# Town of Black Mountain

Request for Proposals
Banking Services

Responses Due: July 24, 2026

Email: greta.gibson@tobm.org
or Mail/Deliver
Town of Black Mountain Customer Service Department
Attn: Greta Gibson
160 Midland Ave
Black Mountain, NC 28711

# Request for Proposals for Banking Services

## Section I – General Information

The Financial Services Department of The Town of Black Mountain (The Town) requests that qualified and interested banking institutions that operate within the legal jurisdiction of The Town submit proposals for providing certain banking services. Each proposal submitted shall be expected to respond to each consideration set forth in this Request for Proposal (the "RFP").

**OBJECTIVE**

The Town desires to select a reputable financial institution to manage its deposits, provide core banking services, and make available certain other related financial services to The Town for its benefit and the benefit of the citizens it serves.

This RFP is organized into several separate sections. This first section provides a general overview of the selection process, terms and conditions, and basic requirements. All candidates must provide the Required Financial Information as well as the information required in the RFP section. The RFP will have more specific terms and additional conditions and mandatory requirements.

**EVALUATION AND SELECTION PROCESS**

The selection process will be based on the responses to this RFP. A committee, comprised of members from the Financial Services department and other selected staff of The Town, will evaluate responses. Efficient and cost-effective integration of services will be considered.

The following will be the basic criteria for evaluating all responses.

The full cost of implementation will be considered, which includes software installation, data transmission file setup and other initial one-time implementation fees.

Basic Selection Criteria:

1. Ensure all proposal requirements, conditions and instructions are met as set forth in this RFP.
2. Ensure financial stability by reviewing financial statistics and other financial information provided by the institutions.
3. Review references, verifying exemplary service levels for similar banking and financial services and evaluate experience with governmental entities or private companies of similar complexity. Prior experiences with The Town will be strongly considered.
4. Ensure the institution is equipped to best address the technological needs of The Town.
5. Ensure the institution best addresses the overall goals, objectives, and mandatory service requirements as outlined in this document.
6. Ensure the institution provides service effectively and efficiently, which includes designating a specific Account Executive and/or support staff for The Town.
7. Ensure that the overall banking services are the most cost advantageous. The full cost of implementation will be considered during the selection process.

   The Town reserves the right to reject any or all proposals, to waive any non-material irregularities or informalities in any proposal, to request additional clarification of proposals, to be the sole judge of the suitability of the services for its intended use and further, specifically reserves the right to make the award in the best interest of The Town.

**TERMS AND CONDITIONS**

The contractual period to be approved by The Town Council with the chosen firm(s) will be for a five-year term beginning approximately September 1, 2026. Up to three, three-year extension periods may be granted at the sole discretion of The Town at the prices proposed by or negotiated with the successful firm. A formal contract will be used and shall control subject to specifications, requirements, and conditions contained herein.

The Town shall retain the right to cancel the contract at any time for cause. Such cancellation will generally result from the failure of the contracted institution to complete or provide the specified services, or by a violation of the Mandatory Requirements (listed below). The Town shall retain the right to cancel the contract at any time without cause with 90-day notice.

Any and all costs associated with the preparation of a response to this RFP are the responsibility of the candidate and are not to be passed on to The Town.

The specific details shown herein shall be considered minimum unless otherwise indicated. The specifications, terms and conditions included with this RFP shall govern in any resulting contract(s) unless approved otherwise in writing individually by The Town. Candidates must consent to personal jurisdiction and venue in a state court of competent jurisdiction in Buncombe County, North Carolina.

**MANDATORY MINIMUM REQUIREMENTS**

There are certain minimal requirements for the institutions involved in providing any financial services referred to herein. Specific reference to each must be provided in the general response section as detailed in the instructions below. It is expected that the chosen firm will exceed these qualifications. Firms shall:

1. Be a Federal Deposit Insurance Corporation (FDIC) insured institution;
2. Be online with the Federal Reserve Bank for funds and securities;
3. Have experience with large volume customers of similar complexity;
4. Be an Equal Opportunity Employer;
5. Comply with mandatory requirements according to the type of service specified in the RFP for Core Banking Services;
6. Comply with all other requirements specified in this RFP.

## Section II – Required Financial Information

The following is the required financial information to be provided by **all** candidates responding to
**any** section of the RFP.

- Provide the current ratings for the candidate from each of the following agencies if rating the institution: Fitch Ratings Ltd., Moody's Investors Service and Standard & Poor's.
  First Bank is not rated by any of the three agencies listed above.
- If a subsidiary, please indicate the exact legal corporate name of each entity providing any of the services requested in this RFP.
  First Bank is the exact legal corporate name.
- To ensure compliance with the Financial Reform, Recovery and Enforcement Act (FIRREA), the bank will need to formally approve the banking contract.
  First Bank can comply.
- List three references including any governmental units and other companies that have similar volume and complexity. Please include contact, name, title, address, phone number, email address, and years serviced.
  References are listed below:
  - County of McDowell, NC
    Alison Bell, Finance Director
    60 E. Court Street
    Marion, NC 28752
    amorgan@mcdowellgov.com
    828-652-2235
    8 years of service
  - Blue Ridge Community College
    Carolyn Alley, CFO
    180 W. Campus Dr.
    Flat Rock, NC 28731
    c_alley@blueridge.edu
    828-694-1730
    7 years of service
  - County of Anderson, SC
    Jason Phillips, Treasurer
    PO Box 8002
    Anderson, SC 29622
    jphillips@andersoncountysc.org
    864-260-6342
    28 years of service

- State the method of collateralization ("Dedicated Method" or "Pooling Method") used for public deposits.
  First Bank uses the Pooling Method.
- Clearly describe any services that are provided by third parties, identifying the parties providing the service.
  First Bank uses BASYS Processing for Merchant Services.
  First Bank uses Deluxe for Lockbox Services.

