

A Vision from the  
*Past*

A Plan for the  
*Future*



2022 YEAR IN REVIEW

**“BIGGER THINGS  
ARE AHEAD FOR  
US. WE MUST  
CONTINUE TO  
FORGE AHEAD  
AND MEET EVERY  
CHALLENGE WE  
FIND ON THE WAY.”**



Through select excerpts from his memoir, *Jesus in Little America*, our founder, Jesus S. Leon Guerrero, threads together the past and the future. While these words you'll see throughout this Year in Review were published 25 years ago, they serve as a reminder of how far we've come and how much further we can go together as BankGuam Holding Company.



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## A MESSAGE FROM OUR CEO

# Håfa Adai Shareholders,

Fifty years ago, armed with a dream and the belief of the people around him, our founder and my grandfather, Jesus S. Leon Guerrero, built this company from the ground up. A foundation was formed on trust, respect, and hope for the future and a better life for our people. Today, although our growth and success have afforded us the freedom to explore new opportunities, modernize our technology, and develop our teams, we rely on the same things—dreams and people to drive the impact we have on the communities we serve.

This year, we mark the 25th anniversary of the publication of my grandfather's memoir, *Jesus in Little America*. After all these years, we see that what he envisioned for the future emerged into something so much more. We see how the very values that shaped our organization continue to guide us presently as BankGuam Holding Company. We see what once may have been called a fantasy, now a hard-earned reality for many. We see that his vision was only the beginning of a very bright and promising future for us. Drawing our inspiration from his memories and words from my grandfather himself, we reflect on a strong 2022, and look ahead to an even stronger 2023, and beyond.

**“ I predict that the bank will continue to grow and continue to serve our people in the fine tradition and manner that have made it a great institution. ”**

I am pleased to report that 2022 was another strong financial year with our profit coming in at \$19.7 million. Our total interest income saw a \$10.7 million (12.95%) increase to \$93.2 million and our non-interest income grew by \$6.3 million (22.48%) to bring us to \$34.2 million from 2021. We also saw an increase in retained earnings which saw a \$14.5 million (9.4%) increase from the prior year. After netting out dividend payouts, we saw an increase of \$4.5 million to our revenue earnings.

This growth allowed us to make big investments and adjustments in the areas that brought in success in the previous years—technology, infrastructure, and our people. The soundness of these decisions continues to fuel the growth and profitability of BankGuam Holding Company.

Our capital ratios remain well above the levels necessary for our regulators to consider us “well capitalized.” We also maintained our capital “buffer”, allowing us to reward our shareholders.

As Bank of Guam continues to assist the governments of Guam and the Commonwealth of the Northern Mariana Islands in the disbursement of pandemic relief funds under the Coronavirus Aid, Relief, and Economic Security (CARES) Act, we find success in the fact that we are an avenue for our communities to receive what they need to recover financially.

With an overall satisfactory rating from the Federal Deposit Insurance Corporation, our shareholders and our customers can rest assured that we remain steadfast and a stronghold in the local financial community.

With ANZ Guam's decision to depart from the local market in October, we stepped in and purchased their loan portfolio. This allowed us to welcome more customers into our Bank of Guam Familia while growing its loan portfolio.

**“ Our customers must be provided the highest quality of service possible. ”**

Ensuring that our customers have skilled and empathetic employees helping them meet their financial goals is exactly what our founder envisioned when he promised the highest level of service. Investing in our employees has always been and continues to be a top priority across our Company.

This past year, Maree Pelkey Sgro of BGIS earned the Certified Financial Planner™ certification. With only a handful of CFP professionals on the island, customers know that they have the skill and experience to support their investment goals. Our BankGuam Insurance agents also worked to ensure a level of standard by studying and passing their Life and Health Insurance exams.

Part of ensuring that our employees have what they need to provide the best service is equipping them with the best systems and technology.

Bank of Guam's digital transformation continued well into 2022, marked with significant upgrades and improvements. Our Tamuning Branch became the first location to be transformed into our Branch of the Future Model.

Greater accessibility and convenience through new self-service channels have contributed significantly to this transformation. If you have visited Bank of Guam's website recently, you may have noticed the newest edition to our family, Cara. Cara is our new chatbot, powered through Automated Intelligence (AI) Technology, which allows customers to get the answers they need any time of day, without the assistance of a live agent in the contact center. With over 8,000 Cara chat engagements, this technology has saved the Bank over 1,500 manpower hours, decreased wait time on the phone by over 20 minutes, and improved handle rates by over 15% - and this is just the beginning!

Progress continues with our Familia Ambassador Program. This past year, we saw the conversion of our Saipan, Tinian, Rota, and Palau branches, transforming our staff into fully cross-trained universal bankers proficient in opening accounts, accepting deposits and loan application processing and disbursement.

