



United Bank

COMMUNITY REINVESTMENT ACT
PUBLIC FILE

Updated April 1, 2024



United Bank

The Community Reinvestment Act (CRA) requires that all banks maintain certain information regarding the bank’s branches, products, services, and CRA performance in a public file to be made available upon request.

United Bank’s public file contains all items required by the regulation (12 CFR 228.43). See below for contents.

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United Bank

Public Comments

Per 12 CFR Part 228.43 (a)(1), the CRA Public File must include:

All written comments received from the public for the current year and each of the prior two calendar years that specifically relate to the bank's performance in helping to meet community credit needs, and any response to the comments by the bank, if neither the comments nor the responses contain statements that reflect adversely on the good name or reputation of any persons other than the bank or publication of which would violate specific provisions of law.

As of April 1, 2024, the bank has not received any written comments of this nature from the public during the current year or each of the two previous years.

PUBLIC DISCLOSURE

June 17, 2019

COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION

**United Bank
RSSD #539377**

**2600 South Thompson Street
Springdale, Arkansas 72764**

Federal Reserve Bank of St. Louis

**P.O. Box 442
St. Louis, Missouri 63166-0442**

NOTE: This document is an evaluation of this institution's record of meeting the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with safe and sound operation of the institution. This evaluation is not, nor should it be construed as, an assessment of the financial condition of the institution. The rating assigned to this institution does not represent an analysis, conclusion or opinion of the federal financial supervisory agency concerning the safety and soundness of this financial institution.

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INSTITUTION'S CRA RATING: This institution is rated SATISFACTORY.

United Bank meets the criteria for a Satisfactory rating based on the evaluation of the bank's lending activity. The factors supporting the institution's rating are as follows:

- The loan-to-deposit (LTD) ratio is more than reasonable given the institution's size, financial condition, and assessment area credit needs.
- A majority of loans and other lending-related activities are in the assessment area.
- The geographic distribution of loans reflects a reasonable dispersion throughout the assessment area.
- The borrower's profile analysis reveals reasonable penetration among businesses of different revenue sizes and individuals of different income levels, including low- and moderate-income (LMI) levels.
- There were no CRA-related complaints filed against the bank since the previous CRA evaluation.

SCOPE OF EXAMINATION

The bank's CRA performance was evaluated using the Federal Financial Institutions Examination Council's (FFIEC's) Examination Procedures for Small Institutions. Home Mortgage Disclosure Act (HMDA) and small business loans were used to evaluate the bank's lending performance, as these loan categories are considered the bank's core business lines based on lending volume and the bank's stated business strategy. Therefore, the loan activity represented by these credit products is deemed indicative of overall lending performance. However, as the bank has a particular emphasis on home mortgage lending, performance based on the HMDA loan category carried the most significance toward overall performance conclusions. The following table details the performance criterion and the corresponding time periods used in each analysis.

Performance Criterion	Time Period
LTD Ratio	March 31, 2015 – March 31, 2019
Assessment Area Concentration	January 1, 2017 – December 31, 2017
Geographic Distribution of Loans	January 1, 2017 – December 31, 2017
Loan Distribution by Borrower's Profile	January 1, 2017 – December 31, 2017
Response to Written CRA Complaints	March 30, 2015 – June 16, 2019

Lending Test analyses often entail comparisons of bank performance to assessment area demographics and the performance of other lenders, based on HMDA and CRA aggregate lending data. Unless otherwise noted, assessment area demographics are based on 2015 U.S. Census data; certain business demographics are based on 2017 Dun & Bradstreet data. When analyzing bank performance by comparing lending activity to both demographic data and aggregate lending data,

greater emphasis is generally placed on the aggregate lending data because it is expected to describe many factors impacting lenders within an assessment area. Aggregate lending datasets are updated annually and are, therefore, expected to predict more relevant comparisons. In addition, the bank's lending levels were evaluated in relation to those of comparable financial institutions operating in the same general region. Three other banks were identified as similarly situated peers, with asset sizes ranging from \$134.3 million to \$234.0 million as of March 31, 2019.

To augment this evaluation, two community contact interviews were conducted with members of the local community to ascertain specific credit needs, opportunities, and local market conditions within the bank's assessment areas. Information from these interviews also assisted in evaluating the bank's responsiveness to identified community credit needs and community development opportunities. Key details from these community contact interviews are included in the *Description of Assessment Area* section.

DESCRIPTION OF INSTITUTION

United Bank is a full-service retail bank offering both consumer and commercial loan and deposit products. The bank is wholly owned by United Holding Company, Inc., a one-bank holding company headquartered in Springdale, Arkansas. The bank's branch network consists of four offices (including the main office), all of which have full-service automated teller machines on site. The bank closed three loan production offices during this review period. Based on this branch network and other service delivery systems, such as online and mobile banking capabilities, the bank is well positioned to deliver financial services to its entire assessment area.

For this review period, no legal impediments or financial constraints were identified that would have hindered the bank from serving the credit needs of its customers, and the bank appeared capable of meeting assessment area credit needs based on its available resources and financial products. As of March 31, 2019, the bank reported total assets of \$193.8 million. As of the same date, loans and leases outstanding were \$155.8 million (80.4 percent of total assets), and deposits totaled \$163.0 million. The bank's loan portfolio composition by credit category is displayed in the following table:

Distribution of Total Loans as of March 31, 2019		
Credit Category	Amount (\$000s)	Percentage of Total Loans
Construction and Development	\$28,575	18.3%
Commercial Real Estate	\$33,288	21.4%
Multifamily Residential	\$3,523	2.3%
1-4 Family Residential	\$66,342	42.6%
Farmland	\$832	0.5%
Farm Loans	\$49	0.0%
Commercial and Industrial	\$21,623	13.9%
Loans to Individuals	\$1,531	1.0%
TOTAL	\$155,763	100%

As indicated by the table above, a significant portion of the bank’s lending resources is directed to loans secured by 1-4 family residential properties, commercial loans (including both commercial real estate and commercial and industrial), and construction and development loans. The bank also originates and subsequently sells a significant volume of loans related to residential real estate. As these loans are sold on the secondary market shortly after origination, this activity would not be captured in the table.

The bank received a Satisfactory rating at its previous CRA evaluation conducted on March 30, 2015, by this Reserve Bank.

DESCRIPTION OF ASSESSMENT AREA

General Demographics

The bank’s assessment area, which has a population of 454,630, is located in northwestern Arkansas in the Fayetteville-Springdale-Rogers, Arkansas-Missouri metropolitan statistical area (Fayetteville MSA). The Fayetteville MSA contains three counties in the state of Arkansas; however, the bank’s assessment area is comprised of the entirety of two counties, Benton and Washington. Both counties in the assessment area have similar populations (238,198 for Benton County and 216,432 for Washington County).

Benton and Washington Counties are economically booming and continue to experience rapid growth, according to community contacts. The assessment area is primarily urban and includes the University of Arkansas (located in the city of Fayetteville), a 718-acre university with a total student enrollment of 27,778 in 2018.

According to the Federal Deposit Insurance Corporation (FDIC) Deposit Market Share Report data as of June 30, 2018, there are 31 FDIC-insured depository institutions in the assessment area that operate 190 offices. United Bank (operating four, or 2.1 percent, offices in the assessment area) ranked 17th in terms of deposit market share, with only 1.4 percent of the total assessment area deposit dollars. One institution dominates in this highly competitive banking market with 45.9 percent of the deposit market share, with the closest competing institution capturing 8.2 percent.

Credit needs in the assessment area include a standard blend of consumer and commercial loan products. Community contacts identified specific lending needs, including home improvement loans, as many LMI residents own homes that are in need of substantial repairs, and small dollar loans to small businesses, as there are a large number of small businesses in the area that lack access to capital. Furthermore, community contacts noted that as this economy has experienced substantial growth, housing demand and costs continue to rise, which has led to pricing a majority of LMI residents out of the market. Products and programs aimed at LMI individuals, such as down payment assistance, financial literacy education, and first-time homebuyer programs, in addition to affordable housing, are major needs in the assessment area.

Income and Wealth Demographics

The following table summarizes the distribution of assessment area census tracts by income level and the family population within those tracts.

Assessment Area Demographics by Geography Income Level						
Dataset	Low-	Moderate-	Middle-	Upper-	Unknown	TOTAL
Census Tracts	1	13	41	26	0	81
	1.2%	16.0%	50.6%	32.1%	0.0%	100%
Family Population	955	19,400	52,892	41,173	0	114,420
	0.8%	17.0%	46.2%	36.0%	0.0%	100%

As shown above, 17.2 percent of the census tracts in the assessment area are LMI geographies, while 17.8 percent of the family population resides in these tracts. The one low-income census tract is located in Benton County in an area that is primarily comprised of rental properties, large businesses, and other public areas, such as a school, park, and museum. Of the 13 moderate-income census tracts, 11 are located in Washington County, primarily concentrated in the northern portion of the county near the bank’s branches.

Based on 2015 U.S. Census data, the median family income for the assessment area was \$61,497. At the same time, the median family income for the state of Arkansas as a whole was \$51,782. More recently, the FFIEC estimates the 2017 median family income for the Fayetteville MSA to be \$64,400. The following table displays population percentages of assessment area families by income level compared to all Arkansas families.

Family Population by Income Level						
Dataset	Low-	Moderate-	Middle-	Upper-	Unknown	TOTAL
Assessment Area	22,343	20,827	23,160	48,090	0	114,420
	19.5%	18.2%	20.2%	42.0%	0.0%	100%
Arkansas	163,727	134,396	149,441	312,360	0	759,924
	21.5%	17.7%	19.7%	41.1%	0.0%	100%

As shown in the table above, 37.7 percent of families within the assessment area were considered LMI, which is slightly lower than LMI family percentages of 39.2 percent in the state of Arkansas. The percentage of families living below the poverty threshold in the assessment area, 10.9 percent, falls below the 14.3 percent level in the state of Arkansas. Considering these factors, the assessment area appears more affluent than the state of Arkansas as a whole. However, this data does not fully illustrate the concentrated areas of poverty that exist within the assessment area in certain locations. For example, in the low-income census tract, 40.1 percent of families live below the poverty level. In addition, both community contacts noted that although the unemployment rate has declined, the poverty rate has not changed drastically and still remains relatively high in the assessment area.