Please include the following information as an attachment:

- Provide one copy of its most current audited annual report and Form 10-K filed with the SEC. The annual report should contain at least three years of comparative financial data.
  Each of the above reports contain many pages. This information can be found by visiting our Investor Relations website at: First Bancorp - Investor Relations
- Provide one copy of its most current quarterly report and Form 10-Q filed with the SEC.
  Same as above
- The candidate must include with their response; copies of all agreements needed in accordance with the provision of services to The Town. These will be reviewed and approved by The Town legal counsel.
  Copies of our agreements are included in the RFP Response Packet.

## Section III – Core Banking Services

**MANDATORY INSTITUTION AND SERVICE REQUIREMENTS**

The Town of Black Mountain desires to select a reputable financial institution to manage its deposits and provide core banking services. In addition to providing the Required Financial Information previously described, please respond to each of the following items.

**GENERAL REQUIREMENTS**

1. Be a FDIC insured institution.
   First Bank is FDIC insured.
2. Be online with the Federal Reserve Bank for funds and securities.
   First Bank is online with the Federal Reserve Bank.
3. A full service branch of the institution must be located within the boundary of Buncombe County, North Carolina. Bank branches must be located within the vicinity of the main administrative location, and other locations.
   Black Mountain branch location:
   300 West State St.
   Black Mountain, NC 28711
   828-669-8432
4. Be a qualified depository for public funds in accordance with North Carolina General Statutes (hereafter "G.S.") specifically Chapter 159, Article 3 – The Local Government Budget and Fiscal Control Act (the "LGBFCA"), primarily G.S. 159-31 – Selection of Depository; Deposits to be Secured and the North Carolina Administrative Code Title 20 – State Treasurer, Chapter 7 – Collateralization Of Deposits under either the "Dedicated Method" (formerly option 1) of collateralization or the "Pooling Method" of collateralization (formerly option 2). The publication "**Collateralization of Public Deposits in North Carolina**" is available at www.nctreasurer.com under "Financial Operations".
   First Bank is a qualified depository for public funds in accordance with North Carolina General Statutes.
5. All funds deposited shall earn interest. Balances remaining at the end of each day in the main operating account shall be invested overnight at a competitive rate in an interest-bearing checking account. Please provide the Bank's current earnings credit rate as well as the Bank's methodology for determining and adjusting the earnings credit rate. What other additional secure, short-term investment products does the Bank offer? Please include any balance requirements or restrictions on the amount of draws related to these products.
   Per email received from Greta Gibson on 7/8/26, interest is not expected or required. First Bank will pay the Town of Black Mountain an Earnings Credit Rate (ECR) of 1.00% on operating funds. In addition, First Bank is offering a sweep account at 1.25% APY, even though interest is not expected or required by the Town.
6. The Town may have activities that need to be maintained separately. There needs to be options for separate interest-bearing accounts.
   First Bank can comply and has multiple options for interest-bearing accounts

7. All account balances shall always be available for investment by The Town.
   First Bank can comply.

**DEPOSITS**

8. Monies deposited in the bank by 5:00 p.m. shall be processed and credited for same-day credit. Remote deposits must be available next day.
   Other monies, such as maturing investments, shall be given immediate credit and availability. Collected funds credit shall be given to checks drawn on the United States Treasury, Federal Reserve and the State of North Carolina. The bank shall provide collected funds credit for checks drawn on the United States Treasury, Federal Reserve and State of North Carolina.
   First Bank can comply.
9. Forward all returned deposit items to an authorized representative of The Town. Provide a return item report via on-line banking, which includes ACH and traditional check returns.
   First Bank can comply.
10. Provide onsite image capture deposits.
    First Bank offers Remote Deposit Capture service.

**ONLINE SERVICES**

11. Provide an online banking services package. Bank shall provide all software required to provide these services and to access all required reports. Detailed requirements are listed below. If online services are down, provide an acceptable backup method via telephone or email for each online requirement listed herein. All online services and options must be accessible 8 a.m. – 5 p.m., seven days per week.
    First Bank provides an online banking services platform which is available 24 hours a day, seven days a week.
12. Describe how the Bank limits access to the Bank's online system to known Town and selected other IP addresses?
    First Bank cannot limit access by IP Address(es) to the Bank's online system.
13. Provide the following report types online.
    a. Detailed transaction and balance reports – Report should show the previous day's detailed transactions, which include listings of all debits and credits impacting the accounts. Report should have the ability for user to establish a minimum threshold for viewing either debits or credits or both and may have separate thresholds for electronic and paper entries. Reports should be accessible for six prior business days. Reports should be able to download into Excel with detailed transactional information.
       First Bank's online banking platform provides the above.
    b. Intra-day position report – Report must provide up-to-the-minute recap of available account balances. It should be updated continuously throughout the day and reflect beginning balances, incoming and outgoing Fed wire transfers, ACH activity effective that day, maturing investments and disbursing debits. Please list types of transactions that update the Intra-day report and those that do not update the Intra-day report.

First Bank's online banking platform provides all the above.

c. Return report – Report should list all checks and ACH return items for the previous day. Report should be by account.
First Bank provides this report.

d. Positive pay exception reports – Reports should list all checks or ACH items that are not included in the positive pay data transmission and should be interactive. Authorized officials from The Town should be able to accept or deny these items online. Exceptions should be available by 10 a.m. each day after the previous day's activity.
First Bank offers this information and exceptions are available prior to 10 a.m. each day. Daily Positive Pay cut-off time is 11 a m.

e. Please state in RFP response whether you offer imaged copies of the checks in addition to the report.
First Bank offers imaged copies of the checks, front and back.

f. Describe the Bank's ability to customize reports as well as any fees associated, and the length of time required to receive a customized report.
First Bank offers some ability to customize reports through our online banking Treasury platform. Other reporting needs can be addressed on a case-by-case basis.

