Since 2002, Bank of the West has supported under-resourced communities with more than $95 billion in loans, investments and charitable contributions. Through volunteerism, philanthropy and responsible approaches to financial services, we aspire to help our neighborhoods grow into vibrant places to live and work.
LETTER FROM THE CHAIRMAN AND CEO

Bank of the West’s commitment to community goes beyond the guidance and services we provide to help our customers achieve their financial goals. We believe that a bank’s responsibility includes supporting long-term economic growth and community development opportunities that enhance the quality of life for everyone.

Last year, we proudly supported more than 800 nonprofit organizations in focus areas that helped individuals and families to

- attain affordable and sustainable housing,
- acquire job skills for productive careers,
- receive technical assistance and loans for small businesses, and
- develop financial skills needed to help manage money wisely and secure a strong financial future.

The passion to serve that is the hallmark of our bank is also expressed in our team members’ enthusiastic volunteerism. Beyond our corporate philanthropy, our team members contributed more than 33,000 hours volunteering and serving on boards in 2014. In this annual publication you will meet a few of the inspiring nonprofit organizations and Bank of the West team members who are helping to make our communities better places to live and work.

I am proud to be part of this team of more than 10,000 employees who are dedicated to the financial health of our customers and communities. We are grateful for the trust that our more than 2.8 million customers have placed in Bank of the West, and we are committed to being a strong and prudent financial institution and a leader in our communities.

Michael Shepherd
Chairman and CEO
May 13, 2015
FINANCIAL EDUCATION LAYS A FOUNDATION FOR SELF-SUFFICIENCY

The ability to manage money wisely and make the best use of available financial resources is the foundation for self-sufficiency. Through the tremendous volunteer engagement of our team members and our financial support for nonprofit organizations, we strive to empower people of all ages with knowledge about fundamental concepts, such as how to maintain a budget, the importance of saving, maintaining a good credit record, and strategies for managing debt.

$1.5M IN CHARITABLE CONTRIBUTIONS TOWARD FINANCIAL EDUCATION IN 2014
Since 2000, Bank of the West has collaborated with national nonprofit Operation Hope to provide financial education programs through community workshops and classroom outreach. In 2014 we proudly established our second HOPE Inside Resource Center within our Pico Rivera branch in Southern California. The center staffs a certified financial counselor who provides free counseling on topics such as first-time homeownership, small business development and personal money management. The very first HOPE Inside Resource Center in California was opened by Bank of the West in our Oakland branch in 2005, and has served more than 100,000 individuals and families.

We also work with Junior Achievement across our footprint to provide financial education to young people. In 2014, Junior Achievement Southern California (JA-SoCal) provided its wide range of interactive programs on financial literacy, workforce readiness and entrepreneurship to nearly 90,000 students, most from low- and moderate-income households. More than 9,000 young people participated in JA-SoCal’s Finance Park, a role-playing experience for middle and high school students in which they assume adult personas and, guided by volunteer mentors, make personal financial decisions as they spend a day in a wonderful simulated community located in Los Angeles’ Griffith Park.

“Bank of the West has been a phenomenal partner by volunteering and providing the resources that allow us to offer the Finance Park program, year after year,” says Brian K. Williams, President and CEO of JA-SoCal. “Their team members are amazing mentors to our students. For some of the participating youngsters, this is the only opportunity they might ever have to interact with a senior banking executive, and it’s a tremendous way to boost the students’ self-esteem, expand their sense of personal potential and broaden their vision of what they can achieve.”

“Financial education can’t start too early,” says Tony Wang, Senior Vice President and Regional Manager for Retail Banking at Bank of the West. Tony is a member of JA-SoCal’s Board of Directors and an active financial education volunteer. “I always tell students that, no matter what path they take and how much money they make, these skills will apply. Even if it’s just a day, if we reach just a handful of children, that’s a huge deal.”
INVESTING IN A WORKFORCE BUILDS STRONG FUTURES FOR INDIVIDUALS AND FAMILIES

Advancing education and technical skills supports job seekers who want to enter the workforce or further their careers, and helps businesses by creating a pool of qualified workers. Through our collaboration with community organizations, Bank of the West strives to build bridges between the unemployed/underemployed and businesses that hire individuals into productive, sustainable employment. By supporting workforce development we are helping people to build a strong future for themselves, their families and their communities.

$700K IN CHARITABLE CONTRIBUTIONS SUPPORTING WORKFORCE DEVELOPMENT IN 2014
“Employment fosters a culture of achievement,” says Abby Snay, Executive Director of JVS. JVS (Jewish Vocational Service) is a San Francisco Bay Area nonprofit that provides skills training leading to jobs in stable industries with opportunities for career advancement. Of those who complete JVS’s career pathway programs, 81% are able to obtain jobs.