Housing Demographics

Based on housing values, income levels, and rental costs, housing in the assessment area appears to be less affordable than in the state of Arkansas. The median housing value for the assessment area is \$151,265, which is well above the figure for the state of Arkansas, \$111,400. The assessment area housing affordability ratio of 33.2 percent is below the state of Arkansas figure of 37.1 percent. In addition, the median gross rent for the assessment area of \$746 per month is higher than the \$677 per month for the state of Arkansas. Affordability is especially of concern in Washington County, where three of the bank's four offices are located, as it has an affordability ratio of 28.7 percent, which is well below the figures for Benton County (37.3 percent) and the state of Arkansas. In addition, 44.5 percent of renters in Washington County pay rent that exceeds 30 percent of their income compared to 42.7 percent in the state of Arkansas.

Rental units are more prominent in LMI census tracts within the assessment area. Of all housing units, rental units comprise 64.4 percent in the low-income census tract and 53.8 percent in the moderate-income census tracts compared to 32.2 percent in middle and 28.1 percent in upper. Moreover, of all housing units in the assessment area, 35.2 percent are rental units compared to 28.9 percent of rental units in the state of Arkansas. The assessment area's higher percentage of rental units corresponds with information from community contacts concerning the barriers LMI residents face regarding homeownership. Based on housing data and community contact interviews, homeownership difficulties exist for the majority of the LMI population in the assessment area.

Industry and Employment Demographics

The assessment area supports a large and diverse business community, including a strong small business sector. County business patterns indicate that there are 203,836 paid employees in the assessment area. By percentage of employees, the three largest job categories in the assessment area are retail trade (12.8 percent), followed closely by manufacturing (11.9 percent), and healthcare and social assistance (11.8 percent). Three major employers, including one of the world's largest retail stores, a large meat and poultry producer, and a major transportation company are headquartered in the assessment area and help to sustain the robust economic environment. Community contacts noted that in addition to large employers, the housing and business demand has led to an influx of construction-related jobs.

The table below details unemployment data from the U.S. Department of Labor, Bureau of Labor Statistics (not seasonally adjusted) for the assessment area compared to the state of Arkansas as a whole.

Unemployment Levels for the Assessment Area		
Time Period (Annual Average)	Assessment Area	Arkansas
2018	2.8%	3.7%
2017	2.8%	3.7%
2016	2.8%	4.0%
2015	3.7%	5.0%

As shown in the table above, unemployment levels for the assessment area and the state of Arkansas have shown a decreasing trend and remain low. Additionally, unemployment levels in the assessment area are lower than the state of Arkansas.

Community Contact Information

Information from two community contacts was used to help shape the performance context in which the bank's activities in this assessment area were evaluated. Of these community contact interviews, one individual represented an organization specializing in affordable housing and the other community contact represented a local organization serving in a business and economic development role.

Both community contacts categorized the economy as strong with considerable growth, as evidenced by an increase in the new construction of homes and buildings across the region, as well as a low unemployment rate. As the population has continued to grow, the demand for housing and office space has increased and is outpacing the supply. Construction costs have risen and, in turn, housing costs have increased and useable land continues to shrink. In addition, contacts described the area as having a robust banking environment in which banks are in abundance and there is a healthy amount of competition between large and community banks.

One contact emphasized affordable housing as an ongoing and critical need in the community. Although the economy is experiencing rapid growth overall, the benefits have not trickled to all areas. The contact stressed that while unemployment is low, the MSA's poverty rate still remains high. For many LMI individuals who own homes, the homes were inherited, older, and in need of substantial repairs. Therefore, home improvement loans are a particularly relevant credit need. In addition, the contact emphasized other resources that support home purchase, including down payment assistance and homeownership counseling, are also needed. Programs aimed at helping LMI residents purchase, maintain, and improve their homes exist in the assessment area but face challenges, such as finding additional capital and raising awareness. The contact mentioned specific programs that financial institutions in the area could better support, such as financial literacy in schools, Habitat for Humanity, and other organizations targeting the LMI population. In addition, the large student population in Washington County has shifted focus and demand to student housing which has directly affected the affordable housing available to LMI residents. Furthermore, the contact indicated that new construction is mainly apartments and higher-priced homes. Consequently, affordable housing is increasingly becoming unobtainable for LMI residents.

The second contact emphasized the economic growth Benton and Washington Counties are experiencing, largely driven by the presence of large employers and the University of Arkansas. The contact noted that the economy is strong, while also stating that some disparities still exist in certain segments of the population. The robust economic environment drives job growth and population in the area, which also serves as a strong base for small business growth. The area has essentially become a hub for vendors, suppliers, consultants, and other professional services to meet the needs of the major employers and, as a result, the number of small businesses continues to grow in the area. However, small businesses often have difficulties obtaining capital from banks in the area; the contact stated that banks appear to be more willing to lend large dollar commercial loans than small business loans. Small businesses have also been affected by the area's rising costs, as expensive retail rental space and hiring low-wage workers are also common barriers. The contacted noted that overall, banks in the area are offering support through volunteering, sponsorships, and board membership. However, partnerships that lead to tangible lending results are still needed. In addition, the contact indicated there is a specific need for resources and products aimed at LMI business owners who face challenges in addition to those mentioned previously.

CONCLUSIONS WITH RESPECT TO PERFORMANCE CRITERIA

Loan-to-Deposit (LTD) Ratio

One indication of the bank’s overall level of lending activity is its LTD ratio. The chart below displays the bank’s average LTD ratio compared to those of regional peers. The average LTD ratio represents a 17-quarter average, dating back to the bank’s last CRA evaluation.

LTD Ratio Analysis			
Name	Headquarters	Asset Size (\$000s) as of March 31, 2019	Average LTD Ratio
United Bank	Springdale, Arkansas	\$193,800	103.0%
Regional Banks	Gravette, Arkansas	\$134,254	73.1%
	Little Rock, Arkansas	\$221,017	75.9%
	Huntsville, Arkansas	\$234,009	84.3%

Based on data from the previous table, the bank’s level of lending is above that of other banks in the region. During the review period, the bank’s quarterly LTD ratio ranged from a low of 94.2 percent (March 2019) to a high of 112.3 percent (September 2017), displaying a fluctuating trend with a 17-quarter average of 103.0 percent. In comparison, the quarterly LTD ratios for the regional peers ranged from a low of 62.8 percent to a high of 96.9 percent. Therefore, compared to data from regional banks, the bank’s average LTD ratio is more than reasonable given the bank’s size, financial condition, and assessment area credit needs.

Assessment Area Concentration

For the loan activity reviewed as part of this evaluation, the following table displays the number and dollar volume of loans inside and outside the bank’s assessment area.

Lending Inside and Outside of Assessment Area January 1, 2017 through December 31, 2017						
Loan Type	Inside Assessment Area		Outside Assessment Area		TOTAL	
HMDA	217	71.9%	85	28.1%	302	100%
	37,658	76.0%	11,914	24.0%	\$49,572	100%
Small Business	57	76.0%	18	24.0%	75	100%
	6,883	64.8%	3,731	35.2%	\$10,614	100%
TOTAL LOANS	274	72.7%	103	27.3%	377	100%
	44,541	74.0%	15,645	26.0%	\$60,186	100%

A majority of loans and other lending-related activities were made in the bank’s assessment area. As shown above, 72.7 percent of the total loans were made inside the assessment area, accounting for 74.0 percent of the dollar volume of total loans.

Geographic Distribution of Loans

As noted previously, the assessment area includes 1 low-income and 13 moderate-income census tracts, representing 17.2 percent of all assessment area census tracts. Overall, the bank’s geographic distribution of loans in this assessment area reflects reasonable penetration throughout these LMI census tracts, based on the HMDA and small business loan categories. As previously stated, performance in the HMDA loan category carried the most significance in the overall conclusion for geographic distribution.

The following table displays the geographic distribution of 2017 HMDA loans compared to owner-occupied housing demographics and aggregate performance.

Distribution of Loans Inside Assessment Area by Geography Income Level												
January 1, 2017 through December 31, 2017												
	Geography Income Level										TOTAL	
	Low-		Moderate-		Middle-		Upper-		Unknown			
Home Purchase	1	0.6%	16	9.4%	72	42.1%	82	48.0%	0	0.0%	171	100%
Refinance	0	0.0%	2	5.9%	15	44.1%	17	50.0%	0	0.0%	34	100%
Home Improvement	0	0.0%	3	27.3%	5	45.5%	3	27.3%	0	0.0%	11	100%
Multifamily	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100%
TOTAL HMDA	1	0.5%	22	10.1%	92	42.4%	102	47.0%	0	0.0%	217	100%
Owner-Occupied Housing	0.4%		13.0%		47.2%		39.4%		0.0%		100%	
2017 HMDA Aggregate	0.3%		10.7%		41.4%		47.7%		0.0%		100%	

The analysis of HMDA loans revealed reasonable lending performance to borrowers residing in low-income geographies. The bank’s total penetration of low-income census tracts by number of loans (0.5 percent) is similar to the percentage of owner-occupied housing units in low-income census tracts (0.4 percent) and aggregate lending data (0.3 percent). As described in the *Income and Wealth Demographics* section of this evaluation, the bank’s assessment area contains one low-income census tract with limited lending opportunities; as such, the bank’s performance is considered reasonable.

The bank’s total penetration of moderate-income census tracts by number of loans (10.1 percent) is below the percentage of owner-occupied housing units in moderate-income census tracts (13.0 percent). However, the bank’s performance is comparable to that of other lenders based on aggregate lending data, which indicate that 10.7 percent of aggregate HMDA loans inside this

assessment area were made to borrowers residing in moderate-income census tracts. In addition, the bank's level of home improvement lending in moderate-income geographies (27.3 percent) is well above the owner-occupied housing figure. As community contacts indicated, home improvement loans are a major need in LMI geographies throughout the assessment area; therefore, the bank's overall level of HMDA lending in moderate-income census tracts is considered reasonable.

Second, the bank's geographic distribution of small business loans was reviewed. The following table displays 2017 small business loan activity by geography income level compared to the location of businesses throughout the bank's assessment area and 2017 small business aggregate data.

