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Kennebec Savings Bank President and CEO Andrew Silsby Publishes Article on Community Banking in the 21st Century

Augusta, ME – Andrew Silsby, President and CEO of Kennebec Savings Bank, recently published an article on Forbes.com about how community banks are adapting to the 21st century.

The article, which appears in the Forbes.com Finance Council section, addresses how technological advances and changes in consumer habits have required community banks, which often have fewer resources and smaller staff, to be nimble and flexible in order to compete in an ever-changing marketplace.

Silsby writes, “The most successful community banks—and banks in general—adapt to the 21st century, but they don’t lose sight of the 20th-century techniques that American consumers value most, a trusted relationship. We must continue to provide top-notch customer service, coming across as “your local bank” and not some corporate entity obsessed with its own bottom line. Consumers expect us to care, and so we must do just that; care for the communities we serve.”

Please follow [this link](#) to access the full article.

For more information, contact Community Engagement Director Amanda Cooley at ACooley@KennebecSavings.Bank.

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Kennebec Savings Bank is a \$1.1 billion state-chartered community bank, part of a mutual organization now with a team of 138 employees and offices in Augusta, Waterville, Winthrop, Freeport, and Farmingdale, as well as “KSB Anytime” 24-hour electronic banking centers in Augusta, Farmingdale, Freeport, and Manchester. The bank is proud that its involvement in the community as an employer, as a business, and as a contributor has led to many other successes besides its own. Member FDIC, Equal Housing Lender.