14. Provide stop payment services online from authorized officials of The Town. Verbal requests from authorized officials will be accepted and processed on the same day with documentation to follow. As a part of this service authorized officials would be able to inquire online to determine if a specific check had previously been presented for payment prior to initiating a stop payment.
First Bank provides Stop Payment services online for authorized officials as well as verbal requests with the branch. Authorized officials would be able to see all checks presented for payment via the online banking platform.
15. Access the imaged copy of checks online. If the image is not available due to the timing of check clearing, also accept requests for check copies via email. Indicate how long after the check has cleared before an image is available online. Also, indicate how long the check will be available to view online.
First Bank provides copies of checks online, front and back. These check images are available the day after clearing and remain available for 18 months.
16. Provide the ability to enter wire, ACH debits and credits, and book transfer online as outlined below. Online systems should offer the ability to template repetitive transactions. System should also have ability to structure an approval hierarchy.
First Bank's online banking platform provides the above.
17. Provide ability to transfer funds on-line between two or more accounts maintained with the bank.
First Bank's online banking platform provides the above transfer options.

**WIRE TRANSFERS, ACH TRANSACTIONS AND OTHER TRANSFERS**

18. Furnish direct deposit of employees' checks (credit entries) to their designated checking or savings account according to the Automated Clearing House (ACH) rules and regulations.

Bank must be able to receive a direct transmission with all payroll information in a fixed-width text file format. Transmission will be delivered no later than 8 p.m. one business day prior to payday.
First Bank offers this service.

19. Process automatic drafts as a method of payment for some invoices. The Town also receives reimbursements from other agencies via ACH deposit.
First Bank offers this service.
20. Transmit debit entries initiated by The Town under ACH rules. The bank shall provide software or another means to allow The Town to change and adjust ACH information prior to transmission to the bank. The bank must be able to receive information through direct transmission in required format. The Town's current file format is available upon request. Upon proper notification by The Town, the bank shall manually adjust or stop payment or other adjusting entries. The bank shall be responsible for any loss limited to the liability for its own negligence or willful misconduct.
First Bank offers this service.
21. Process incoming and outgoing wire transfers online in real time as requested by duly authorized official(s) if instructions are received by the bank by the official deadline established by the Federal Reserve System. All incoming wires processed are expected to result in same day credit to the account. The bank is expected to assume responsibility for all losses or costs incurred by The Town as a result of the bank's failure to transfer wires as instructed.
First Bank offers online wire transfer service. All incoming wires are credited same day.
22. Provide ability to create templates for repetitive wires and ACH transactions with the ability to restrict the amount and access for different users. Each individual template should have the ability to permanently establish different sections of the template. For example, for some repetitive wires, the same amount is wired each time. Each individual template should also have the ability to restrict use for designated authorized officials. Different templates would then be able to have different users. Changes to these templates shall only be made online with approval from another user (dual approval).
First Bank offers these options via the online banking platform.

**SUPPLIES**

23. Provide sufficient pre-numbered and pre-encoded deposit slips per deposit site in duplicate at no charge for The Town to process daily deposits. The number of Town deposit sites is subject to change, but is currently one (1).
First Bank can provide.
24. If an endorsement stamp is required, provide all endorsement stamps for the departments making deposits at no cost to The Town. The bank shall provide two (2) stamps to each department upon the beginning of the contract. The endorsement stamps shall be in a format approved by The Town. During the term of the contract, endorsement stamps shall be provided as requested.
First Bank can provide.

**OTHER SERVICES**

25. Provide account reconciliation for all disbursement accounts and have the capability to send daily and monthly transmissions of account activity to the unit. Currently, the file is available to download to Excel.
    First Bank offers Account Reconciliation services.
26. Provide payee positive pay option (checks and ACH) for all disbursement accounts. Banks must have the capability to receive electronic transmissions. The Town's current file format is available upon request. Exception reporting and communication must be provided through online banking services. In the RFP response, include the following information regarding positive pay:
    a. Include an overall description of your positive pay service, including file layout and transmission process.
       Positive Pay is an automated fraud detection tool that identifies unauthorized transactions before final payment allowing business customers to feel secure about money coming out of their account. First Bank can map our system to your file when provided with a sample file. Check files must contain Check Number, Date of Issue, Payee and Dollar Amount. Issued Check Files are uploaded through First Bank's Online Banking platform. ACH Authorization Rules can be created using the Company Name and Company ID Number. ACH Authorization rules can also be set with a dollar amount threshold, if applicable.
    b. Is the service the same day or next day?
       Next Day
    c. Is it applied to the teller line?
       Yes
    d. Provide no manual checks
       First Bank does offer the ability to manually enter checks, but can disable the option should the Town choose to do so.
    e. Explain how voided checks are handled in reference to the positive pay file.
       Checks can be voided through the Positive Pay system within First Bank's Online Banking platform.
    f. Indicate any limit on the volume of positive pay exceptions that your system can handle.
       There are not limits on the volume of positive pay exceptions First Bank can handle.
    g. State your default disposition of exception items if the bank does not receive the decision from The Town to pay or not to pay.
       First Bank's default disposition of exception items is **"Return".**
27. Forward bank-generated debit or credit items to The Town the next business day with detailed support describing the nature of the transaction. Detailed support should include images of checks, adding tapes, and deposit slips. Bank-generated transactions without sufficient detail will not be accepted.
    First Bank can comply.
28. Provide research assistance on transactions (lost checks, lost deposit slips, mutilated checks, and bank-generated transactions) by providing sufficient details within 72 hours of request.

First Bank can comply.

29. Provide sufficient night depository services, including optional provision of bags with keys. The Town has the right to purchase these bags from a third-party vendor. These bags would display the name of The Town and no bank name.
    First Bank offers a night depository service and the Town can use their preferred bags.
30. Provide change as needed for various activities and events.
    First Bank can comply.
31. The following services are used by The Town, please provide any details or differentiators in the bank product or service that the Bank believes would benefit the town.
    1. Electronic Lockbox
    2. Reconciling Services
    3. Positive Pay- checks and ACH
    4. Online statements
    5. Remote Deposit
    6. Night Drop services for cash
    7. Coin and currency change
    8. ACH credit and debit
    9. Wires

    First Bank offers all of the above with the exception of Electronic Lockbox.