Distribution of Loans Inside Assessment Area by Geography Income Level												
January 1, 2017 through December 31, 2017												
	Geography Income Level										TOTAL	
	Low-		Moderate-		Middle-		Upper-		Unknown			
Small Business Loans	0	0.0%	4	7.0%	40	70.2%	13	22.8%	0	0.0%	57	100%
Business Institutions	1.2%		15.9%		49.7%		33.2%		0.0%		100%	
2017 Small Business Aggregate	0.9%		13.5%		46.7%		37.8%		1.1%		100%	

The bank made no small business loans in low-income census tracts, which is below the estimated percentage of businesses operating inside these census tracts (1.2 percent) and 2017 aggregate lending levels in low-income census tracts (0.9 percent). Consequently, the bank's performance in low-income areas is poor. Similarly, the bank's percentage of loans in moderate-income census tracts (7.0 percent) is well below the 2017 aggregate lending percentage in moderate-income census tracts (13.5 percent) and the percentage of small businesses in moderate-income census tracts (15.9 percent), representing poor performance. Therefore, the bank's overall geographic distribution of small business loans is poor.

Lastly, based on reviews from both loan categories, United Bank had loan activity in 81.5 percent of all assessment area census tracts. Additionally, there were no conspicuous lending gaps noted in LMI areas, as the bank had loan activity in 78.6 percent of LMI census tracts in the assessment area. This information supports the conclusion that the bank's overall geographic distribution of loans is reasonable.

Loan Distribution by Borrower's Profile

Overall, the bank's loan distribution by borrower's profile is reasonable, based on performance from both loan categories reviewed. As previously stated, performance in the HMDA loan category carried the most significance in the overall conclusion for borrower distribution.

Borrowers are classified into low-, moderate-, middle-, and upper-income categories by comparing their reported income to the applicable median family income figure as estimated by the FFIEC (\$64,400 for the Fayetteville MSA as of 2017). The following table shows the distribution of HMDA reported loans by borrower income level in comparison to family population income demographics for the assessment area. Additionally, 2017 aggregate data for the assessment area is displayed.

Distribution of Loans Inside Assessment Area by Borrower Income												
January 1, 2017 through December 31, 2017												
	Borrower Income Level										TOTAL	
	Low-		Moderate-		Middle-		Upper-		Unknown			
Home Purchase	13	7.6%	19	11.1%	42	24.6%	52	30.4%	45	26.3%	171	100%
Refinance	0	0.0%	3	8.8%	8	23.5%	16	47.1%	7	20.6%	34	100%
Home Improvement	2	18.2%	3	27.3%	1	9.1%	0	0.0%	5	45.5%	11	100%
Multifamily	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100%
TOTAL HMDA	15	6.9%	25	11.5%	51	23.5%	68	31.3%	58	26.7%	217	100%
Family Population	19.5%		18.2%		20.2%		42.0%		0.0%		100%	
2017 HMDA Aggregate	7.0%		15.5%		18.5%		40.2%		18.8%		100%	

As displayed in the preceding table, the bank's percentage of lending to low-income borrowers (6.9 percent) is substantially below the low-income family population figure (19.5 percent) but similar to the 2017 aggregate lending level to low-income borrowers (7.0 percent). As described in the *Description of Assessment Area* section, LMI borrowers face many barriers related to homeownership, which is most likely creating lending challenges for banks in the assessment area. Therefore, based on the bank's performance, economic factors and aggregate lending levels performance is considered reasonable.

Similarly, the bank's level of lending to moderate-income borrowers (11.5 percent) is well below the moderate-income family population percentage (18.2 percent) and the 2017 aggregate lending level to moderate-income borrowers (15.5 percent). Lending opportunities are available to moderate-income borrowers in the assessment area; however, high competition among banks is a contributing factor to lending levels. Banks with a smaller geographic footprint and market share may have difficulties competing. In addition, it is noted that the bank's level of home improvement lending to moderate-income borrowers (27.3 percent) is well above family population and aggregate levels. As community contacts indicated, home improvement loans are a significant LMI need, and the bank exhibits reasonable performance concerning moderate-income borrowers. Therefore, considering performance to both income categories, the bank's overall distribution of loans by borrower's profile is reasonable.

Lastly, small business loans were reviewed to determine the bank’s lending levels to businesses of different sizes. The following table shows the distribution of 2017 small business loans by loan amount and business revenue size compared to Dun & Bradstreet and aggregate data.

Distribution of Loans Inside Assessment Area by Business Revenue								
January 1, 2017 through December 31, 2017								
Gross Revenue	Loan Amounts in \$000s						TOTAL	
	≤\$100		>\$100 and ≤\$250		>\$250 and ≤\$1,000			
\$1 Million or Less	13	22.8%	1	1.8%	6	10.5%	20	35.1%
Greater than \$1 Million/Unknown	31	54.4%	4	7.0%	2	3.5%	37	64.9%
TOTAL	44	77.2%	5	8.8%	8	14.0%	57	100%
Dun & Bradstreet Businesses ≤ \$1MM							89.0%	
2017 CRA Aggregate Data							51.0%	

The bank’s level of lending to small businesses is poor. The bank originated 20 small business loans (35.1 percent) to businesses with revenues of \$1 million or less. In comparison, assessment area demographics estimate that 89.0 percent of businesses in the assessment area had annual revenues of \$1 million or less, and the 2017 aggregate lending level to small businesses is 51.0 percent.

Responses to Complaints

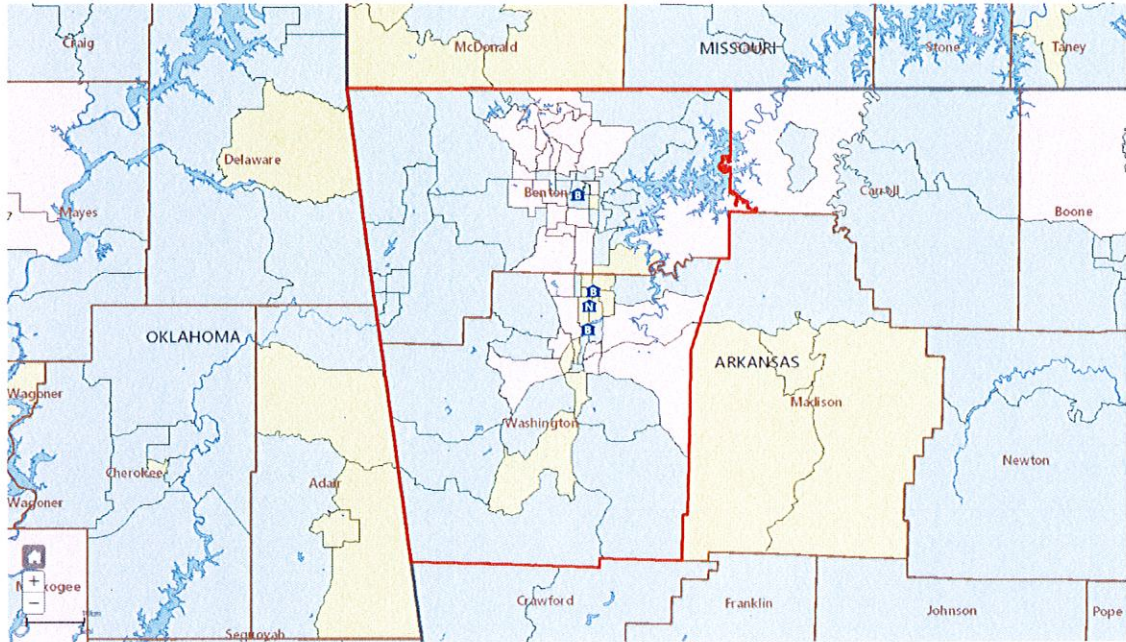
No CRA-related complaints were filed against the bank during this review period (March 30, 2015 through June 16, 2019).

FAIR LENDING OR OTHER ILLEGAL CREDIT PRACTICES REVIEW

Based on findings from the Consumer Affairs examination, including a fair lending analysis performed under Regulation B – Equal Credit Opportunity and the Fair Housing Act requirements, conducted concurrently with this CRA evaluation, no evidence of discriminatory or other illegal credit practices inconsistent with helping to meet community credit needs was identified.

ASSESSMENT AREA DETAIL

United Bank - Springdale, Arkansas
Tract Income Map



LEGEND	
2015 Census Year	
INCOME	
[Light Blue Box]	Low
[Light Green Box]	Moderate
[Light Yellow Box]	Upper
[Light Orange Box]	Upper
[Red Line]	AA Boundary
BANK BRANCHES	
[Blue House Icon]	Springdale with ATM - 2
[Blue House Icon]	Wagoner with ATM - 1
FEATURES	
[Blue Box]	Water Body

GLOSSARY

Aggregate lending: The number of loans originated and purchased by all reporting lenders in specified income categories as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the metropolitan area/assessment area.

Assessment area: One or more of the geographic areas delineated by the bank and used by the regulatory agency to assess an institution's record of CRA performance.

Census tract: A small subdivision of metropolitan and nonmetropolitan counties. Census tract boundaries do not cross county lines; however, they may cross the boundaries of MSAs. Census tracts usually have between 2,500 and 8,000 persons, and their physical size varies widely depending on population density. Census tracts are designed to be homogeneous with respect to population characteristics, economic status, and living conditions to allow for statistical comparisons.

Community contact: Interviews conducted as part of the CRA examination to gather information that might assist examiners in understanding the bank's community, available opportunities for helping to meet local credit and community development needs, and perceptions on the performance of financial institutions in helping meet local credit needs. Communications and information gathered can help to provide a context to assist in the evaluation of an institution's CRA performance.

Community development: An activity associated with one of the following five descriptions: (1) affordable housing (including multifamily rental housing) for LMI individuals; (2) community services targeted to LMI individuals; (3) activities that promote economic development by financing businesses or farms that meet the size eligibility standards of the Small Business Administration's Development Company or Small Business Investment Company programs (13 CFR 121.301) or have gross annual revenues of \$1 million or less; (4) activities that revitalize or stabilize LMI geographies, designated disaster areas, or distressed or underserved nonmetropolitan middle-income geographies; or (5) Neighborhood Stabilization Program (NSP)-eligible activities in areas with HUD-approved NSP plans, which are conducted within two years after the date when NSP program funds are required to be spent and benefit low-, moderate-, and middle-income individuals and geographies.