With Tamuning Branch renovations nearing completion, more self-service channels coming online, and momentum on our Familia Ambassador Program still in high gear, our community now has more ways they can experience this digital transformation we have invested so heavily in.

**“ It has always been my desire to serve our people and our community. ”**

Throughout the years, we've always understood that our impact on our community was beyond business because our community is our business. While our vision, mission, and business models are based on financial services, we believe that financial freedom leads to better lives and more successful businesses that help support our communities.

Our ASC Trust team continued to have a big presence in various community and civic causes—from supporting a team for 76/ Circle K's Paddles Against Cancer, gathering Christmas toys for children in need with Toys for Tots, to mentoring a Junior Achievement team full of tomorrow's future entrepreneurs and leaders.

BankGuam Investment Services, while a small team of three, also lent their support to the community through key partnerships with the University of Guam Endowment Foundation, Palau Major League, and the Father Duenas Memorial School Alumni Association.

Our BankGuam Insurance team, also a small team of three, worked all year long alongside Bank of Guam in community efforts and events such as Founder's Day of Giving.

Throughout 2022, Bank of Guam continued its longstanding commitment throughout all our regions with investments made to various causes. These included youth empowerment, financial literacy, civic and community programs, health and wellness, and arts, music and culture.

**“ We are extremely thankful to all the shareholders who placed their trust and confidence in us. ”**

This past year was filled with so much to celebrate, and it is because of your continued belief in us that we were able to accomplish great things. To those who were there to purchase the first shares from "Mr. G" to those who continue to believe in the mission of helping our people find prosperity through your investments throughout the years, we say thank you.

For the next 50 years, our mission remains steady, focused on the future, and guided by a legacy of service.

**“ The future is bright for bigger and better things. The sky is the limit. ”**

**Biba BankGuam Holding Company!**

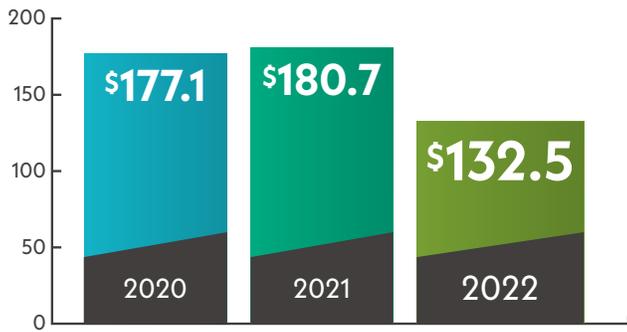


**Joaquin P.L.G. Cook**  
President & Chief Executive Officer

BANKGUAM HOLDING COMPANY

# Financial Highlights

2020-2022



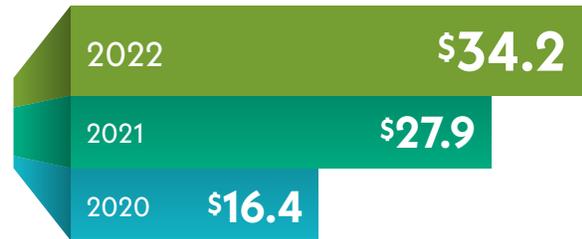
**Stockholder's Equity**  
(in millions)



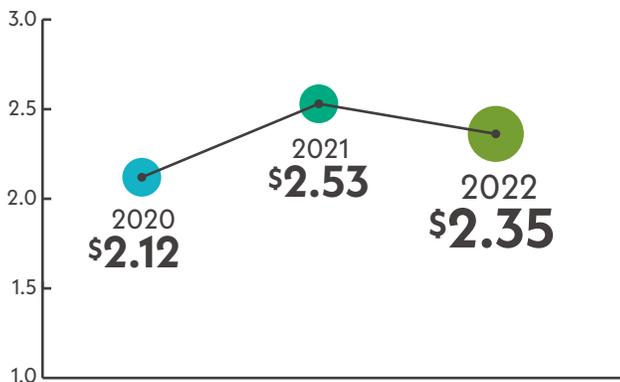
**Net Interest Income**  
(in millions)



**Gross Loans**  
(in billions)



**Non-Interest Income**  
(in millions)



**Total Deposits**  
(in billions)



**Net Income attributed to BGHC**  
(in millions)

BANKGUAM HOLDING COMPANY  
**Subsidiaries and Organizational Chart**



**BG** | INVESTMENT  
SERVICES, INC.



**TASI** BANK  
Division of Bank of Guam

**BGI**

BANKGUAM INSURANCE UNDERWRITERS, LTD.



