

Convenient, Full Service Banking

Deposit Services

- Personal Checking Accounts
- Personal Savings Accounts
- Personal Money Market Accounts
- Certificates of Deposit
- Business Checking Accounts
- Business Money Market Accounts

Loan/Credit Products

- Working Capital Lines of Credit
- Term Loans
- Equipment Leasing
- Overdraft Protection Lines of Credit
- Small Business Administration Loans
- Commercial Real Estate Loans
- Residential & Commercial Real Estate Construction
- Residential Mortgage
- Home Equity Loans

Internet Banking & Cash Management Products & Services

- Personal Online Banking
- Corporate Online Banking
- Telephone Banking

Credit Cards

- Personal Credit Cards
- Business Credit Cards

Merchant Credit Card Processing

Other Client Services

- ACH Transfers
- International and Domestic Wire Transfers
- Cashier's Checks
- Traveler's Checks
- Courier/Armored Transport
- Safe Deposit Boxes
- Night Depository
- Signature Guaranty
- Foreign & Domestic Collections

Charter Relationships available until September 30

United American Bank, San Mateo's newest locally-owned community bank, is offering Business and Personal Charter Relationships until September 30, 2003. This limited time offer for Businesses includes:

United Basic Business Checking

or

United Premium Business Checking

Free of monthly services charges for one year.

(Requires a minimum opening deposit of \$100, excess volume fees apply)

United Business Checking Account

25 basis point increase to the Bank published earnings allowance rate for one year. (Requires a minimum opening deposit of \$100)

• Free Corporate Online Banking – Standard Plan

Includes unlimited access to account balances and transaction history via www.unitedamericanbank.com.

• \$50 Credit Toward Initial Check Order

• 25% Discount on Safe Deposit Boxes

(Applies to box sizes 5x5, 3x10 or 5x10 while they last)

• Free Cashier's Checks for One Year

These offers end September 30, 2003.

Additional conditions and restrictions may apply. Offer, terms and conditions are subject to change or cancellation without notice. For further details on this or information about the Personal Charter Relationships, contact your local United American Banker.

RETURN SERVICE REQUESTED

www.unitedamericanbank.com

650-579-1501 FAX

650-579-1500 TEL

San Mateo, CA 94401

101 S. Ellsworth Avenue



September 2003

101 S. Ellsworth Avenue, Suite 110, San Mateo, CA 94401 • 650-579-1500 •

United American Bank's CEO John Schrup (center) mingles with guests at the Grand Opening of the new bank on July 24 on the second floor garden of 101 S. Ellsworth Avenue, San Mateo (More photos appear on Pages 6 and 7)



'Thumbs Up!' for the Bank's first two months

Now that the doors of United American Bank's San Mateo location have been open for two months, President and CEO John Schrup took a few minutes to review the past few weeks. All in all, he likes what he sees.

"Through the end of July, our total deposits are approximately \$10 million, and the majority of those are core deposits (non CDs)," he said in an interview from his office.

"Additionally, we have a robust pipeline of high-quality loans that should allow us to meet our financial target by year end."

Schrup was especially enthused by a recent visit from Ed Carpenter, President and CEO of Carpenter & Company, the consulting firm that advised the bank through its many months of organization.

"It appears that John's bank is off to a great start and has surpassed expectations in the early going," Carpenter said, adding that the bank looks great as well. "Our firm has done more than 520 new banks, and it's my opinion that United American Bank's opening location and

facilities are in the top five percent of the banks we've opened."

Schrup admitted that it's hard, labor intensive work making the calls and visits that turn leads into customers. He also understands that changing banks can be a difficult decision. Nonetheless, he said the bank continues to focus on its core competency—small to medium sized businesses.

"We have an attractive menu of charter accounts that are very competitive. Also, I've been very impressed with the professionalism of our people who are committed to developing close relationships with new clients."