Consumer loan(s): A loan(s) to one or more individuals for household, family, or other personal expenditures. A consumer loan does not include a home mortgage, small business, or small farm loan. This definition includes the following categories: motor vehicle loans, credit card loans, home equity loans, other secured consumer loans, and other unsecured consumer loans.

Demographics: The statistical characteristics of human populations (such as age, race, sex, income, etc.) used especially to identify markets.

Distressed nonmetropolitan middle-income geography: A middle-income, nonmetropolitan geography will be designated as distressed if it is in a county that meets one or more of the following triggers: (1) an unemployment rate of at least 1.5 times the national average, (2) a poverty rate of 20 percent or more, or (3) a population loss of 10 percent or more between the previous and most recent decennial census or a net migration loss of 5 percent or more over the 5-year period preceding the most recent census.

Family: Includes a householder and one or more other persons living in the same household who are related to the householder by birth, marriage, or adoption. The number of family households always equals the number of families; however, a family household may also include nonrelatives living with the family. Families are classified by type as either a married-couple family or other family, which is further classified into “male householder” (a family with a male householder and no wife present) or “female householder” (a family with a female householder and no husband present).

Full-scope review: Performance under the Lending, Investment, and Service Tests is analyzed considering performance context, quantitative factors (e.g., geographic distribution, borrower distribution, and total number and dollar amount of investments), and qualitative factors (e.g., innovativeness, complexity, and responsiveness).

Geography: A census tract delineated by the United States Bureau of the Census in the most recent decennial census.

Home Mortgage Disclosure Act (HMDA): The statute that requires certain mortgage lenders who do business or have banking offices in a metropolitan statistical area to file annual summary reports of their mortgage lending activity. The reports include such data as the race, gender, and income of applications, the amount of loan requested, and the disposition of the application (e.g., approved, denied, and withdrawn).

Home mortgage loans: Includes home purchase and home improvement loans as defined in the HMDA regulation. This definition also includes multifamily (five or more families) dwelling loans, loans for the purchase of manufactured homes, and refinancing of home improvement and home purchase loans.

Household: One or more persons who occupy a housing unit. The occupants may be a single family, one person living alone, two or more families living together, or any other group of related or unrelated persons who share living arrangements.

Housing affordability ratio: Is calculated by dividing the median household income by the median housing value. It represents the amount of single family, owner-occupied housing that a dollar of income can purchase for the median household in the census tract. Values closer to 100 percent indicate greater affordability.

Limited-scope review: Performance under the Lending, Investment, and Service Tests is analyzed using only quantitative factors (e.g., geographic distribution, borrower distribution, total number and dollar amount of investments, and branch distribution).

Appendix B (continued)

Low-income: Individual income that is less than 50 percent of the area median income, or a median family income that is less than 50 percent, in the case of a geography.

Market share: The number of loans originated and purchased by the institution as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the metropolitan area/assessment area.

Median family income: The dollar amount that divides the family income distribution into two equal groups, half having incomes above the median, half having incomes below the median. The median family income is based on all families within the area being analyzed.

Metropolitan area (MA): A metropolitan statistical area (MSA) or a metropolitan division (MD) as defined by the Office of Management and Budget. An MSA is a core area containing at least one urbanized area of 50,000 or more inhabitants, together with adjacent communities having a high degree of economic and social integration with that core. An MD is a division of an MSA based on specific criteria including commuting patterns. Only an MSA that has a population of at least 2.5 million may be divided into MDs.

Middle-income: Individual income that is at least 80 percent and less than 120 percent of the area median income, or a median family income that is at least 80 percent and less than 120 percent in the case of a geography.

Moderate-income: Individual income that is at least 50 percent and less than 80 percent of the area median income, or a median family income that is at least 50 percent and less than 80 percent in the case of a geography.

Multifamily: Refers to a residential structure that contains five or more units.

Nonmetropolitan statistical area (nonMSA): Not part of a metropolitan area. (See metropolitan area.)

Other products: Includes any unreported optional category of loans for which the institution collects and maintains data for consideration during a CRA examination. Examples of such activity include consumer loans and other loan data an institution may provide concerning its lending performance.

Owner-occupied units: Includes units occupied by the owner or co-owner, even if the unit has not been fully paid for or is mortgaged.

Performance context: The performance context is a broad range of economic, demographic, and institution- and community-specific information that an examiner reviews to understand the context in which an institution's record of performance should be evaluated. The performance context is not a formal or written assessment of community credit needs.

Appendix B (continued)

Performance criteria: These are the different criteria against which a bank's performance in helping to meet the credit needs of its assessment area(s) is measured. The criteria relate to lending, investment, retail service, and community development activities performed by a bank. The performance criteria have both quantitative and qualitative aspects. There are different sets of criteria for large banks, intermediate small banks, small banks, wholesale/limited purpose banks, and strategic plan banks.

Performance evaluation (PE): A written evaluation of a financial institution's record of meeting the credit needs of its community, as prepared by the federal financial supervision agency responsible for supervising the institution.

Qualified investment: A qualified investment is defined as any lawful investment, deposit, membership share, or grant that has as its primary purpose community development.

Rated area: A rated area is a state or multistate metropolitan area. For an institution with domestic branches in only one state, the institution's CRA rating would be the state rating. If an institution maintains domestic branches in more than one state, the institution will receive a rating for each state in which those branches are located. If an institution maintains domestic branches in two or more states within a multistate metropolitan area, the institution will receive a rating for the multistate metropolitan area.

Small businesses/small farms: A small business/farm is considered to be one in which gross annual revenues for the preceding calendar year were \$1 million or less.

Small loan(s) to business(es): That is, "small business loans" are included in "loans to small businesses" as defined in the Consolidated Reports of Condition and Income (Call Report) and the Thrift Financial Reporting (TFR) instructions. These loans have original amounts of \$1 million or less and typically are secured by either nonfarm or nonresidential real estate or are classified as commercial and industrial loans. However, thrift institutions may also exercise the option to report loans secured by nonfarm residential real estate as "small business loans" if the loans are reported on the TFR as nonmortgage, commercial loans.

Small loan(s) to farm(s): That is, "small farm loans" are included in "loans to small farms" as defined in the instructions for preparation of the Consolidated Reports of Condition and Income (Call Report). These loans have original amounts of \$500,000 or less and are either secured by farmland or are classified as loans to finance agricultural production and other loans to farmers.

Underserved middle-income geography: A middle-income, nonmetropolitan geography will be designated as underserved if it meets criteria for population size, density, and dispersion that indicate the area's population is sufficiently small, thin, and distant from a population center that the tract is likely to have difficulty financing the fixed costs of meeting essential community needs.

Upper-income: Individual income that is 120 percent or more of the area median income, or a median family income that is 120 percent or more, in the case of a geography.



United Bank

Branch Locations

Branch	Address	City	State	Zip	MSA	State Code	County Code	Census Tract	County Name	Tract Income Level	Lobby Hours	Drive-Thru Hours
Full Service Branches												
Main Branch	2600 S Thompson Street	Springdale	AR	72764	22220	05	143	0104.05	Washington	Middle	M-F 8a-5p	M-F 7:30a-6p Sat 9a-1p
Emma Branch	607 W Emma Avenue	Springdale	AR	72764	22220	05	143	0112.00	Washington	Moderate	M-F 8a-5p	M-Th 8a-5p Fri 8a-6p
Joyce Branch	670 E Joyce Boulevard	Fayetteville	AR	72703	22220	05	143	0105.11	Washington	Upper	M-F 8a-5p	M-Th 8a-5p Fri 8a-6p
Rogers Branch	3333 W Walnut Street	Rogers	AR	72756	22220	05	007	0203.02	Benton	Middle	M-F 8a-5p	M-Th 8a-5p Fri 8a-6p
Bentonville Branch	2411 SW 14th St., Ste 9	Bentonville	AR	72712	22220	05	007	0206.07	Benton	Upper	M-F 8a-5p	M-Th 8a-5p Fri 8a-6p

Branches Opened/Closed During Current Year and Prior Two Calendar Years

Branch	Address	City	State	Zip	MSA	State Code	County Code	Census Tract	County Name	Tract Income Level	Opened/Closed	Year
Full Service Branches												
Bentonville Branch	2411 SW 14th St., Ste 9	Bentonville	AR	72712	22220	05	007	0206.07	Benton	Upper	Opened	2022
Loan Production Offices												
<i>None/Not Applicable</i>												

DEPOSIT SERVICES

Consumer

- Checking Accounts
- Savings Accounts (including those for minors and Christmas club)
- Individual Retirement Accounts
- Money Market Accounts
- Certificates of Deposit
- Online Banking & Bill Pay
- Telephone Banking
- Mobile Banking
- Zelle Transfers
- Remote Deposit
- Debit/ATM Cards
- Overdraft Protection Privilege
- ID Theft Protection
- Sweep Account Service
- Safe Deposit Boxes
- Night Depository
- Wire Transfers
- Notary Service
- ATMs (at all locations)
- Sales of Negotiable Instruments (Money Orders, Cashier's Checks)
- Credit Card Cash Advance

Commercial

- Checking Accounts (Business, Small Business, and Full Analysis)
- Money Market Accounts
- Check Recovery
- Online Banking & Bill Pay
- Cash Management (including initiating ACH debits and/or credits)
- Remote Deposit Capture
- Telephone Banking
- Overdraft Protection Privilege
- Sweep Account Service
- Merchant Services (including corporate credit and debit cards)
- Night Depository
- Wire Transfers
- Notary Service
- ATMs (at all locations)
- Sales of Negotiable Instruments (Money Orders, Cashier's Checks)
- Debit Cards

LENDING SERVICES

Consumer Lending

Automobile Loans	(new and used)
Boat Loans	(new and used)
Recreational Vehicles (RVs, Campers, ATVs, UTVs)	(new and used)
Personal Loans	(secured and unsecured)
Savings or CD Secured Loans	
Lot/Land Loans	

Real Estate Lending (1-4 Family Dwelling Units)

Residential Construction Loans	(custom and spec)
Secondary Market Conventional Home Loans *	1st or 2nd mortgages (purchase/refinance - fixed/ARM)
Federal Housing Authority and Veterans Affairs Loans*	
In-House Portfolio Loans	(owner occupied/investment properties - fixed/variable)
Home Improvement Loans	
Home Equity Loans	(second mortgages)