32. Please list any products or services the Bank believes would enhance and streamline The Town's existing structure. Please include a detailed rationale for why The Town should consider utilizing these services.

**STATEMENTS AND PAYMENT OF FEES**

33. Allow The Town to pay service fees by compensating balance.
    First Bank can comply and is proposing a Commercial Analysis account using compensating balance.
34. Provide a detailed itemized statement for each account for the previous month, which shows each deposit, credit, or debit memo, along with the check number and amount of each transaction processed within 2 working days of the subsequent month, and kept online for one year.
    First Bank provides detailed statements via our online banking platform.
35. Provide all cleared check images (front and back) on internet inquiry and download file into The Town's software for each account, as well as providing the software and database that allows for efficient inquiry.
    First Bank can comply with both.
36. Furnish a monthly detailed account analysis for each account enumerating the account activity by type of service and activity volume within each service. When utilizing compensating balance, provide analysis of fees compared to earnings allowance. Include average balances, net monthly earnings, total costs and any gain or loss by the bank. In the event costs exceed earnings allowance for a given month, The Town may be billed or have the right to negotiate a new compensating balance. In the event the earnings allowance exceeds fees accumulate charges and earnings and roll-over to next year(s).

First Bank provides monthly analysis statements via our online banking platform. Excess ECR does not roll over month-to-month.

**GENERAL INFORMATION TO BE PROVIDED BY INSTITUTION**

37. Provide information outlined below.
    a. Describe your internal controls and procedures to protect account information. If you have experienced any unauthorized access to account numbers and account information, please describe the circumstances and any resulting changes in controls and procedures.
    First Bank uses multifactor authentication for online platforms. Secure Access Codes are sent to the phone number on file – by voice or SMS. Phone numbers cannot be changed online, users must do so in person at our branch locations.
    b. For interest bearing account options, explain how the interest rate will be set and how often it will be adjusted. Provide the past daily interest rates for a similar account for the six-month periods of July – December 2025 and January-June 2026.
    First Bank sets interest rates based on relationship. Rates are adjusted with market changes, not at defined intervals.
    c. For non-interest-bearing account options, provide clear instructions on the earnings allowance calculation. Include a definition of the benchmark rate that will be used in the calculation (Example: 6-month Treasury Bill).
    First Bank calculates Earnings Credit Rate (ECR) on the Average Collected Balance over the course of the statement cycle. First Bank's standard ECR is 1.00% and has not changed since 2008.
    d. Provide a list of nationwide routing and transit numbers.
    First Bank's Routing Number is 053104568
    e. Provide a list of your firm's local direct exchange banks.
    First Bank utilizes Pacific Coast Banker's Bank (PCBB) to process International Wire Transfers.
    f. List bank branch addresses in Buncombe County. Save as a Word file using the proposing bank name. Example: ProposingBank.doc.
    First Bank has provided this information as requested.
    g. Discuss your appetite for providing credit to The Town in the way of a line of credit or commercial loan. Have you previously extended credit to The Town?
    First Bank is interested in providing a variety of credit solutions to support the Town's needs. We currently have three loans totaling approximately $534,000 for vehicles and equipment. We look forward to future opportunities to support the Town's needs through a variety of credit products.
    h. Please describe in detail any banking services you might propose to provide to The Town's employees. Would employees have to enroll in direct deposit to receive these services?
    First Bank offers a special package for the Town's employees that have Direct Deposit. Our program is called First at Work. Please see the attached flyer for detailed information.

i. What is the average lead time required for implementation? What are the critical factors that may impact that lead time?
First Bank can implement most products and services within 1-2 business days. Initial implementation can take up to two weeks. Critical factors that may impact lead time will be the Town's responsiveness to providing required information.

j. Who will be responsible for coordinating the transition of banking services? If a conversion team is used, how will The Town's accounts be transitioned to the ongoing client service team?
The Town will have a First Bank team to coordinate your conversion/transition. This team will consist of branch staff as well as our Treasury Services group. The conversion/implementation team will be used until all services are established and being utilized successfully by the Town. First Bank has a Business Support Team that is responsible for ongoing client service, along with your local branch staff.

**ORGANIZATION OF RESPONSE**

Information related to the above-listed requirements should be organized and presented **in the same order** as listed above. Any additional information regarding institution-specific enhancements or other services that may benefit The Town can follow.

**INFORMATION ABOUT THE TOWN:**

If the average volume listed is one, The Town is interested in pricing for that service. Please indicate your cost per unit and/or monthly fee for each item. Please itemize all monthly fees associated with each service provided (i.e. account maintenance fee, ACH service fee, EFT service fee, etc.).

The Town requires payroll direct deposit to its employees. Payroll is on a bi-weekly basis, and averages about (100) one hundred transactions per pay period. Specific payroll calendars will be provided to the chosen institution.

The Town currently utilizes positive pay services.

If The Town develops a need for additional accounts or services during the term of this agreement, services will be provided with the same conditions as applied to existing accounts at the time. If the Federal Reserve or other regulatory bodies provide for regulations which are favorable to The Town, the institution shall make these new services available to it.