Schrup also noted that the bank is particularly appreciative of its investors, "many of which have shown their confidence in the bank by establishing a banking relationship."

"We truly feel that our vision is being realized," Schrup said. "We are a full service community bank with a wide range of products" which include debit/credit cards, first and second

mortgages, and merchant servicing that handles credit card transactions for businesses. (See Page 8 for a complete listing of products.)

The bank was pleased to announce that in early July, United American Bank was listed on the Over-the-Counter Exchange, known as the Electronic Bulletin Board. Its trading symbol is "UABK."

"As expected, the stock trading is limited," Schrup said, "because obviously an existing shareholder has to be willing to sell before another investor can buy."

"We continue to have substantial demand from people who want to acquire our stock, even though our initial offering is closed. Another secondary offering is certainly a possibility sometime in the future but it will depend on how rapidly we grow the bank and when we will need additional capital. Based on my assessment of our performance and the historical nature of other offerings, a subsequent offering is at least eighteen months away."

Board of Directors

- Margaret A. Taylor, Chairman
- Frank A. Baldanzi, CPA
- John H. Clinton Jr.
- Dennis C. DiSalvo
- William W. Hill
- Wallace A. Krone
- John C. Schrup
- Nicholas J. Schrup, III
- Stephen A. Way, CFP
- Howard J. Weiland, CPA

Bank Officers

- John C. Schrup, President & CEO
- Gerald Brown, EVP & Chief Financial Officer
- William R. Walters, EVP & Chief Credit Officer
- Magdalena Del Valle, SVP Marketing, Cash Management & Deposit Services
- Mark Feathers, SVP & Senior Loan Officer
- Patricia Torres, SVP Operations & Admin.
- Geraldine Felix, VP & Construction Loan Manager
- Sharon Ingram, VP & Client Service Manager
- Nancy Bush, AVP Personal Banking
- Marianne Johnson, AVP & Commercial Loan Officer
- Suzanne Gray, Client Service Officer

United American Bank

101 S. Ellsworth Avenue
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San Mateo, CA 94401

650-579-1500 TEL
650-579-1501 FAX
www.unitedamericanbank.com

Hours:
Monday - Friday
9 am - 4 pm

Member FDIC

Small business help delivered when and where it's needed

R.J. Murray, co-owner of a brand communications company in San Francisco, was under tight time constraints when he started searching for financing to buy out his partner who was about to retire.

"I really needed to wrap everything up in two weeks," Murray said, "and everyone else was telling me it would take a month or two."

That's when an acquaintance mentioned United American Bank. "I was really impressed when the president of the bank called me and arranged a conference call with Mark Feathers.

"Mark came out and spent that first meeting just learning what we do, fact finding, collecting data. He was really interested in our business" which assists companies to create a corporate identity.

By this time, Murray had already talked to several banks about a small business loan. "The other banks came across as if they were doing me a favor. They wanted everything including my first-born child. I got the impression we were too small. They wanted to deal with businesses who were seeking \$1 million plus. Not small businesses like mine with 13 or 14 employees.

"Mark's approach was totally different. It told me that United American Bank would try to earn my business. Best of all, he moved it through the process in two weeks. He made three trips here and his knowledge of the Small Business Administration (SBA) loan process



R.J. Murray and Mark Feathers shake on it was clear from the start. He was able to expedite everything and follow up on details."

Murray's company, Curtis+Murray, had been banking with one bank for the 14 years it had been in business but, he said, no one from that bank followed up when he started seeking a loan there.

"The other banks all put obstacles in front of me. One bank offered to give us 'X' dollars if we deposited 'X' dollars, and then loan it back to us at a much higher rate. Mark legitimately wanted our business and went out of his way to earn it."

Was the loan rate as attractive as he would have gotten at another bank? "Absolutely," Murray said, adding that, as a businessman, he wouldn't have settled for a bad deal no matter how much he admired Mark's efforts.