Business Lending

Commercial Loans	(including equipment, inventory, A/R)
Commercial Real Estate Loans	(including land, construction)
Lines of Credit	
Small Business Loans	(secured/unsecured)
Participation Loans	

Letters of Credit

Loans to Churches/Non-Profit Organizations

Flexible Loan Offerings

FHA/VA
ADFA
FMHA-RD
FNMA

**Third-party*

Account Research/Balancing Assistance	\$35 per hour
Automatic Sweep to Cover NSF Items	\$4
Bounce Paid Item Fee	\$31
Box Drilling	Current Rate
Cashier's Checks	\$5
Collection Items	\$20
Credit Card Cash Advance (cust./non-cust.)	Free
Debit Card/ATM Card (initial order)	Free
Debit Card/ATM Card (replacement card)	\$12
Dormant Account Fee	\$3 per month
Fax (outgoing)	\$5 first page/\$2 each addtl page
Garnishments/Levies	\$30
Money Orders	\$4
Night Deposit Bags (locking)	\$25
Night Deposit Bags (zipper)	\$5
Non-Sufficient Funds Returned Item Fee	\$31
Notary Services	\$5 for non-customers
Person to Person (P2P)	\$0.50 per transaction
Photo Copies	\$0.25 per copy
Returned Deposited Item	\$4
Special Handling Items	\$30 per item
Statement/Check Copy/Acct. Activity Print Out	\$4
Stop Payment Fee	\$30
Telephone Transfer	\$2

Wire Transfer Fees

Outgoing Wire (domestic)	\$20
Incoming Wire (domestic)	\$10
International Wire (outgoing)	\$25 plus correspondent fees

Safety Deposit Services

3x5	\$22	5x10	\$39
5x5	\$25	10x10	\$59
3x10	\$29	10x15	\$65



United Bank

TRANSACTION FEES FOR LENDING SERVICES

In-House Lending		
Fee Type	Consumer	Commercial
Late Payment Fees	\$100 max	10% of Late Amount
Document Preparation	\$250	\$350
Credit Evaluation	\$62.25	\$62.25
Car Title	\$11.89	\$11.89
UCC Search	\$6	\$6
UCC Filing	\$16	\$16
Origination (Non RE Loans)	\$0	1% if possible
Origination (RE Loans)	1% if possible	1% if possible
Flood Certification	\$14	\$14
Recording	\$50	\$95
Release Fee	\$40	\$40
Tax Service	\$91*	\$91*
In-House Evaluation	\$250	\$350
In-House Validation	\$125	\$150
Construction Inspection Fee	\$450	\$500
Appraisal	Varies	Varies

**up to \$1MM*

ALTERNATIVE SYSTEMS FOR DELIVERING RETAIL BANKING SERVICES

United Bank offers the capability to perform retail banking functions through various channels. Some or all of these channels are widely available to all customers.

PHONE BANKING

The Bank has an automated Bank-by-Phone system which provides 24/7 access to customer accounts by calling 866-540-2265. The system allows customers to retrieve deposit and loan account balances, product/service information, and location/hours information.

ONLINE BANKING & BILL PAY

Digital banking services are available to all United Bank customers (consumer or commercial) by going to www.united-bk.com. The online banking system allows customers to:

- Access accounts anytime,
- View transaction history and balances,
- Transfer funds between accounts,
- Get transaction information,
- Receive electronic statements,
- Print/download information to personal financial management software,
- View check images, and
- Use Bill Pay to pay one-time or recurring bills with ease.

MOBILE BANKING WITH MOBILE DEPOSIT & ZELLE

Mobile banking is a free service to customers in which they can download the UB app on their mobile device and use it to:

- Check balances,
- Transfer funds between accounts,
- View transaction history,
- Search for nearest ATM or branch,
- Deposit checks directly from their mobile device using Mobile Deposit, and
- Use Zelle to send money in minutes to friends, family, and other trusted individuals.

ATM NETWORK

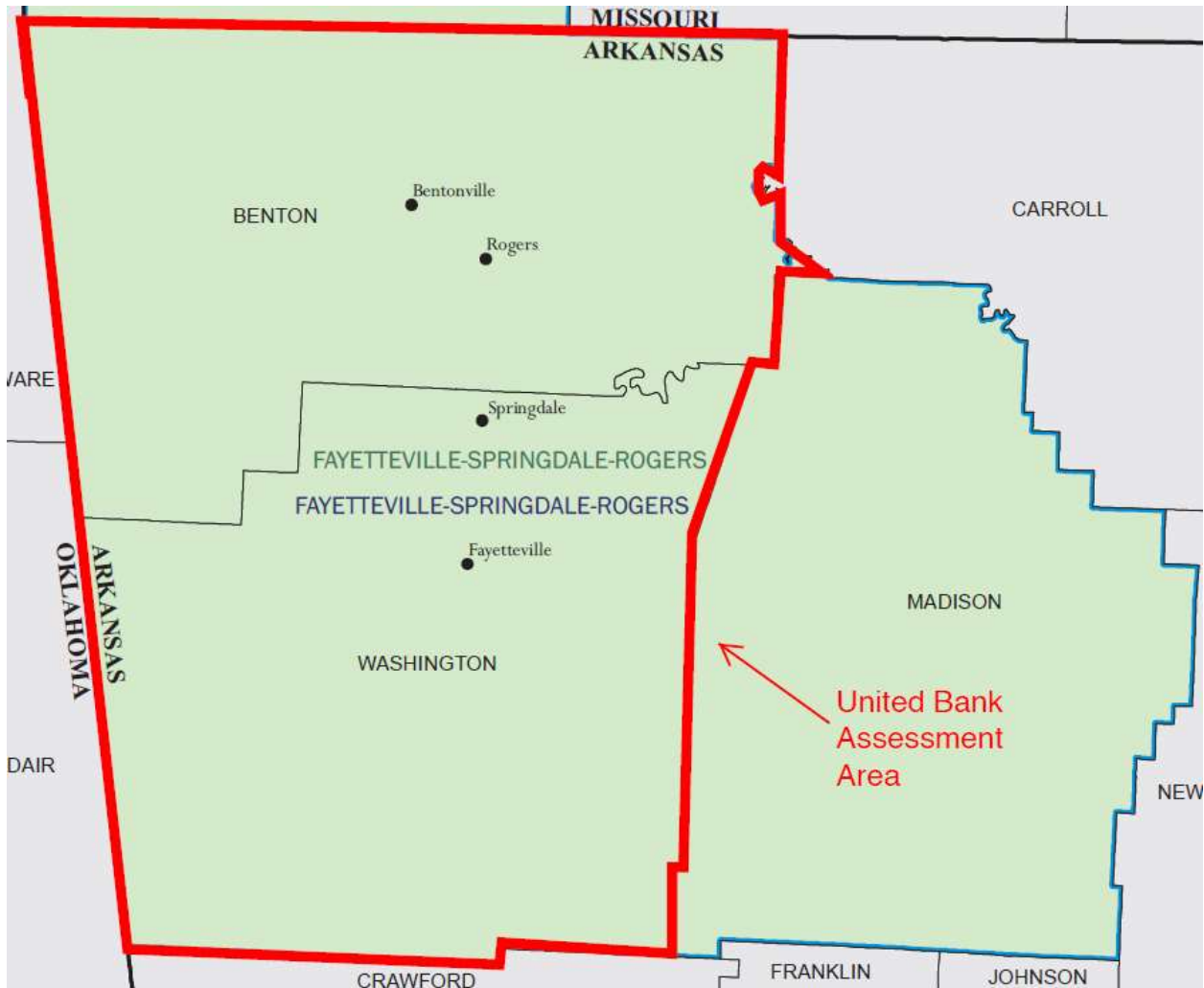
United Bank is a member of the Shazam network (<http://www.shazam.net/>). There are no transaction charges for customer use of United Bank ATMs, which are located at the Main location and each of the depository branches at Emma, Joyce, and Rogers. In addition to disbursing cash, each accepts deposits for credit to customer's accounts and provides account balances upon inquiry.