Examples of two months of transactions is listed on the next page.

| SERVICE DESCRIPTION | VOLUME- JULY 2025 | VOLUME-JANUARY 2026 |
|---|---|---|
| **GENERAL BANKING SERVICES** | | |
| MONTHLY ACCOUNT MAINT FEE | 0 | 1 |
| CREDITS POSTED | 173 | 126 |
| REMOTE DEPOSIT ITEM ON-US (TRUIST) | 120 | 106 |
| REMOTE DEPOSIT ITEM TRANSIT | 743 | 690 |
| CHECKS PAID AND OTHER DEBITS | 13 | 9 |
| CONTROLLED DISB- CHECKS PAID | 163 | 90 |
| COIN AND CURRENCY DEPOSITED | 31,438 | 11,846 |
| NIGHT DEPOSITORY SERVICES | 94 | 52 |
| RETURNED DEPOSITED ITEM FEE | 3 | 0 |
| | | |
| **SPEC COLLECTION SERVICES** | | |
| RDC MONTHLY | 1 | 1 |
| | | |
| **WIRE SERVICES** | | |
| WIRE TRANSFER INCOMING DOMESTIC | 1 | 0 |
| | | |
| **ACH SERVICES** | | |
| ACH RECEIVED CREDIT | 225 | 149 |
| ACH RECEIVED DEBIT | 57 | 37 |
| ACH NOTIFICATION OF CHANGE | 2 | 2 |
| ACH RETURN TRANSACTION | 4 | |
| DLTY AND TM ACH MONTHLY MAINT | 2 | 2 |
| TOTAL ACH ORIGINATED ITEMS | 1,614 | 1,563 |
| ACH AUTHORIZATION RECORD | 2 | 0 |
| ACH POSITIVE PAY MONTHLY MAINT | 1 | 1 |
| TM ACH FILE UPLOAD | 8 | 9 |
| | | |
| **ELECTRONIC LOCKBOX** | | |
| ELECTRONIC LOCKBOX MONTHLY FEE | 1 | 1 |
| ELECTRONIC LOCKBOX PER ITEM | 170 | 162 |
| | | |
| **RECONCILIATION SERVICES** | | |
| FULL RECON MAINT ELECTRONIC | 1 | 1 |
| FULL RECON-ITEM | 234 | 137 |
| | | |
| **POSPAY** | | |
| CPR/POSPAY/PAYEE D/T BANK/FILE | 1 | 1 |
| CPR/POS PAY/PAYEE EXCEPTIONS | 1 | 1 |
| POSITIVE PAY WITH RECON MAINT | 1 | 1 |
| CTRL/POS PAY WITH RECON ITEM | 163 | 90 |
| | | |
| **INFORMATION SERVICES** | | |
| CONTROLLED DISB MAINT | 1 | 1 |
| | | |
| **ONLINE COURIER SERVICES** | | |
| OLC DDA STATEMENT | 1 | 1 |
| OLC ANALYSIS STATEMENT | 1 | 1 |
| OLC ARP REPORT | 1 | 0 |
| | | |
| **TREASURY MANAGER** | | |
| TM/OLC MAINTENANCE FEE | 1 | 1 |
| TM/OLC PRIOR DAY/ACCOUNT | 1 | 1 |
| TM/OLC/DETAIL ITEM | 632 | 412 |
| TM/OLC CURRENT DAY/ACCOUNT | 1 | 1 |
| TM/OLC CURRENT DAY/DETAIL ITEM | 135 | 92 |
| TM/OLC CAR REPORT | 10 | 8 |
| TM WIRE TRANSFER SERVICE/ MONTH | 1 | 1 |
| | | |
| **AVERAGE BALANCE** | $3,186,463 | $2,954,668 |

**Required Form – Firm Information**

Name of Company: FIRST BANK

Address:

300 S.W. Broad Street Southern Pines, NC 28387 – Corporate Headquarters

300 West State St. Black Mountain, NC 28711 – Local Branch

Phone No: 828-669-8432

E-Mail Address: sfranklin@localfirstbank.com

Federal I.D. No. 56-0132330

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SDBE, Minority or Woman Owned Business Enterprise _____Yes ___X__No

Proposal Submitted By: Stephanie Franklin_____
(Name Printed Out)

_____
(Signature)

Title: SVP, Treasury Services
Date: 7/17/2026

**Required Form – E-Verify**

STATE OF North Carolina
COUNTY OF Buncombe

(the individual attesting below), being duly authorized by and on behalf of ("Employer") after first being duly sworn hereby swears or affirms as follows:

1. Employer understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).

2. Employer understands that Employers Must Use E-Verify. Each employer, after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with NCGS§64-26(a).

3. Employer is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in this State. (Mark Yes or No)

a. YES X, or
b. NO _____

4. Employer and Employer's subcontractors comply with E-Verify, and if Employer subsequently retains any subcontractors on this project Employer will ensure their compliance with E-Verify.

This 17th day of July, 2026.

_____

Signature of Affiant
Print or Type Name: _____

State of _____ County of_____
Signed and sworn to (or affirmed) before me, this the _____day of _____, 20X3.
My Commission Expires:
Notary Public

(Affix Official/Notarial Seal)

FIRST BANK



# Deposit & Treasury Proposal

## Comprehensive Banking Services

July 23, 2026

**Presented By**


Charlene Baker, VP
Branch Manager
Black Mountain, NC 28711
828-669-8432
charlene.baker@localfirstbank.com

Stephanie Franklin, SVP
Treasury Services Sales Officer
Asheville, NC 28801
828-423-2701
sfranklin@localfirstbank.com

FIRST BANK

# REQUEST FOR TREASURY PROPOSAL

## COMPREHENSIVE BANKING SERVICES

July 23, 2026

## Table of Contents


WHO WE ARE ..... 4

OUR CULTURE ..... 6

WORKING WITH US ..... 7

RECOMMENDATION SUMMARY ..... 8

ONLINE BANKING & ADDITIONAL TREASURY SERVICES ..... 9

MASTERCARD BUSINESS CARD WITH REWARDS ..... 12

EMPLOYEE BENEFITS ..... 13

FEE SCHEDULE ..... 14

July 23, 2026

Greta Gibson
Town of Black Mountain
160 Midland Ave
Black Mountain, NC 28711

Dear Greta:

Thank you for the opportunity to present our products and services. First Bank is committed to providing our customers with innovative technology, personal service, and access to decision-makers. We believe you will see the benefits of this winning combination.