**“I PREDICT THAT THE  
BANK WILL CONTINUE  
TO GROW AND  
CONTINUE TO SERVE.”**

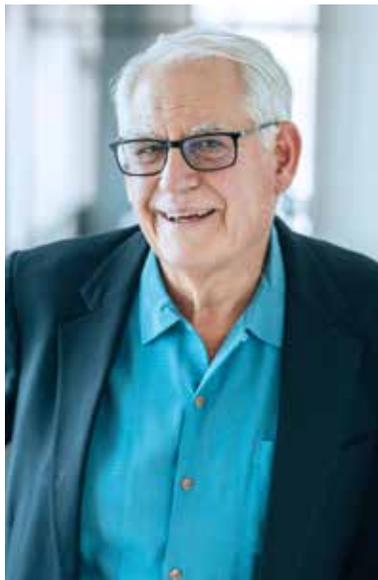
BANKGUAM HOLDING COMPANY  
**Board of Directors**



**William D. Leon Guerrero**  
Chairman of the Board



**Joaquin P.L.G. Cook**  
Vice Chairman of the Board



**Roger P. Crouthamel**  
Board Secretary



**Maria Eugenia H. Leon Guerrero**  
Board Treasurer



**John S. San Agustin**  
Board Member



**Frances L.G. Borja**  
Board Member



**Joseph "Joey" Crisostomo**  
Board Member



**Patricia P. Ada**  
Board Member



**Keven F. Camacho**  
Board Member



**Mark G. Sablan**  
Board Member



**Kamia L.G. Dierking**  
Board Member

BANKGUAM HOLDING COMPANY  
**Senior Management**



**Danilo M. Rapadas**  
Senior Vice President,  
General Counsel & Chief Risk Officer



**Symon A. Madrazo**  
Senior Vice President,  
Chief Financial Officer



# Our ultimate goal is as clear as it is bold.

ASC Trust is committed to quality in everything we do. We communicate this to our employees, our clients and our community. This mission, coupled with our commitment to meeting the needs of plan participants, forms the basis of everything we do.

**We aim to revolutionize retirement planning in the Asia-Pacific region by devoting our resources and retirement plan knowledge to helping participants prepare for retirement.**

Our participants come first. To help them succeed, we create great products that exceed our participants' expectations. We create a working environment for employees that fosters an energizing entrepreneurial spirit and uncompromising ethics. And we hire great people who value ASC Trust goals and the goals of our plan participants.



*SHRM Conference - Guam Chapter*



*76 Circle K Paddles Against Cancer - Team ASC*



*ASC Company Team Building, Tumon Golf Driving Range*

# 2022 Year In Review

## MAJOR ACTIVITIES/ ENGAGEMENT

- Company Team Building: Tumon Golf Driving Range
- Recreational Soccer Team
- Themed Fridays
- Employee Halloween Costume Contest
- Employee Ugly Christmas Sweater Contest
- Annual Christmas Party

## SPONSORSHIPS AND DONATIONS

- Archdiocese of Agana - Ministry to the Homeless
- Harvest House
- Make-A-Wish Foundation
- SHRM Conference - Guam Chapter
- Asia Pacific Association for Fiduciary Studies

## COMMUNITY RELATIONS

- American Red Cross
- 76 Circle K Paddles Against Cancer - Team ASC
- Junior Achievements - Guam Member of JA worldwide
- Rainbows for All Children - Guam
- Guam Foundation for Employer Support of the Guard and Reserve
- ASC Islanders Futbol Club
- ASC Trust Holiday Heat Challenge Series
- Ballhers Club Guam - BH Summer League Coed Division - Team ASC
- Triple J Volley for a Cause - Team ASC
- Toys for Tots



ASC Trust's 30th Anniversary, Guam Chamber of Commerce

# Leadership



**David John**  
Chairman & Managing Director



**Candy Okuhama**  
Chief Executive Officer



**Gabrielle Bamba**  
Chief Operations Officer



**Donald Clark**  
Chief Compliance Officer



**Loida Battung**  
EVP Trade Operations



**Michelle Quichocho**  
EVP Operations



**Frank Arriola II**  
Insurance Agency Manager

**Nichole Fernandez**  
Property, Casualty,  
and Life Insurance Agent

**Frank Quitugua III**  
Property, Casualty,  
and Life Insurance Agent



**BANKGUAM INSURANCE UNDERWRITERS, LTD.**

BankGuam Insurance Underwriters Ltd. (BGI), a subsidiary of Bank of Guam, is a company that over a thousand customers have trusted to keep their money secure and growing for almost three decades. BGI offers home, auto, and commercial insurance to fit your budget. Now you can get financing and coverage in one place at the same time. BGI also offers life policies to protect those things that are priceless.