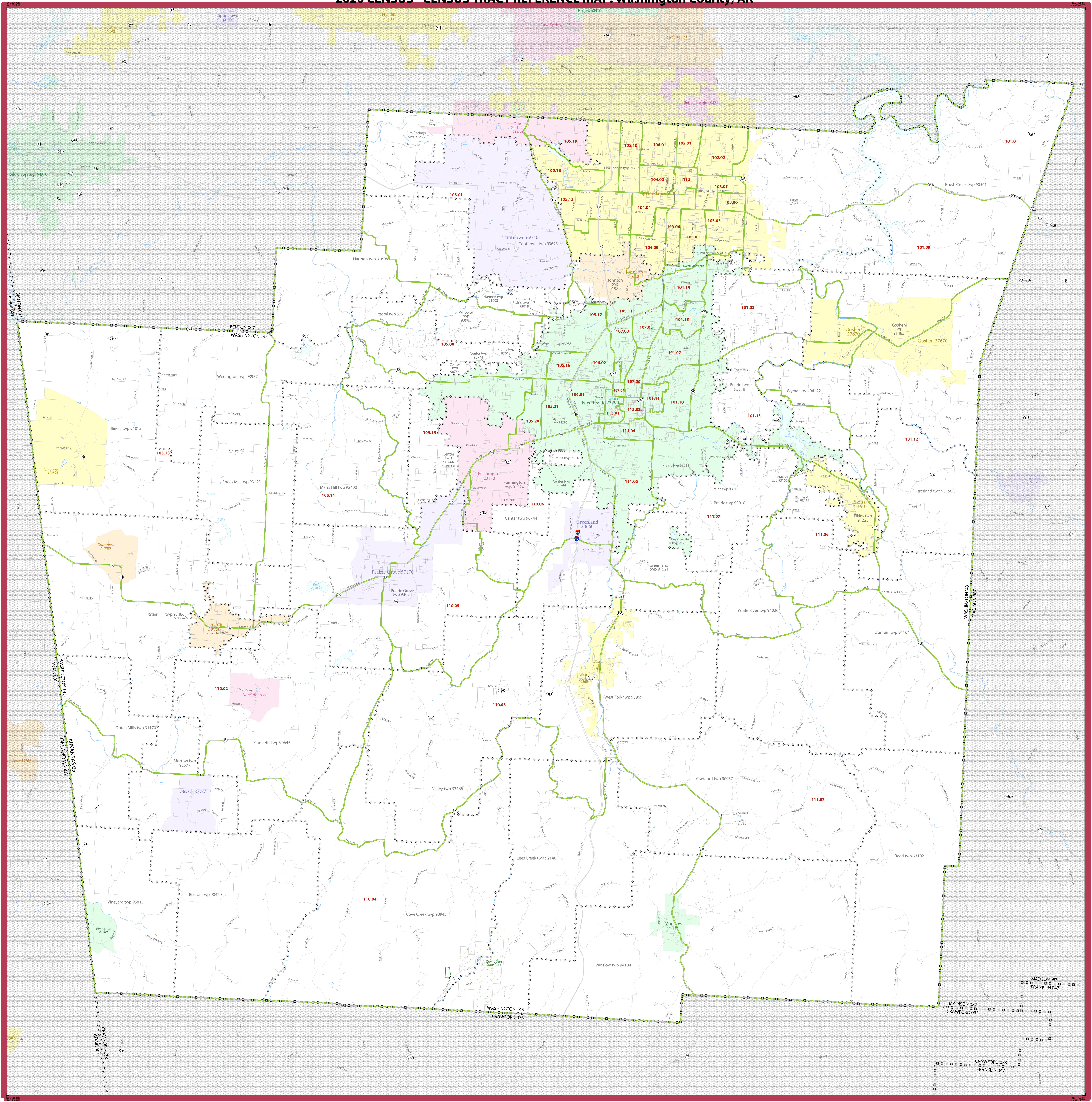
United Bank

ASSESSMENT AREA MAP

United Bank's current assessment area consists of Washington and Benton counties within the Fayetteville-Springdale-Rogers-AR Metropolitan Statistical Area (MSA). See the map below for reference:



2020 CENSUS - CENSUS TRACT REFERENCE MAP: Washington County, AR



LEGEND

SYMBOL DESCRIPTION	SYMBOL	LABEL STYLE	SYMBOL DESCRIPTION	SYMBOL	LABEL STYLE
International	☆☆☆☆	CANADA	Incorporated Place 1,2	Yellow/Green	Davis 18100
Federal American Indian Reservation	L'ANSE RESVN 1880	Census Designated Place (CDP) ¹	Yellow/Red	Incline Village 35100
Oil Reservoir Trust Land	TI880	Census Tract ³	Red	33.07
State American Indian Reservation	Tama Resvn 9400	DESCRIPTION	SYMBOL	DESCRIPTION
Alaska Native Regional Corporation	NANA ANRC 52120	Water Body	Blue	Interstate or U.S. Highway
State (or statistically equivalent) entity	NEW YORK 36	College or University	Blue/Green	State Highway or State Road
Minor Civil Division (MCD) ¹	ERIC029	Military	Blue	Other Road
Census County Division (CCD), Census Subarea (CSA), or Unincorporated Territory (UT)	Bristol town 07485	Prison or Juvenile Detention Center	Blue	4WD Trail, Stairway, Also: Walkway or Ferry
Consolidated City	Hanna CCD 91650	Navigable Boundary or Feature Not Elsewhere Classified	Blue	NYDC
		MILLFORD 47500	Outside Subject Area	Grey	Yosemite NP

Where international, state, county, and/or MCD/CCD boundaries coincide, the map shows the boundary symbol for only the highest-ranking of these boundaries.

Geographic area names are followed by other their FIPS or census code.

1. A "*" following an MCD name denotes a false MCD. A "*" following a place name indicates that a false MCD exists with the same name and FIPS code as the place; the false MCD label is not shown.

2. Place label color corresponds to the place fill color.

3. Census tracts are identified by an up to four-digit integer number and may have an optional two-digit suffix for example 23 or 1457.02. The census tract codes consist of six digits with an implied decimal between the fourth and fifth digit corresponding to the basic census tract number, but with leading zeros, and trailing zeros for census tracts without a suffix. The tract number examples above would have codes of 002300 and 145702, respectively.

Due to space limitations, some road names, along with other feature and geography names on the map, may not be shown.

All legal boundaries and names are as of January 1, 2020. The boundaries shown on this map are for Census Bureau statistical data collection and tabulation purposes only; their depiction and designation for statistical purposes does not constitute a determination of jurisdictional authority or rights of ownership or entitlement.

Geographic Vintage: 2020 Census (reference date: January 1, 2020)
 Data Source: U.S. Census Bureau's MAJ/TIGER database (TAR20)
 Map Created by: Geography Division, January 05, 2021

Projection: Albers Equal Area Conic
 Datum: NAD 83
 Spheroid: GRS 80
 1st Standard Parallel: 33 35 11
 2nd Standard Parallel: 35 55 01
 Central Meridian: -92 07 52
 Latitude of Projection Origin: 33 00 14
 False Easting: 0
 False Northing: 0

Sheet 1 of 1 PARENT sheets
 Total Sheets: 1 (Index 0; Parent 1; Inset 0)

NAME: Washington County (143)
 ENTITY TYPE: County or statistically equivalent entity
 ST: Arkansas (05)

2020 CENSUS TRACT REF MAP (PARENT)
 Sheet ID: 249605143001

U.S. DEPARTMENT OF COMMERCE U.S. Census Bureau

United States Census 2020

2023 FFIEC Census Report - Summary Census Demographic Information

State: 05 - ARKANSAS (AR)

County: 143 - WASHINGTON COUNTY



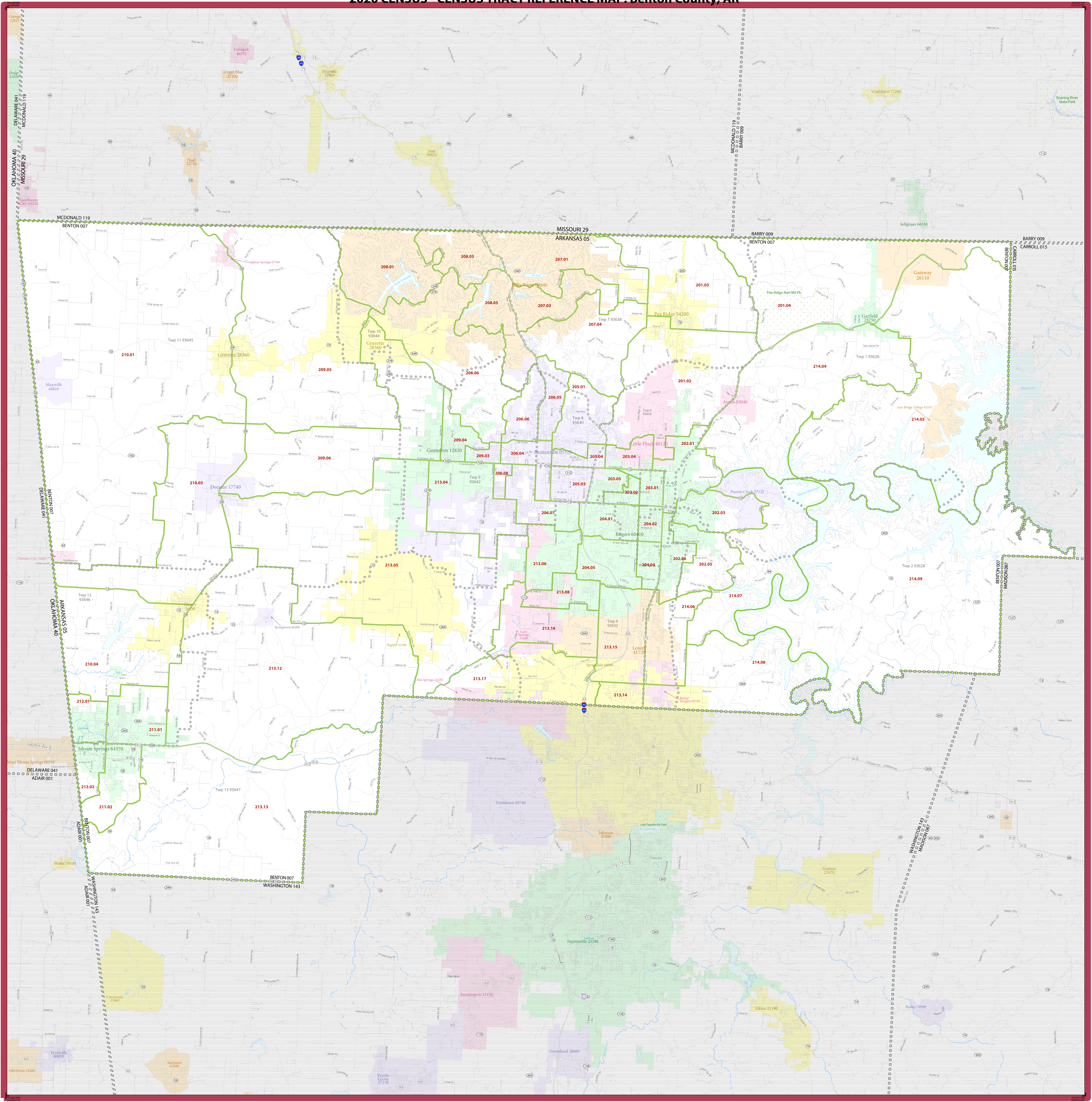
State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
05	143	0101.01	Middle	No	85.37	\$92,400	\$78,882	\$64,801	4900	34.71	1701	1424	2011
05	143	0101.07	Upper	No	135.73	\$92,400	\$125,415	\$103,021	6040	17.75	1072	1608	2205
05	143	0101.08	Upper	No	195.43	\$92,400	\$180,577	\$148,333	6090	18.93	1153	1905	1984
05	143	0101.09	Middle	No	98.69	\$92,400	\$91,190	\$74,907	3726	21.90	816	809	1331
05	143	0101.10	Middle	No	109.88	\$92,400	\$101,529	\$83,400	4675	23.51	1099	769	1149
05	143	0101.11	Middle	No	93.19	\$92,400	\$86,108	\$70,735	1794	10.20	183	432	915
05	143	0101.12	Middle	No	81.85	\$92,400	\$75,629	\$62,128	2897	14.05	407	941	1067
05	143	0101.13	Upper	No	141.13	\$92,400	\$130,404	\$107,118	6955	19.02	1323	2093	2676
05	143	0101.14	Moderate	No	52.05	\$92,400	\$48,094	\$39,509	3153	29.56	932	251	586
05	143	0101.15	Upper	No	136.05	\$92,400	\$125,710	\$103,264	3044	15.83	482	1053	1602
05	143	0102.01	Moderate	No	53.33	\$92,400	\$49,277	\$40,482	4163	76.10	3168	280	734
05	143	0102.02	Moderate	No	60.97	\$92,400	\$56,336	\$46,277	4133	83.57	3454	458	873
05	143	0103.03	Middle	No	85.18	\$92,400	\$78,706	\$64,654	5931	62.35	3698	1227	2052
05	143	0103.04	Low	No	46.61	\$92,400	\$43,068	\$35,379	4491	66.07	2967	628	977
05	143	0103.05	Middle	No	86.79	\$92,400	\$80,194	\$65,876	6038	68.02	4107	695	1118
05	143	0103.06	Moderate	No	75.38	\$92,400	\$69,651	\$57,215	5007	81.03	4057	727	1264
05	143	0103.07	Low	No	49.61	\$92,400	\$45,840	\$37,658	4830	85.67	4138	28	1271
05	143	0104.01	Moderate	No	78.38	\$92,400	\$72,423	\$59,492	7381	61.94	4572	1452	1979
05	143	0104.02	Moderate	No	74.41	\$92,400	\$68,755	\$56,483	5119	57.67	2952	880	1687
05	143	0104.04	Low	No	45.97	\$92,400	\$42,476	\$34,891	2577	80.13	2065	307	512
05	143	0104.05	Middle	No	95.70	\$92,400	\$88,427	\$72,639	5119	39.30	2012	940	1711
05	143	0105.01	Middle	No	117.81	\$92,400	\$108,856	\$89,417	6666	19.74	1316	2110	2463
05	143	0105.08	Middle	No	107.24	\$92,400	\$99,090	\$81,398	7663	26.65	2042	2080	3042
05	143	0105.10	Middle	No	86.66	\$92,400	\$80,074	\$65,781	4812	50.17	2414	1236	1774
05	143	0105.11	Middle	No	119.71	\$92,400	\$110,612	\$90,863	5176	23.57	1220	1178	1585
05	143	0105.12	Moderate	No	75.98	\$92,400	\$70,206	\$57,670	4474	35.72	1598	854	1444