Nor did Murray feel that working with a bank 25 miles down the Peninsula presented any problems. "I got a lot more service from United American Bank than I did from the bank next door." And he got a thank you note from the CEO John Schrup!



(Clockwise from top) Bill Kenney, Tom Stucker and George Keller; Helen and Pennington Way Jr.; Nick Rogers and Ralph Armenio; and Laura Pozvolska and Jack Ajluni

Photographs by David Waldorf

Grand Opening July 24, 2003



(Clockwise from top) Nathan H.K. Pang and Mark Feathers; John and Michelle Schrup; Anne Taylor and Gene Morosoli; and Dr. Tom Mack and Joy Morriss

Photographs by David Waldorf

Founders

- Ralph S. & Lynn Armenio
- Frank A. Baldanzi, CPA
- Robert Batinovich
- Dave Blewett
- Norman I. & Judith Ann Book
- Gerald Brown
- Rodney & Eleanor Carpenter
- John H. & Nina Clinton
- James B. Creighton
- Dennis C. DiSalvo
- E. John Doyle, III
- Gene Galloway
- David R. & Mary C. Harkin
- William W. & Susan M. Hill
- Eleanor Schrup Holscher
- R. Rourke & Marilyn Holscher
- Michael & Melinda Hubbard
- Tom Huening
- George M. & Adelaide Keller
- William F. Kenney
- Paul D. Klass, CLU
- Wallace A. Krone
- Howard Leight
- David Malloy
- William B. Mayer
- Walter J. McCullough
- John M. McDonald, III
- Dennis J. McShane, M.D.
- Eugene B. Morosoli & Anne Taylor
- Nathan H.K. Pang
- Sherry A. Price
- Gordon Ringoen
- Stephanie Holscher Savage
- John C. & Michelle Schrup
- Nicholas J. & Carrie Schrup
- Sarah O'Rourke Schrup
- Doreen L. Sinclair
- James H. Smith
- Mark Solomon
- Glen Strauss
- Margaret A. Taylor & Floyd Gonella
- William R. Walters
- Stephen A. Way, CFP
- Howard J. Weiland, CPA

Organizing Founders as a group contributed a total of \$1,175,000 toward opening United American Bank.



Don Mahnke, owner of ABC Chauffeured Limousines

San Mateo businessman finds a bank that answers when he calls

For the past seven months, Don Mahnke of ABC Chauffeured Limousine Worldwide, Inc. had been trying to get his bank's attention. When this failed he finally decided to try a new bank.

"I had been doing business with my bank for the past 25 years. I had business and personal accounts, real estate loans, payroll service, and business merchant services. I felt that I was a very good client but I soon learned that I was just another number" Mahnke said.

"I came across a copy of the United American Bank newsletter," Mahnke said. "They had listed some of the qualities that I was looking for in a bank. The following day I visited the bank and met with Magdalena Del Valle, SVP and Manager of Deposit Services, who took the time to outline the Deposit and Merchant Services that United American Bank had to offer Charter Customers." Later she visited Mahnke's business and personalized a plan that met his company's needs. She also set up a meeting with CEO John Schrup.

"It turns out that John had used ABC's services for his daughter on prom night

so he was aware of the company and the good service they provided.

Mahnke decided to move his accounts to United American Bank. The switch of his accounts took place August 1, 2003. A few days later Mahnke was contacted by his old bank but it was seven months too late.

In the future, Mahnke plans to work with Mark Feathers, SVP Senior Loan Officer, to do Small Business Administration (SBA) loans for equipment acquisitions. "And when the stock re-opens, we'll be looking to possibly invest as well."

Mahnke states, "We're a small business in a growth pattern and hope that ABC and United American Bank can grow together in the future."

According to Mahnke, "We have been with United American Bank for just 30 days but the personal service and assistance during this transfer has been outstanding. I have been extremely pleased with the cooperation and help the United American Bank staff has given me. I look forward to a bright future with my new bank."