*Not FDIC insured \* No Bank Guarantee \* May Lose Value*



**Alexandra Leon Guerrero**  
Managing Investment Advisor  
Representative

**Charity Lujan**  
Investment Analyst

**Maree Pelkey Sgro**  
Investment Advisor  
Representative

## **BG** | INVESTMENT SERVICES, INC.

BG Investment Services, Inc. (BGIS) was formed in August 2015, and is a wholly owned subsidiary of BankGuam Holding Company. BGIS is an independently Registered Investment Advisor under the Securities Exchange Commission. BGIS provides a full suite of investment advisory services to governments, endowments, corporations, non-profit organizations, individuals and families throughout Micronesia.

*Not FDIC insured \* No Bank Guarantee \* May Lose Value*



Maree Pelkey Sgro received the Certified Financial Planner™ certification.

Issued by the CFP Board, the Certified Financial Planner™ certification is the standard of excellence for financial planners for which CFP® professionals must meet extensive experience requirements, complete financial planning coursework, and pass the CFP® certification examination.

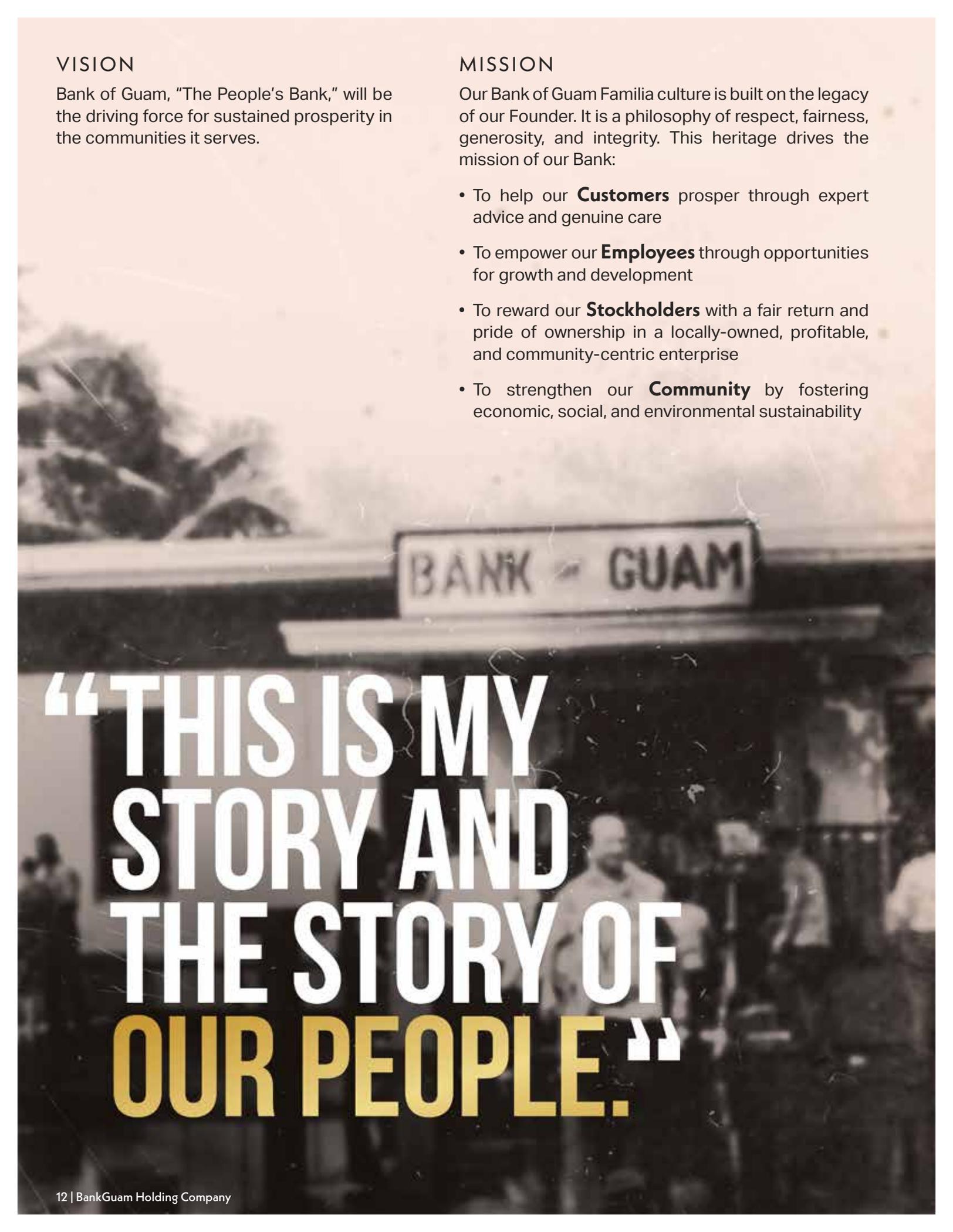
## VISION

Bank of Guam, "The People's Bank," will be the driving force for sustained prosperity in the communities it serves.