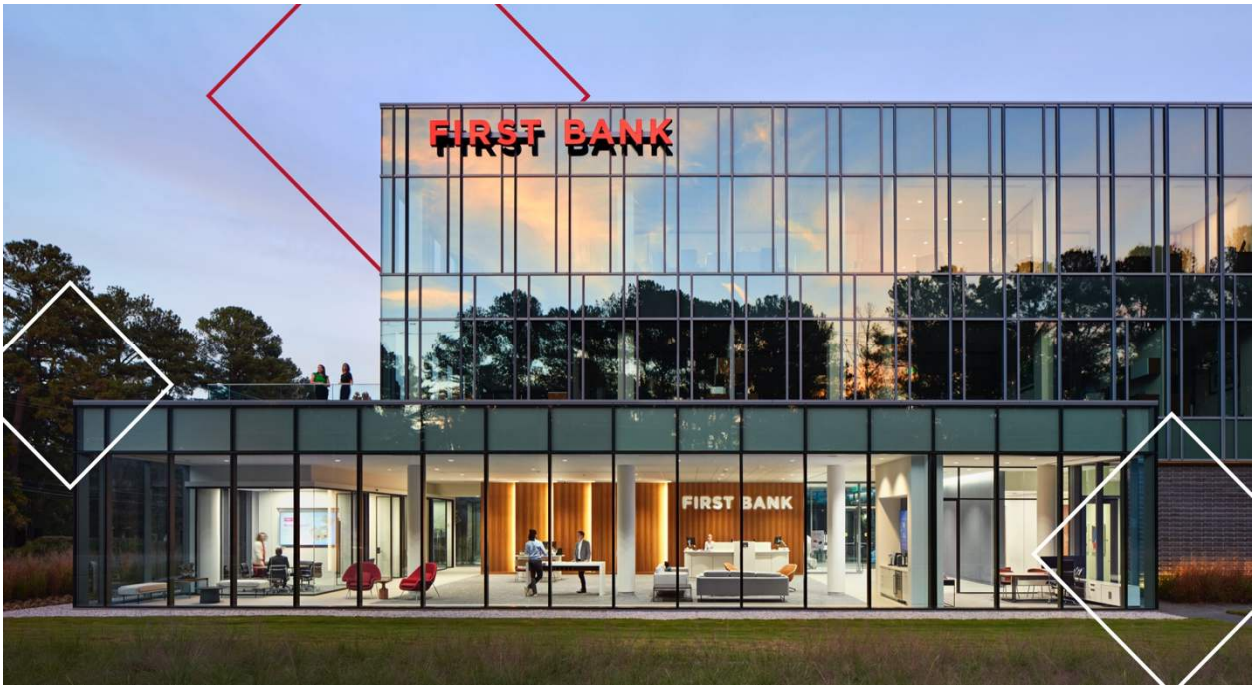
- The personal service of a community bank
- The variety of products to help you efficiently manage your finances
- The financial strength to ensure we will be your long-time financial partner

First Bank prides itself on having the best people backed by the right technology, products, and services. We understand your desire to control expenses, operate efficiently, and maximize earnings and are confident that we can support you with the quality service you deserve.

Sincerely,

**Charlene Baker**
**Branch Manager**
First Bank

**Stephanie Franklin**
**Treasury Services Sales Officer**
First Bank




**“To be the best community bank in every community we serve and through every delivery channel we offer”**

## Who We Are

We were founded in 1935 and have grown into the largest independent community bank headquartered in North Carolina. Today we offer a full suite of financial services — from lending to checking, mobile tools, to payroll services. After decades of providing personalized service, our mission has remained the same: to help our communities and customers achieve financial independence, to prosper, and to pursue the passions that drive their dreams.

**4th**
largest bank headquartered in NC (largest community bank)

**$12.7**
billion in assets

**$8.7**
billion in loans

**$10.7**
billion in deposits

## Corporate Profile

- Our headquarters is located in Southern Pines, NC.
- We operate more than 110 branches across the Carolinas, from the mountains to the coast.
- First Bancorp, our holding company, is traded on the NASDAQ Global Select Market under the symbol "FBNC."
- First Bank subsidiaries include Magnolia Financial and CarBucks Floor Plan.

## Our History

**1935** Opened as Bank of Montgomery in Troy, NC

**1985** Name changed to First Bank

**1987** Traded publicly on the NASDAQ under the symbol "FBNC"

**2003** Expansion into South Carolina through acquisition of Carolina Community Bank with three branches in Dillon County

**2009** Acquisition of Cooperative Bank ($974M in assets) and addition of 18 branches

**2011** Acquisition of Bank of Asheville ($200M in assets) and addition of five branches

**2013** Headquarters moved to Southern Pines, North Carolina

**2017** Acquisitions of Carolina Bank ($706M in assets) and Asheville Savings Bank ($803M in assets), adding 20 branches and a Triad regional headquarters

**2019** Recognized by *Fortune* as one of the Top 100 Fastest-Growing Companies and by *Forbes* as a Best-In-State Bank in North Carolina

**2020** Recognized again by *Forbes* as the Best-In-State Bank in North Carolina

**2021** Opened Triangle regional headquarters in Raleigh and once again topped the *Forbes* Best-In-State list for North Carolina

**2022** Acquisition of Select Bank & Trust ($1.8B in assets) and addition of 11 branches
Ranked #18 in S&P Global Market Intelligence's Top 50 Public Banks

**2023** Acquisition of GrandSouth Bank ($515M in assets) and addition of 8 branches across South Carolina



# Our Culture

### Our Promise to Service Excellence

Our corporate culture is centered on Service Excellence. We commit to Safety and Soundness, Knowledge and Accuracy, Courteous Service, and providing Convenience and Ease so that our customers choose when, where, and how they do business with us.