* Will automatically be included in the 2024 Distressed or Underserved Tract List

State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
05	143	0105.13	Moderate	No	64.06	\$92,400	\$59,191	\$48,625	3890	29.05	1130	901	1405
05	143	0105.14	Middle	No	88.97	\$92,400	\$82,208	\$67,529	4060	19.56	794	907	1412
05	143	0105.15	Upper	No	139.48	\$92,400	\$128,880	\$105,865	6290	18.41	1158	1948	2454
05	143	0105.16	Middle	No	93.40	\$92,400	\$86,302	\$70,893	4185	30.73	1286	95	993
05	143	0105.17	Middle	No	114.69	\$92,400	\$105,974	\$87,049	5483	22.25	1220	1511	2046
05	143	0105.18	Upper	No	159.26	\$92,400	\$147,156	\$120,882	4338	25.98	1127	869	1167
05	143	0105.19	Middle	No	99.69	\$92,400	\$92,114	\$75,667	4984	40.99	2043	1043	1399
05	143	0105.20	Middle	No	85.36	\$92,400	\$78,873	\$64,788	4165	28.45	1185	682	1216
05	143	0105.21	Middle	No	86.55	\$92,400	\$79,972	\$65,693	3473	33.49	1163	331	564
05	143	0106.01	Moderate	No	67.93	\$92,400	\$62,767	\$51,563	2927	26.14	765	286	756
05	143	0106.02	Low	No	47.50	\$92,400	\$43,890	\$36,053	4052	35.19	1426	367	1234
05	143	0107.03	Low	No	32.93	\$92,400	\$30,427	\$25,000	3397	39.59	1345	85	488
05	143	0107.04	Low	No	21.52	\$92,400	\$19,884	\$16,341	4333	33.00	1430	28	470
05	143	0107.05	Moderate	No	58.83	\$92,400	\$54,359	\$44,653	3502	32.64	1143	255	1099
05	143	0107.06	Upper	No	127.90	\$92,400	\$118,180	\$97,075	2128	14.80	315	471	787
05	143	0110.02	Moderate	No	66.50	\$92,400	\$61,446	\$50,476	4933	18.22	899	1116	1940
05	143	0110.03	Middle	No	100.39	\$92,400	\$92,760	\$76,196	4942	15.54	768	1415	1988
05	143	0110.04	Moderate	No	67.54	\$92,400	\$62,407	\$51,267	3661	13.99	512	1362	1947
05	143	0110.05	Middle	No	99.34	\$92,400	\$91,790	\$75,404	4463	17.01	759	1340	1607
05	143	0110.06	Middle	No	98.05	\$92,400	\$90,598	\$74,420	6522	21.14	1379	1570	2423
05	143	0111.03	Middle	No	89.41	\$92,400	\$82,615	\$67,862	4074	14.43	588	1235	1636
05	143	0111.04	Moderate	No	56.70	\$92,400	\$52,391	\$43,036	3753	29.98	1125	336	1282
05	143	0111.05	Moderate	No	64.05	\$92,400	\$59,182	\$48,617	5116	27.19	1391	371	868
05	143	0111.06	Middle	No	110.50	\$92,400	\$102,102	\$83,875	3734	19.79	739	986	1236
05	143	0111.07	Middle	No	107.70	\$92,400	\$99,515	\$81,750	4952	24.27	1202	1202	1756
05	143	0112.00	Moderate	No	76.08	\$92,400	\$70,298	\$57,750	2033	64.39	1309	310	919
05	143	0113.01	Low	No	27.71	\$92,400	\$25,604	\$21,038	6520	24.25	1581	27	333
05	143	0113.02	Unknown	No	0.00	\$92,400	\$0	\$0	3107	18.51	575	242	829

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2020 CENSUS - CENSUS TRACT REFERENCE MAP: Benton County, AR



SYMBOL DESCRIPTION		SYMBOL	LABEL STYLE	SYMBOL DESCRIPTION		SYMBOL	LABEL STYLE
International	☆☆☆☆☆☆	CANADA	Davis 18100	Incorporated Place 1,2		Incine Village 35100	33.07
Federal American Indian Reservation	L'ANSE RESVN 1880		Census Designated Place (CDP) ¹			
Oil Reservation Trust Land	TI880		Census Tract ³			
State American Indian Reservation	Tama Resvn 9400		DESCRIPTION	SYMBOL	DESCRIPTION	SYMBOL
Alaska Native Regional Corporation	NANA ANRC 52120		Water Body		Interstate or U.S. Highway	
State (or statistically equivalent entity)	NEW YORK 36		College or University		State Highway or State Road	
County (or statistically equivalent entity)	ERIE 029		Military		Other Road	
Minor Civil Division (MCD) ¹	Bristol town 07485		Prison or Juvenile Detention Center		4WD Trail, Stairway, Also, Walkway or Ferry	
Census County Division (CCD), Census Subarea (CSA), or Unincorporated Territory (UT)	Hanna CCD 91650		Navigable Boundary or Feature Not Elsewhere Classified		Yosemite NP	
Consolidated City	MILFORD 47500		Inset Area			

Where international, state, county, and/or MCD/CD boundaries coincide, the map shows the boundary symbol for only the highest-ranking of these boundaries.

Geographic area names are followed by other their FIPS or census code.

1. A "*" following an MCD name denotes a false MCD. A "*" following a place name indicates that a false MCD exists with the same name and FIPS code as the place; the false MCD label is not shown.

2. Place label color corresponds to the place fill color.

3. Census tracts are identified by an up to four-digit integer number and may have an optional two-digit suffix; for example 23 or 1457.02. The census tract codes consist of six digits with an implied decimal between the fourth and fifth digit corresponding to the basic census tract number, but with leading zeros, and trailing zeros for census tracts without a suffix. The tract number examples above would have codes of 002300 and 145702, respectively.

Due to space limitations, some road names, along with other feature and geography names on the map, may not be shown.

All legal boundaries and names are as of January 1, 2020. The boundaries shown on this map are for Census Bureau statistical data collection and tabulation purposes only; their depiction and designation for statistical purposes does not constitute a determination of jurisdictional authority or rights of ownership or entitlement.

Geographic Vintage: 2020 Census (reference date: January 1, 2020)
 Data Source: U.S. Census Bureau's MAJ/TIGER database (TAB20)
 Map Created by: Geography Division, January 05, 2021

Projection: Albers Equal Area Conic
 Datum: NAD 83
 Spheroid: GRS 80
 1st Standard Parallel: 33 35 11
 2nd Standard Parallel: 35 55 01
 Central Meridian: -92 07 52
 Latitude of Projection Origin: 33 00 14
 False Easting: 0
 False Northing: 0

Scale: 1:100,000
 The printed map scale is 1:100,000

Sheet 1 of 1 PARENT sheets
 Total Sheets: 1 (Index 0; Parent 1; Inset 0)

NAME: Benton County (007)
 ENTITY TYPE: County or statistically equivalent entity
 ST: Arkansas (05)

2020 CENSUS TRACT REF MAP (PARENT)
 Sheet ID: 24960507001

United States Census 2020

2023 FFIEC Census Report - Summary Census Demographic Information

State: 05 - ARKANSAS (AR)