## MISSION

Our Bank of Guam Familia culture is built on the legacy of our Founder. It is a philosophy of respect, fairness, generosity, and integrity. This heritage drives the mission of our Bank:

- To help our **Customers** prosper through expert advice and genuine care
- To empower our **Employees** through opportunities for growth and development
- To reward our **Stockholders** with a fair return and pride of ownership in a locally-owned, profitable, and community-centric enterprise
- To strengthen our **Community** by fostering economic, social, and environmental sustainability



“THIS IS MY  
STORY AND  
THE STORY OF  
OUR PEOPLE.”

## PROUD TO BE THE PEOPLE'S BANK

When it comes down to it, there was no better way to guide this monumental anniversary than with the theme **Proud to Be**. After 50 years of helping our people achieve financial prosperity, investing in future industry leaders, and continually working together to uplift our communities, we can't help but be proud.

Throughout the years, we've built a strong and stable Bank. Our growth made possible through the trust and confidence of our shareholders, employees, and communities we serve. We've won awards and achieved accolades of all kinds. But the thing we're most proud of?

Being a force for good in the communities we serve.



## PRODUCTS AND SERVICES

# 2022 Highlights

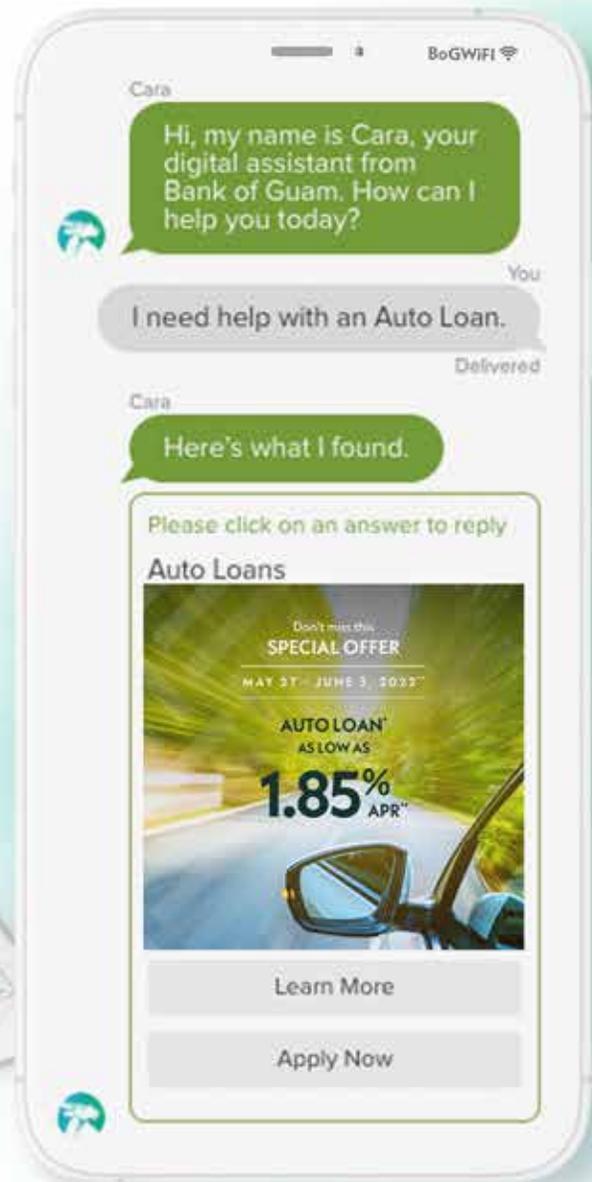
With a continued focus on our digital transformation, our efforts have been focused on empowering our customers to use and engage with us on our digital channels. Convenience, self-service, and ease-of-use have been key to achieving success with changing customer behavior and elevating the experience they have with our brand. Our social media content, website, and in-branch service consistently led our customers through the digital experience. With enhanced online banking services, a robust website chat feature, and updated tutorials, we aimed to reinforce the simplicity and ease of banking with Bank of Guam. Our various loan promotions afforded customers the opportunity to borrow with special rates while our Visa® debit card promotions gave customers a chance to win fabulous giveaways simply by using their cards. The campaigns results strengthened partnerships, added value for our customers and boosted revenues.

