

From left: Investors Foundation Executive Director Rodger Herrigel, Investors Bank Chief Marketing Officer Dorian Hansen and Investors Bank President and COO Domenick Cama present a grant to Corporate Giving & Events Senior Manager Alyssa Agrifolio, of the Giants Foundation, to support the great work it does to support youth in the community and to celebrate the launch of the Giants Checking Account on September 29, 2019.



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Kevin Cummings, Chairman & CEO | Domenick Cama, President & COO

“If You’re not Moving Forward, You’re Falling Behind.”

Never being the type of organization that shies away in the face of a challenge, the management team at Investors Bank deftly navigated the many pitfalls 2019 brought, which included an uninviting yield curve environment and a deepening sense of uncertainty around global tensions and trade disputes, not to mention the intensely competitive banking landscape. As President John F. Kennedy once said, “Change is the law of life, and those who look only to the past or present are certain to miss the future.” There are perhaps no better words to describe the necessity for continuous improvement – something we take very seriously at Investors.

This year was a whirlwind of change at the bank, with improvements coming virtually across the board, in every area of our business, and more importantly, in how we do business. We rode the tide of changes we began in 2018, around improving our customer experience. In addition to upgrading our technology and approach, we created 10 principles that guide our

interactions with each and every customer, and by making key changes at this foundational level, we’ve been able to transform the experience for a great number of our customers.

In the first week of November, we will launch Zelle, which is the industry leader for sending and receiving money. With a few simple taps, customers will be able to access Zelle right from the Investors mobile app. On the commercial side, we’ve upgraded our commercial banking platform and introduced a state-of-the-art online escrow platform, which was designed to serve industry-specific needs – everything from Landlord/tenant escrow to Healthcare to Education and Government applications.

At Investors, we truly believe in proactively adapting to the rapidly changing marketplace, and that by being vigilant, proactive and flexible, we are well-positioned for continued success into 2020 and beyond. **PS**