### Corporate Citizenship

We are the bank for people who believe in the Power of Good. For nearly 100 years, we have been changing lives by giving communities access to the financial services and support they need. Through our Power of Good corporate citizenship program, we invest in the power of people to move our communities forward. At its heart, The Power of Good aims to make a tangible, long-term difference in people's lives, to engage and energize associates and customers, and to build upon the bank's reputation as a pillar of support in communities across the Carolinas.

Read more on our initiatives at: localfirstbank.com/powerofgood



# Working With Us

At First Bank, you will enjoy one-on-one attention and comprehensive support from our entire team of business experts. You are not just another number in a database —you are a partner.

You will also learn firsthand how powerful working with an independent bank can be — capable of delivering everything the big banks can — but with a unique agility and unparalleled personalization.

**Business Services**
First Bank offers a wide range of business banking and government services from deposit and loan services, credit cards, and treasury services including electronic funds transfers (ACH), online wires, Remote Deposit Capture, and Positive Pay. We partner with BASYS Processing for merchant processing.

# Recommendation Summary

### Commercial Analysis Account with Investment Sweep - Operating Account

Based on the information received, we recommend our Commercial Analysis account type for your general operating account. With this account type, an earnings credit, based on monthly average collected balance, is used to offset some or all activity fees. First Bank is happy to offer an Earnings Credit Rate of 1.00% APY.

The following services are included:

- ACH Services ($25/month + $0.10 per transaction)
- Remote Deposit Capture ($75/month)
- Check Positive Pay ($75/month)
- ACH Positive Pay ($50/month)
- Account Recon ($25/month – master account, $10/month – sub account)
- Online Wires (Per wire fee – Domestic $15, International $45)
- Direct File Transmission/SFTP ($25/month)
- Investment Sweep ($125/month)

### Sweep to Commercial Investment Account:

The Sweep account eliminates the need to manually transfer balances to an interest-bearing account. A target balance of $1,750,000 would remain in the Operating Account to offset fees. Balances over that amount would sweep automatically to the interest-bearing account, earning 1.25%APY. When balances fall below the $1,750,000 target in the Operating Account, funds are swept back to it to maintain the target balance. The Sweep account eliminates the need to manually transfer balances back and forth between the checking account and the interest account while allowing for a maximum return.

*Based on statements provided:*

- *Minimum/Target balance of $1,750,000 in Operating offsets fees with ECR of 1.00%*
- *Estimated monthly fee of $0 on Operating account with minimum balance maintained*
- *Excess funds sweep to investment account earning 1.25%APY*

# Online Banking

First Bank's system is internet driven and requires no special software.

Features include:

- Up to 18 months of cleared transaction history
- Previous day's activity available following day, with some available same day
- Online statements and advanced search capabilities
- Online check images (front and back)
- Real-time, online stop payments
- Initiate Domestic Online Wire Transfers until 5:30 pm with the ability to retain information for recurring wires
- Make tax payments using EFTPS
- Robust user entitlements including approval authority levels
- Online banking administrator(s) are set up with access to set up new users
- Transfers between First Bank accounts are real-time and can be made up to 8:00 pm for same-day credit
- Ability to establish dual approvals for fund transfers, ACH transactions, or wires
- Ability to set up the use of Secure Access Codes (SAC) for transactions
- Quick downloads of all cleared items
- Online Demo available via our website (www.localfirstbank.com)
  Click on Business, then search for Treasury Services Hub

**Security**

- First Bank has multiple control factors in place to protect your information and prevent our systems from being compromised. These layers have protected our systems; however, we continue to evaluate and update controls as technology changes. Online banking is protected using:
  - Multifactor authentication (MFA): This is a security system in which more than one form of authentication is implemented to verify the legitimacy of an attempt to log in online. In contrast, single factor authentication (SFA) involves only a user ID and password.
  - Web browser is required to have 128-bit encryption capability. This feature helps prevent anyone from "eavesdropping" on your data as it travels between you and the bank. As a user, you don't have to do a thing except make sure you have a version of a web browser that can participate in this process.
  - In addition to your personal password security, we provide an additional security measure with Secure Access Codes. Secure Access Code strengthens the safeguards in place at login by adding steps to verify your identity.

# Treasury Tools

### Account Structure

Automate the cash flow between operating accounts, investment, or credit facilities, to maximize efficiency and optimize cash on hand

Options Include:

- Investment Sweep (recommended)
- Zero-Balance Account: Primary and Sub-accounts
- Line of Credit Sweep

### Electronic Payments

All ACH tools (Collections, Payments, Payroll) may be created in a template or freeform format, or by uploading a file within your First Bank online banking system. These transactions may also be set up to reoccur for an indefinite or finite period. First Bank's online banking system accepts all NACHA formatted files. Our system provides clear confirmation of file submission and several options for file approval. Upon submission of the file you have the option of notifying an approver that the file is ready. With our mobile options, the approver has the option of authorizing the transaction using their mobile smartphone.

### Remote Deposit Capture

This time-saving product allows you to make deposits into your First Bank account electronically. All you need is an internet-enabled PC or Mac with a browser and a check scanner.

Features Include:

- Deposits can be made for multiple accounts using the same scanner
- State-of-the-art recognition software to capture the check image and amounts
- Dual Approval capability to release deposits to the bank
- Make deposits until 6:00 pm on the business day for same-day credit
- Easy image search and retrieval
- No detail input necessary, our scanner reads the dollar amount on each check

## ACH Positive Pay

ACH Positive Pay helps guard against unauthorized electronic activity. Any ACH item that does not meet the authorized vendor parameters specified by the customer will have to be approved for payment.

Features Include:

- Define preauthorized ACH transaction rules for each account
- Parameters include originating company and transaction type
- Customer defined cap for the maximum authorized dollar amount, if requested
- Daily cutoff of 11:00am EST
- Email and/or text notification of exception items
- Items are returned if no decision is made.

## Check Positive Pay

Check Positive Pay compares each check presented for payment against the customer's issued check file. Customer can view images of checks before deciding which items to pay or return, monitor daily incoming clearings and return fraudulent items.