### PRODUCTS

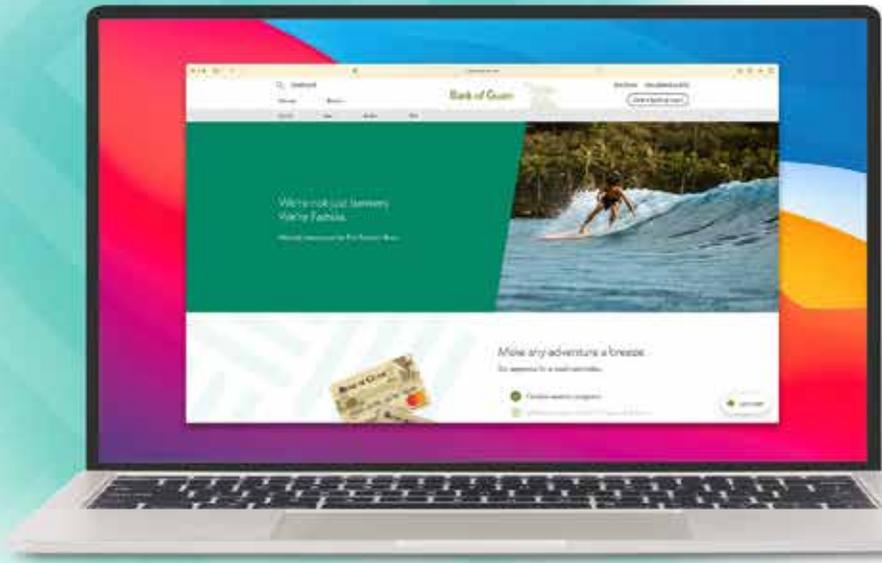
- Auto Loan Flash Sale
- Founder's Day Loan
- Shell® Visa® Debit Discount
- 25 Days of Giveaways
- A December to Remember

### SERVICES

- Introduced AI technology through Cara, our Chatbot
- Conversion of the CNMI and Belau branches to Familia Ambassador model
- Launch of our appointment scheduling platform
- Completion of Branch Wi-Fi installation throughout our entire branch network
- Upgraded internal systems and operations to allow a better view of customer relationships



# Digital Snapshot



**16**  
Online  
Banking  
Campaigns



**1.28%**  
Click-Thru Rate

**57K**  
New Website Visitors



**GOLD WINNER**  
**AVA DIGITAL AWARDS**  
WEBSITE REDESIGN



**65** Email  
Campaigns  
**729,921** Sent



**386%**  
Engagement  
Rate

186 Posts • 645 Stories  
Reach: 224,618  
**↑ 56.6%** vs 2021



**516%**  
Engagement  
Rate

163 Posts • 941 Stories  
Reach: 117,147  
**↑ 177.8%** vs 2021

**Follower Growth Rate**

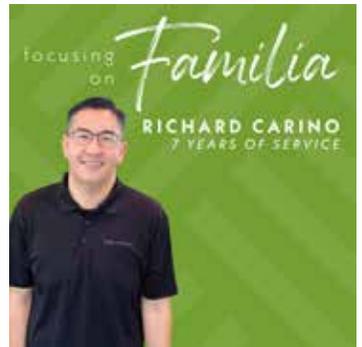
- f 18%**
- 📷 15%**
- ▶ 31%**
- in 23%**



