 MM may be divided into MDs.

**Middle-income:** Individual income that is at least 80 percent and less than 120 percent of the area median income, or a median family income that is at least 80 percent and less than 120 percent, in the case of a geography.

**Moderate-income:** Individual income that is at least 50 percent and less than 80 percent of the area median income, or a median family income that is at least 50 percent and less than 80 percent, in the case of a geography.

**Multifamily:** Refers to a residential structure that contains five or more units.

**Nonmetropolitan area (NonMSA):** Any area that is not located within an MSA.

**Other products:** Includes any unreported optional category of loans for which the institution collects and maintains data for consideration during a CRA examination. Examples of such activity include consumer loans and other loan data an institution may provide concerning its lending performance.

**Owner-occupied units:** Includes units occupied by the owner or co-owner, even if the unit has not been fully paid for or is mortgaged.

**Qualified investment:** A qualified investment is defined as any lawful investment, deposit, membership share, or grant that has as its primary purpose community development.

**Rated area:** A rated area is a state or multistate metropolitan area. For an institution with domestic branches in only one state, the institution's CRA rating would be the state rating. If an institution maintains domestic branches in more than one state, the institution will receive a rating for each state in which those branches are located. If an institution maintains domestic branches in two or more states within a multistate metropolitan area, the institution will receive a rating for the multistate metropolitan area. For these institutions, no state ratings will be received unless the bank also maintains deposit facilities outside of the multistate metropolitan area. CRA activity is captured in either a state rating or a multistate metropolitan area rating, but not both.

**Small loan(s) to business(es):** A loan included in 'loans to small businesses' as defined in the Consolidated Report of Condition and Income (Call Report) instructions. These loans have original amounts of \$1 MM or less and typically are either secured by nonfarm or nonresidential real estate or are classified as commercial and industrial loans. However, thrift institutions may also exercise the option to report loans secured by nonfarm residential real estate as 'small business loans' if the loans are reported on the TFR as nonmortgage, commercial loans.

**Small loan(s) to farm(s):** A loan included in 'loans to small farms' as defined in the Consolidated Reports of Condition and Income (Call Report) instructions. These loans have original amounts of \$500,000 or less and are either secured by farmland or are classified as loans to finance agricultural production and other loans to farmers.

**Upper-income:** Individual income that is more than 120 percent of the area median income, or a median family income that is more than 120 percent, in the case of a geography.

## Type of Examination:

RSSD No. 255556☐ Commercial ☒ Consumer Compliance/CRA ☐ Trust ☐ Information Technology☐ BHC Inspection ☐ Other (specify) \_\_\_\_\_Office Location: ☐ Kansas City ☒ Denver ☐ Oklahoma City ☐ Omaha

## RECEIPT

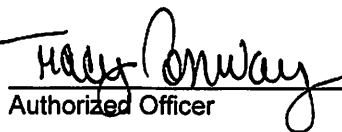
5-23-22

Date

TO THE FEDERAL RESERVE BANK OF KANSAS CITY:

A copy of the above-mentioned report made as of the close of business April 4, 2022, by an examiner for the Federal Reserve Bank of Kansas City has been received and will be submitted to the directors for their consideration at their next meeting.

It is understood that such copy of the report is the property of the Board of Governors of the Federal Reserve System and that it is subject to recall at any time. The report is being retained for confidential use in accordance with and subject to the conditions stated upon its cover.

Citizens Bank and Trust Company of Ardmore  
Name of Institution  
Authorized OfficerPresident & CEO  
TitleArdmore, Oklahoma  
LocationPlease sign and return this form to: KCSRMSSRequests@kc.frb.org.

## **Schedule of Fees and Charges**

### **CITIZENS BANK & TRUST COMPANY**

#### **OTHER ACCOUNT FEES**

The following fees apply to all your accounts with us except Certificates of Deposit and Time Deposit Accounts:

NSF Fee (Check, Withdrawal, ATM or any other electronic means) Paid or Returned: \$28.00

Stop Payment: FREE\*

Dormant Fee \$15.00 per quarter

Inactive Fee (Checking Only) \$2.00 per month after 1 year

The following fees apply to Checking; NOW Accounts; Savings Accounts; and Money Market Accounts:

Debit card: FREE\*

A \$1.00 fee for each transaction requiring your PIN number will be charged unless you use an ATM owned by Citizens Bank & Trust Company.

The following fees apply to Money Market Accounts:

Excessive Item Fee: \$10.00

#### **MISCELLANEOUS FEES AND CHARGES**

##### **ACH FILES**

Create ACH files: \$5.00 per file

##### **Bookkeeping Fees**

Transfer Agreements \$5.00

Acct balancing assistance \$20.00 per hour

Copy of Statement: FREE\*

Account research: \$20.00 per hour

Returned/Reprocessed Fee \$5.00

Checking activity list: FREE\*

Overdraft Fee \$2.00 per day

Garnishment fees & Levy \$30.00

Child Support Levy \$20.00

Change Order (Non-Customer) \$10.00

##### **Cashier's Check**

Non-customer: \$10.00

Customer: \$2.00

##### **Checks**

Personal checks: fee depends on style of check ordered

Temporary Checks: FREE\*

Gift Cards: fees vary

Travel Cards: fees vary

##### **Domestic Collections**

Incoming: \$10.00

Outgoing: \$10.00

##### **Electronic Federal Tax Payment**

EFTPS files: \$5.00 per file

##### **Money order**

Customer: \$1.00

Non-customer \$5.00

##### **Notary Public services**

Customer: FREE

##### **Wire Transfers**

Foreign wire transfer: \$35.00 or Bank's cost

Outgoing: \$15.00

Incoming: FREE\*

##### **Fax Machine Charges**

Incoming: FREE\*

Outgoing: FREE\*

##### **Safe Deposit Box**

Different Sizes Available: fees vary

##### **Coin Machine**

Customer: FREE

Non-customer 10% of total amount

##### **Phone Transfers**

FREE

##### **Night Deposit Lock Bags**

\$25.00

##### **Night Depository Service**

FREE

#### **\*EXCESSIVE USE FEES MAY APPLY**

Stop Payment Fee: \$10.00

Debit Card Replacement: \$5.00

Copy of Statement: \$2.00

Checking Activity List: \$1.00 Per Page

Temporary Checks: \$.10 Each