County: 007 - BENTON COUNTY



State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
05	007	0201.02	Upper	No	129.61	\$92,400	\$119,760	\$98,375	7651	21.77	1666	1679	3327
05	007	0201.03	Middle	No	86.89	\$92,400	\$80,286	\$65,952	5061	17.09	865	1027	1381
05	007	0201.04	Middle	No	117.31	\$92,400	\$108,394	\$89,042	1710	16.14	276	494	687
05	007	0202.01	Middle	No	87.01	\$92,400	\$80,397	\$66,045	4999	45.95	2297	1089	1560
05	007	0202.03	Middle	No	110.71	\$92,400	\$102,296	\$84,028	3031	27.25	826	810	1115
05	007	0202.05	Moderate	No	72.97	\$92,400	\$67,424	\$55,389	6353	64.33	4087	1265	1955
05	007	0202.06	Moderate	No	61.57	\$92,400	\$56,891	\$46,736	7335	69.73	5115	1232	2484
05	007	0203.01	Moderate	No	65.99	\$92,400	\$60,975	\$50,093	4305	58.21	2506	436	1223
05	007	0203.02	Middle	No	87.75	\$92,400	\$81,081	\$66,603	4298	56.47	2427	775	1239
05	007	0203.04	Middle	No	84.50	\$92,400	\$78,078	\$64,135	4380	35.78	1567	793	1103
05	007	0203.05	Middle	No	98.31	\$92,400	\$90,838	\$74,618	4068	47.05	1914	1026	1405
05	007	0204.01	Middle	No	82.98	\$92,400	\$76,674	\$62,981	7286	36.38	2651	1245	2311
05	007	0204.02	Middle	No	88.01	\$92,400	\$81,321	\$66,799	4687	46.55	2182	964	1877
05	007	0204.04	Middle	No	86.07	\$92,400	\$79,529	\$65,333	4953	54.59	2704	999	1680
05	007	0204.05	Upper	No	169.63	\$92,400	\$156,738	\$128,750	5479	27.27	1494	884	1155
05	007	0205.01	Upper	No	145.44	\$92,400	\$134,387	\$110,391	5336	26.80	1430	1197	2052
05	007	0205.03	Middle	No	97.60	\$92,400	\$90,182	\$74,079	4727	51.62	2440	415	818
05	007	0205.04	Moderate	No	73.03	\$92,400	\$67,480	\$55,430	2819	35.08	989	416	1146
05	007	0206.04	Upper	No	123.98	\$92,400	\$114,558	\$94,104	4571	29.32	1340	748	1906
05	007	0206.05	Upper	No	145.85	\$92,400	\$134,765	\$110,703	4485	21.38	959	843	1701
05	007	0206.06	Upper	No	190.19	\$92,400	\$175,736	\$144,353	4299	18.33	788	1316	1572
05	007	0206.07	Upper	No	124.90	\$92,400	\$115,408	\$94,805	9451	48.89	4621	1289	2267
05	007	0206.08	Upper	No	146.87	\$92,400	\$135,708	\$111,473	3259	40.53	1321	432	1121
05	007	0207.01	Upper	No	120.25	\$92,400	\$111,111	\$91,275	5783	14.68	849	1892	2225
05	007	0207.03	Upper	No	132.14	\$92,400	\$122,097	\$100,296	5103	13.25	676	1657	2082
05	007	0207.04	Middle	No	108.34	\$92,400	\$100,106	\$82,235	4670	14.41	673	1512	1893

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State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
05	007	0208.01	Upper	No	134.42	\$92,400	\$124,204	\$102,031	4604	9.17	422	1897	2188
05	007	0208.03	Middle	No	107.12	\$92,400	\$98,979	\$81,310	4653	13.17	613	1720	2173
05	007	0208.05	Middle	No	94.75	\$92,400	\$87,549	\$71,917	4873	12.89	628	1514	2158
05	007	0208.06	Upper	No	165.24	\$92,400	\$152,682	\$125,417	6750	15.93	1075	2182	2411
05	007	0209.03	Middle	No	109.93	\$92,400	\$101,575	\$83,438	5310	37.93	2014	926	1720
05	007	0209.04	Upper	No	129.33	\$92,400	\$119,501	\$98,161	6043	29.21	1765	1782	2165
05	007	0209.05	Middle	No	100.83	\$92,400	\$93,167	\$76,532	3071	16.87	518	880	1176
05	007	0209.06	Upper	No	123.89	\$92,400	\$114,474	\$94,038	5514	26.39	1455	1276	1788
05	007	0210.01	Moderate	No	65.87	\$92,400	\$60,864	\$50,000	5265	21.25	1119	1345	2148
05	007	0210.03	Middle	No	88.40	\$92,400	\$81,682	\$67,098	3291	38.26	1259	816	1251
05	007	0210.04	Middle	No	84.68	\$92,400	\$78,244	\$64,273	4006	27.83	1115	1047	1674
05	007	0211.01	Moderate	No	79.56	\$92,400	\$73,513	\$60,387	5151	46.24	2382	999	1735
05	007	0211.02	Middle	No	87.22	\$92,400	\$80,591	\$66,202	3498	43.25	1513	855	1254
05	007	0212.01	Middle	No	88.47	\$92,400	\$81,746	\$67,153	4894	31.73	1553	835	1475
05	007	0212.02	Moderate	No	75.28	\$92,400	\$69,559	\$57,143	3521	42.74	1505	715	1097
05	007	0213.04	Upper	No	144.69	\$92,400	\$133,694	\$109,821	12149	38.60	4690	1906	2690
05	007	0213.05	Middle	No	99.02	\$92,400	\$91,494	\$75,156	7458	27.54	2054	1612	2130
05	007	0213.06	Upper	No	289.24	\$92,400	\$267,258	\$219,531	4625	20.24	936	1220	1520
05	007	0213.08	Upper	No	188.13	\$92,400	\$173,832	\$142,794	6511	20.44	1331	1907	2081
05	007	0213.12	Moderate	No	78.37	\$92,400	\$72,414	\$59,489	4051	23.77	963	1346	1691
05	007	0213.13	Middle	No	99.44	\$92,400	\$91,883	\$75,481	3304	31.51	1041	668	1036
05	007	0213.14	Middle	No	107.38	\$92,400	\$99,219	\$81,506	3751	28.66	1075	814	979
05	007	0213.15	Upper	No	145.32	\$92,400	\$134,276	\$110,302	6275	33.34	2092	1400	2042
05	007	0213.16	Upper	No	166.80	\$92,400	\$154,123	\$126,607	7193	21.16	1522	2001	2251
05	007	0213.17	Upper	No	137.24	\$92,400	\$126,810	\$104,167	3681	22.39	824	687	874
05	007	0214.04	Middle	No	94.20	\$92,400	\$87,041	\$71,500	3813	26.12	996	1709	1999
05	007	0214.05	Middle	No	104.41	\$92,400	\$96,475	\$79,250	2020	15.00	303	766	1594
05	007	0214.06	Middle	No	98.21	\$92,400	\$90,746	\$74,545	5918	54.88	3248	1114	1477
05	007	0214.07	Upper	No	123.40	\$92,400	\$114,022	\$93,661	4587	13.36	613	1377	2016

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State Code	County Code	Tract Code	Tract Income Level	Distressed or Underserved Tract	Tract Median Family Income %	2023 FFIEC Est.MSA/MD non-MSA/MD Median Family Income	2023 Est. Tract Median Family Income	2020 Tract Median Family Income	Tract Population	Tract Minority %	Minority Population	Owner Occupied Units	1- to 4-Family Units
05	007	0214.08	Moderate	No	79.05	\$92,400	\$73,042	\$60,000	5920	50.32	2979	1137	1955
05	007	0214.09	Middle	No	98.76	\$92,400	\$91,254	\$74,958	2534	12.08	306	814	1474

* Will automatically be included in the 2024 Distressed or Underserved Tract List



United Bank Community Involvement

United Bank encourages the participation of all its employees in community service opportunities in the area. In 2023, our employees served our community through the following groups, activities, and events:

- Altrusa International of Fayetteville*
- American Legion Highway Cleanup Volunteer
- American Legion Member
- American Legion Pancake Breakfast Volunteer
- Apple Seeds, Inc.*
- Arkansas Bankers Association Board
- Arkansas Law Enforcement Training Academy Community Partner
- Big Brothers Big Sisters Donor
- Big Brothers Big Sisters of NWA*
- Blue & Gold Celebration – Cub Scout Pack 81
- City of Rogers Tree Board Member
- Community Blood Center of the Ozarks Donor/Advocate
- Conference Interpreter (John Tyson Elementary School)
- CreativeMornings Fayetteville Planning Committee Member
- EforAll Pitch Contest Reader Volunteer*
- F2F Holiday Food Drive
- Fayetteville Chamber of Commerce Leadership Committee Member
- Fayetteville Newcomers Hospitality Committee
- Fayetteville PD National Night Out*
- Food 2 Families Food Pantry Turkey Drive*
- Food Drive for The Treehouse Pantry
- Golftoberfest
- Mount Sequoyah Board of Directors
- Mount Sequoyah Foundation Christmas Tree Donor
- Nicole’s House – Ride for Recovery
- NWA Food Bank Donor
- One Community ArkanSalsa Event Director/Board Member/Volunteer/Donor*
- Peace at Home Family Shelter Volunteer*
- Returning Home Family Event Volunteer*
- Returning Home Inc. Financial Literacy Class Volunteer/Donor*
- Rogers Noon Rotary Club
- Rogers Parks & Recreation Commission
- Rogers Public Schools Board of Education
- Rogers-Lowell Area Chamber of Commerce Board
- Rogers-Lowell Area Chamber of Commerce Economic Development Corporation
- Rogers-Lowell Chamber of Commerce
- Rotary Club of Fayetteville
- Senior Giving Tree Volunteer*
- Single Parent Scholarship Fund Golftoberfest Donor
- Single Parent Scholarship Fund Jingle Mingle Donor
- Single Parent Scholarship Fund of NWA*
- Springdale Chamber of Commerce Ambassador
- Springdale High School Concessions Volunteer
- Springdale Police Department Community Partner
- Tree House Pantry Cookout Fundraiser
- Washington County Historical Society Board
- Women in History of Washington County
- Women in Networking Committee Member

**Focuses on low- to moderate-income groups*



United Bank

HOME MORTGAGE DISCLOSURE ACT (HMDA) NOTICE

The HMDA data about our residential mortgage lending are available online for review. The data show geographic distribution of loans and applications; ethnicity, race, sex, age, and income of applicants and borrowers; and information about loan approvals and denials. These data are available online at the Consumer Financial Protection Bureau's Web site (www.consumerfinance.gov/hmda). HMDA data for many other financial institutions are also available at this Web site.



United Bank

Loan-to-Deposit Ratio

The CRA regulation (12 CFR 228.43(b)(3)(i)) requires all small banks to include the bank's loan-to-deposit ratio for each quarter of the prior calendar year in its CRA public file. United Bank's loan-to-deposit ratios for each quarter of 2023 were as follows:

Quarter End	Ratio
MAR 2023	104.79%
JUN 2023	109.25%
SEP 2023	106.11%
DEC 2023	101.21%