International Women's Day



Pride

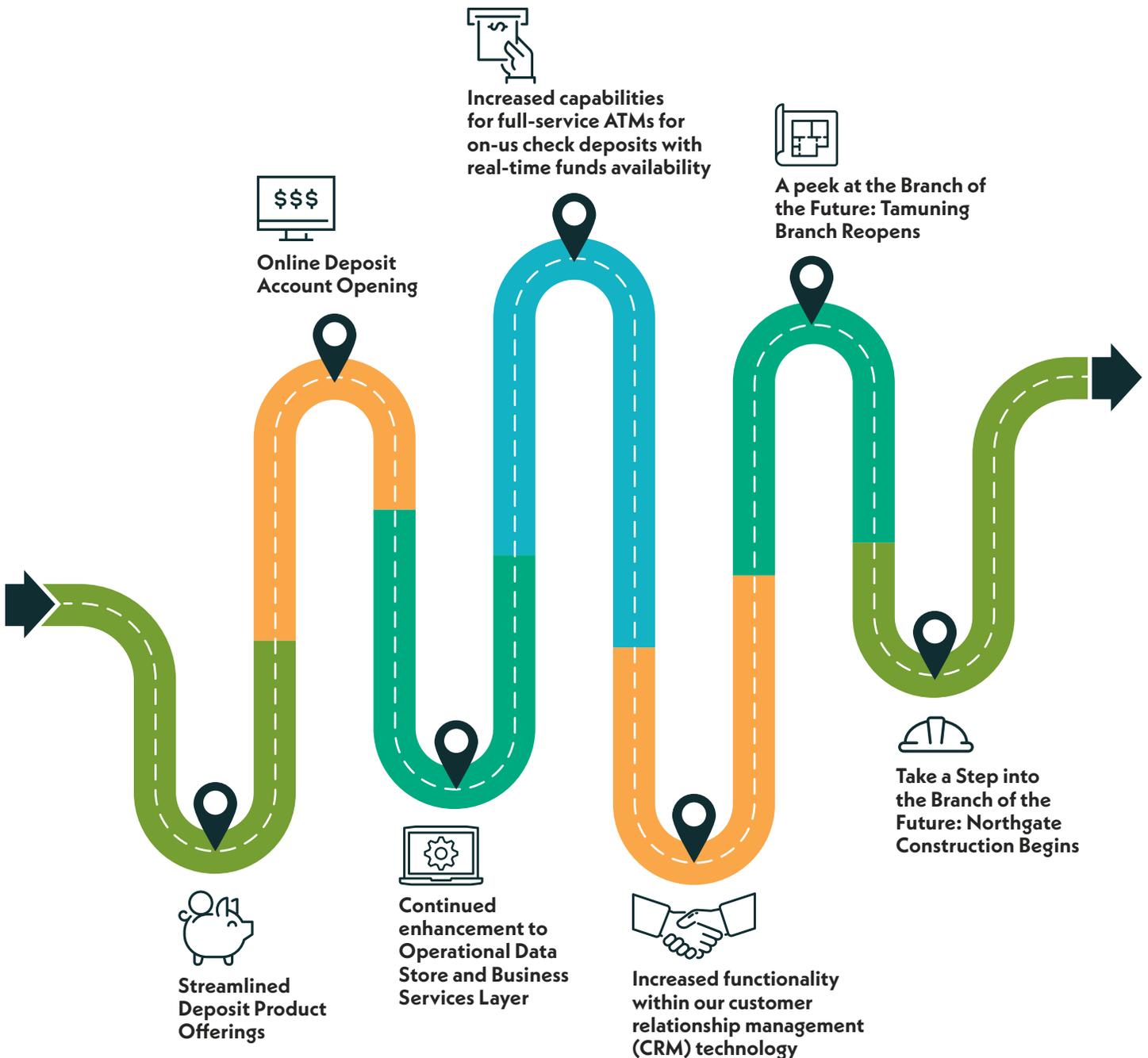


Familia Focus

## PRODUCTS AND SERVICES

# 2023 Road Map

Our digital journey and transformation continue to gain momentum into 2023 with upgrades to our products, services, and facilities on the horizon. Looking ahead, we're excited to launch our online deposit account opening, giving our people the ability to achieve their financial goals in a more accessible and convenient way. Customers can look forward to a new line of deposit products built specifically for our digital channels. With the reopening of our Tamuning Branch coming soon, our community can look forward to a peek into what the future of banking looks like with Bank of Guam. Exciting plans are also underway to break ground on our Branch of the Future, to be built in the northern region of Guam.



# Accolades



## VIDDY AWARDS

- Platinum - **Proud to Be 50** - Branding Campaign
- Platinum - **Proud to Be 50** - Culture/Lifestyle Video
- Gold - **Proud to be the People's Bank** - Culture/Lifestyle Video

## AVA DIGITAL AWARDS

- Platinum - **2021 Annual Report**
- Gold - **Website Redesign**
- Platinum - **We Turned 50** Video
- Platinum - **Proud to Be the People's Bank** Video



# 50TH ANNIVERSARY Celebrations



2022 Customer Service Week



Labor Day Celebration



50th Anniversary and Customer Appreciation event in CNMI





## 50TH ANNIVERSARY Collaborations

Founded by a local entrepreneur, we understand what it means to be a dreamer. To honor the shared spirit of the guts and glory that comes with being a small business owner, we collaborated with several local entrepreneurs and embarked on relationships that intertwined our stories and histories. From Fresku, we joined with small business owner, Chris Reyes, to supply our employee base with locally designed uniforms to instill a sense of pride in our brand element, guåfak. We also worked with local artist, Scotty Snacks, who designed our limited edition 1972 shirt in honor of our 50th anniversary.

Further investing into future entrepreneurs of the island, Bank of Guam and Opaque joined together to design a space at the University of Guam's Center for Entrepreneurship and Innovation. In December 2022, we also collaborated with CROWNS Guam for a golf tournament at the Country Club of the Pacific, with proceeds benefiting the E-Society of the University of Guam.