There is a clear economic benefit to increasing employment, not just for workers and their families, but for their communities as well. JVS estimates that clients who are now working injected $12.5 million into the San Francisco Bay Area economy last year through their wages and spending power.

Bank of the West has supported JVS since 2003 with charitable investments and extensive volunteer engagement. Maria Lazzarini, Head of Bank of the West’s Northern California Retail Banking Division, has held a leadership role at JVS for six years as a member of the nonprofit’s board of directors and its finance and operations committees and as chair of the audit committee. In addition, bank employees give their time and expertise to support JVS’s programs, for example as guest speakers and as coaches for practice interviews.

“Community service is fundamental at Bank of the West,” Maria says. “My expectations for myself and my team members include giving generous amounts of volunteer time. Everyone matters. That’s more than an ideal—it’s a call to action, at all levels of our company.”

Working together, Bank of the West and JVS are optimistic that these efforts are helping to bridge the gap between unemployed and underemployed workers and meet the economy’s need for a strong workforce.

Though people from all walks of life turn to JVS to make connections and find work, the nonprofit targets adults with limited work histories, as well as people who have been unemployed for six months or more. Young people benefit as well. JVS provides workforce preparation for special education students and work-based learning opportunities for at-risk high school students.

“Getting more people working builds families and communities,” says Abby. “There is tremendous power in the dignity of working and the experience of success.”
Small businesses account for a large part of local economic activity and contribute tremendously to a community’s vitality. They provide goods and services that families and other businesses need, contribute to the tax base, and support community infrastructure. And they create the majority of jobs. Bank of the West supports the small business sector because we are passionate about helping entrepreneurs and we understand how vital they are to the well-being of our communities and nation. Through small business lending and our collaboration with nonprofits that provide microfinance and technical assistance, entrepreneurs can be self-sufficient and contribute to the long-term strength of their communities.

$650K IN CHARITABLE CONTRIBUTIONS TOWARD SMALL BUSINESSES AND MICROFINANCE IN 2014
Flourishing small business sectors can “transform the collective role of entrepreneurs in larger-scale markets,” Anne Haines says. Anne is the President and CEO of Accion, a nonprofit that provides capital and credit for entrepreneurs in more than 400 communities across five states—Arizona, Colorado, Nevada, New Mexico and Texas. “Local small businesses bring in economic activity from outside their states and even from outside our national borders. Thus they act as local economic multipliers and advance the overall U.S. economy.”

Accion focuses on underserved people and communities—including many women and minority entrepreneurs—who are trying to start or grow a small business and need capital to do so. While they might not meet the underwriting criteria for conventional bank loans, “their character is outstanding,” Anne points out, “and that is reflected in the exceptionally high repayment rate of our loans.” By reporting the repayments to credit bureaus, Accion helps its clients to build strong credit reports, which they can leverage to help them qualify for personal and business loans in the future.

Bank of the West is a long-time supporter of Accion. Beyond its charitable investments, the bank provides lending and operational capital, leadership on the nonprofit’s board of directors, and loan closing services at bank branches for Accion’s rural clients. Bank volunteers also serve as mentors for Accion clients seeking small business technical assistance.

Rick Wadley, Senior Vice President in the Southwest Business Banking Group has been a member of Accion’s board of directors since 2002: “Bank of the West has had a presence in the Southwest for over 100 years,” Rick says. “We’re committed to this region and to the people supporting its growth. Organizations like Accion help extend our reach so that we can leverage our small business expertise and give back to our communities in meaningful ways.”

Since its founding in 1994, Accion has provided 8,700 loans totaling more than $73 million to approximately 5,800 small businesses. Those businesses have created or sustained more than 11,000 jobs.

“Bank of the West’s community support creates an environment that fosters a spirit of hope and opportunity for entrepreneurs,” says Anne. “If there is someone who has determination and works hard, a belief in that person and a little bit of capital can be transformational.”
HOMEOWNERSHIP AND AFFORDABLE HOUSING ARE CORNERSTONES FOR STRONG COMMUNITIES

Providing access to affordable housing is an important part of Bank of the West’s efforts in our communities. Through loans and investments, charitable contributions to nonprofit organizations that support affordable housing, and first-time homebuyer counseling, we support individuals and families in finding pathways to sustainable housing.

IN CHARITABLE CONTRIBUTIONS TO SUPPORT HOMEOWNERSHIP AND AFFORDABLE HOUSING IN 2014

$630K

Warm Springs Indian Reservation celebrates new homes
“People’s odds of success are better when they have a safe and stable place to live,” says John Denton, Director of Community Development Finance at Bank of the West. “And for the community, having ample affordable housing fosters a stable, local workforce to provide the services that businesses and community members need.”

John has more than 25 years of experience in community development finance and leads a team that is dedicated to creating affordable housing by investing and lending to specialized nonprofit and for-profit developers. By structuring multi-party transactions and leveraging Low-Income Housing Tax Credits (LIHTC) and other sources of federal funding, the bank increases the stock of affordable housing across the states where it operates.