Features Include:

- Single sign-on with our online banking
- Customizable issued check file – we map to your file
- Manual check entry available
- Real-time recognition of entered checks in bank systems to accommodate quick check-cashers
- Email and/or text notification of exception items
- Items are returned if no decision is made.

## Account Reconciliation

First Bank offers both full and partial account reconciliation and check serial sort. Our account reconciliation service includes secure file transmission of all cleared items and detailed account reconciliation reports which can be customized based upon your requirements. File transmission is available electronically in the following formats: CSV, Excel, and BAI2.

## Merchant Services

Our partner-provider, BASYS Processing , will be delighted to provide a proposal based on current statements.

# Mastercard Business Card with Rewards

A First Bank Mastercard® Business Card with Rewards provides the financial freedom to make everyday and monthly business purchases in a convenient and secure way.

- With our Mastercard Business Card with Rewards, you can **earn 1.25 points for every $1 spent** on qualified purchases. Calculate your points from everyday and monthly purchases with our online rewards calculator.
- Employee liability protection program that protects companies and financial institutions from employee misuse of charge privileges.
- Protect yourself from fraudulent use of your card information online when you register your card with Mastercard SecureCode™.
- You have 26 days when you're not charged interest for purchases you've made, so long as you pay your balance in full on time.
- With our Mastercard Business Card with Rewards, you'll receive a year-end account summary, a convenient tool for accounting and tax preparation which helps you identify and manage your personal spending trends and patterns.
- 0% introductory APR for the first 6 months for new cardholders. After 6 months, a variable rate will apply.

# Employee Benefits

### First@Work for all Employees with Direct Deposit

As a benefit to your employees, we offer our First@Work package. First@Work features checking, savings, credit, and financial wellness tools with built-in benefits. The highlights of this program are below:

### Checking & Savings

- Checking account with no monthly maintenance fee with a direct deposit
- One free overdraft annually
- One free order of checks
- No-hassle savings account when you set up a $10/month auto-transfer or maintain a minimum daily balance of $300

### Peace of Mind

- IDProtect® – Identity Theft Monitoring and Resolution service that includes:
  - Credit file monitoring
  - Up to $10,000 identity theft expense reimbursement coverage
  - And more!
- Cell phone protection

### Financial Wellness

- Personal financial management tool
- Financial education tool

### Convenience

- More than 100 branch locations across the Carolinas
- No First Bank fees at out-of-network ATMs plus with our ATM fee rebates we will refund up to $15/month of fees charged by other ATM owners
- Free digital banking and free mobile app with check deposit and Zelle®

***First @ Work Flyer attached*

# Fee Schedule

| FIRST BANK ANALYSIS | | |
|---|---|---|
| Monthly Maintenance | $20.00 | per month |
| Deposit Ticket Charge | $0.60 | per ticket |
| Checks Paid | $0.20 | per item |
| Deposited Items | $0.15 | per item |
| POS Debits | $0.30 | per item |
| Cash Deposits | $0.18 | per $100 of deposited |
| ACH Debits | $0.20 | per debit |
| ACH Credits | $0.35 | per credit |
| Straps of Currency Chg | $0.75 | per strap |
| Rolled Coin Chg | $0.12 | per rolled coin |
| Disposable Night Deposit Chg/Drop Charge | $2.00 | per bag |
| Return Check Charge | $7.00 | per item |
| Return Checks Special Charge | $10.00 | per return item |
| Incoming wire transfers | $18.00 | per item |
| Domestic Wire Transfers (in branch) | $25.00 | per transfer |
| International Wire Transfers (in branch) | $55.00 | per transfer |
| Stop Payment | $35.00 | per item |
| **TREASURY SERVICES** | | |
| Remote Deposit Capture (RDC) <100 items | $35.00 | per month |
| Remote Deposit Capture (RDC) 100-500 items | $50.00 | per month |
| Remote Deposit Capture (RDC) >500 items | $75.00 | per month |
| Anytime Deposit (RDC Mobile Feature) | $2.50 | per user per month |
| Commercial Treasury Online Platform (includes up to 40 entities) | $40.00 | per month |
| Online Domestic Wire Transfers | $15.00 | per transfer |
| Online International Wire Transfers in USD | $45.00 | per transfer |
| ACH Originator Monthly Maintenance | $25.00 | per month per TIN |
| ACH transactions | $0.10 | per debit or credit |
| ACH Same Day Transactions | $1.00 | per item |
| ACH Returned Items & Notice of Change | $5.00 | per item |
| Positive Pay (Check with Payee Match) | $75.00 | per month |
| Positive Pay (ACH & Reverse) | $50.00 | per month |
| Positive Pay - suspect items | $0.10 | per suspect item |
| Account Reconciliation | $50.00 | per month |
| Account Recon - item fee | $ 0.06 | per issue item |
| Direct Transmission | $25.00 | per month per TIN per file type transmitted |
| Direct Transmission Implementation | $200.00 | one-time per transmission setup |
| Commercial Courier Transport Services – priced upon request | | per month |
| Commercial Courier Vault Monthly Maintenance | $75.00 | per month per TIN or safe |
| Commercial Courier Cash Safe Provisional Credit | $0.10 | per $100 deposited |
| Bulk Statement Delivery - Web-CD | $20.00 | per month per TIN |

| | | |
|---|---|---|
| Bulk Statement Delivery - Web-CD Item | $0.06 | per item |
| Commercial Investment Sweep | $125.00 | per month |
| Commercial Line of Credit Sweep | $125.00 | per month |
| Zero Balance Account Master Account | $25.00 | per month |
| Zero Balance Account Sub Account | $10.00 | per month |
| DACA Implementation | $1,000.00 | one-time at setup |
| DACA Monthly Monitoring | $150.00 | per month per acct |
| Lockbox Services – priced upon request | | per month |
| Merchant Processing – priced upon request | | Per month |
| Print & Mail Services – priced upon request | | Per month |