“We focus our work where the need is particularly acute,” John says. “For example, supportive senior housing that incorporates social services, such as long-term care, adult protective services, and family caregiver support. Another area we’re helping to meet the need for affordable housing is on Indian reservations.”

Working with the Confederated Tribes of Warm Springs, Bank of the West provided the equity for more than 80% of the development costs for 35 affordable, beautiful single-family homes on the Warm Springs Indian Reservation in Oregon. The financing structure designed by Bank of the West enables Warm Springs to charge rent based on each family’s ability to pay, calculated as 30% of monthly income, and each family can buy their home after 15 years.

“We have a huge need for housing here on the reservation,” says Scott Moses, Executive Director of the Warm Springs Housing Authority and a member of the Tribal Council. “In many units we have three or four families—upwards of 20 people—living together. That puts a lot of pressure on people’s self-confidence and their sense of self-worth. When we can lighten that load we empower people to reach their potential. It’s also wonderful to see a family move into their new home, with big smiles on their faces. We’re creating something tangible that provides opportunity.”

Last year, the bank provided $320 million in financing for affordable housing. Just as importantly, the bank builds relationships with nonprofit organizations, community advocates, and civic leaders, to develop creative and impactful solutions to housing challenges. Some of the bank’s innovative practices include linking affordable housing with social services for vulnerable elders and those with special needs; supporting housing in communities that are pedestrian friendly and accessible through public transit; and working with nonprofits that support energy efficient and environmentally sound building features.

Scott Moses (left), Tribal Council Member of the Confederated Tribes of the Warm Springs Indian Reservation of Oregon, with John Denton, Manager, Community Development Finance for Bank of the West.
The Bank of the West Philanthropy Awards reflect our commitment to community and honor organizations that are making tremendous strides in improving the quality of life for individuals and families within the regions we serve. In 2014, Bank of the West was proud to recognize IDEO.org and Inner City Advisors.
INNOVATION IN PHILANTHROPY AWARD

IDEO.org partners with nonprofits, social enterprises and foundations and, through its human-centered design practice, works to solve some of the world’s more difficult problems. IDEO.org has completed more than 50 projects with partner organizations—covering employment, early childhood education, financial inclusion and much more—since its inception in 2011. These collaborations are expected to reach more than 25,000 people in 2015.

COMMUNITY IMPACT AWARD

Inner City Advisors (ICA) is an Oakland-based agency that works to create good jobs by building sustainable small businesses. Since its founding, ICA has worked with over 500 local businesses and with its funding partner, Fund Good Jobs. Together, the organizations have deployed close to $2 million dollars of investment. In 2014, ICA-advised companies created and retained 174 jobs and generated more than $5,000,000 in local wages.
Programs that Inspire How We Live and Work

Enhancing the vitality of communities involves more than economics. The opportunity to experience and appreciate the arts enables people to engage with their world and each other with sensitivity and understanding. At Bank of the West, we combine our resources with those of regional arts institutions to help bring the arts to the communities we serve.
In collaboration with the Sonoma Valley Museum of Art, we bring teaching artists to elementary classrooms, with no cost to the participating schools, through the “Arts Rewards the Student” (A.R.T.S) program. A.R.T.S. integrates the public school curriculum with the California Visual and Performing Arts Framework to foster creativity and self-expression as well as an appreciation for the essential role of the arts in society. At a time when school arts programs are at risk of being reduced or eliminated, this important program helps to ensure that children continue to have access to a well-rounded education.

At the venerable Cantor Arts Center at Stanford University, the bank is a lead sponsor of the popular “Family Sundays” program, which expands free access to this community treasure. The historically and geographically diverse collections at the Cantor Arts Center—one of the best-attended museums in the country and a leading resource for teaching and research—includes the largest collection of Rodin bronze sculptures outside Paris.

To promote discourse and understanding of arts and cultural issues, Bank of the West presents Look West, a series of live-on-stage discussions among experts and innovators in the arts, media and technology. Produced in conjunction with The New York Times, Look West reaches local audiences throughout the western United States.

In Iowa, our collaboration with the Des Moines Symphony provides not only world-class music but also food for hungry families. In 2014, through the sixth annual Yankee Doodle Drive Against Hunger, we helped collect 2,248 pounds of food and contributed $10,000 to support the Food Bank of Iowa. The food drive culminated with a free orchestra concert on the lawn of the Iowa State Capital.

Our support for the Omaha Symphony—which includes financial resources and leadership on its board of directors—enables Nebraska’s largest performing arts organization to offer educational and community programs for people of all ages.

We also support the educational and performance programs of San Francisco’s Alonzo King Lines Ballet to bring its unique vision of collaborative, culturally-imbued classical dance to students and audiences throughout California and around the country.