CROWNS x Bank of Guam Collaborate





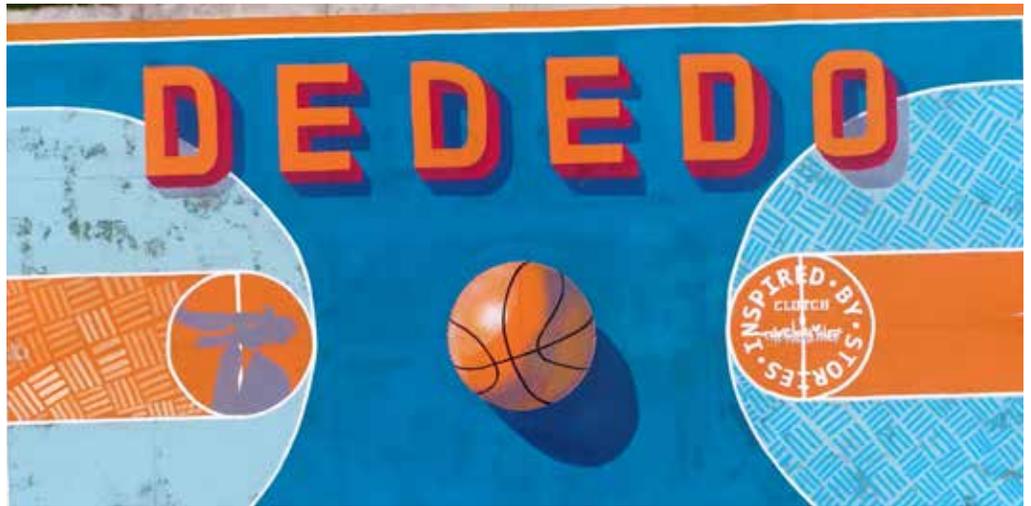
CROWNS x Bank of Guam Golf Tournament



Snacks Dept.



Opake Team



CLUTCH x Astumbo Basketball Court



University of Guam's Center for Entrepreneurship and Innovation Mural

## SPONSORSHIPS & DONATIONS

# Impact Report

### CULTURE, ARTS & MUSIC

Art engages our people, culture strengthens our community, and music sets the mood. While fundamental to who we are, it transcends barriers, and connects us all.

We're proud to celebrate local storytellers who bring people together through their art and creativity. Beautiful murals, local programming and live concerts uplift our spirits but most importantly, showcases what make our island communities so special. Our contributions focus on helping artists thrive and inspiring future generations.



*Basketball is Art*

**40** ACTIVITIES  
**\$124,682**  
TOTAL SPONSORSHIPS



### CAUSES & CIVIC ORGANIZATIONS

Partnering with local non-profits and civic organizations has helped to strengthen our mission. Supporting worthy causes has opened our mindsets, enlightened our employees, and fostered deep connections with community heroes and warriors.

We are committed to giving back. Thank you to our community partners for allowing Bank of Guam to see your mission in action.



*Corporate Holiday Giving*



*Wreaths Across America*



*Operation Christmas Drop*

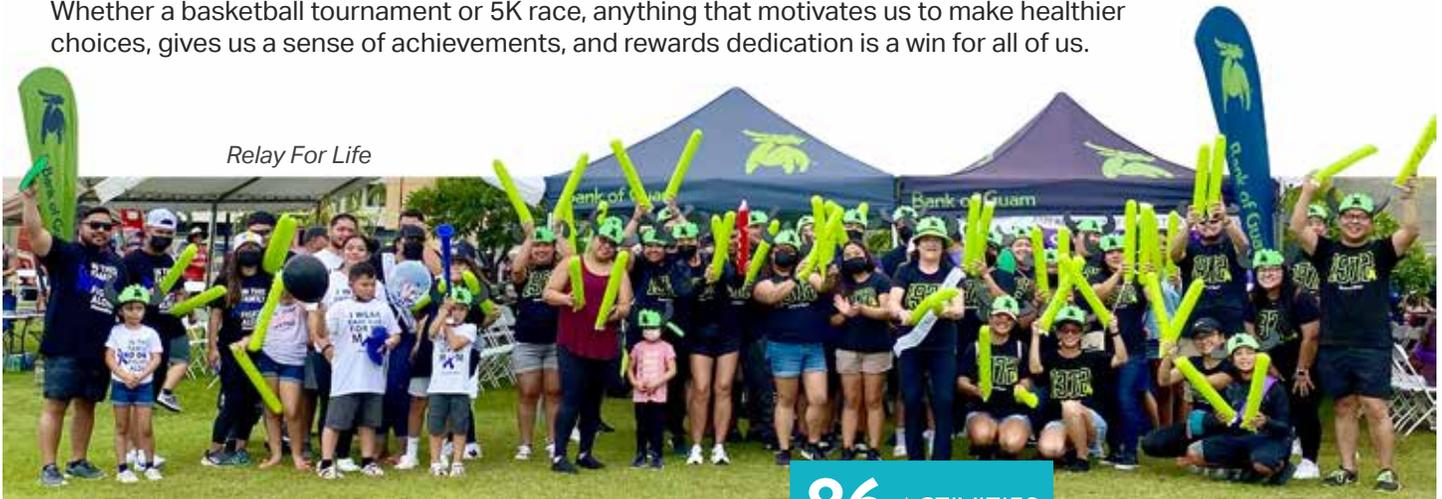
**40** ACTIVITIES  
**\$71,452**  
TOTAL SPONSORSHIPS



## HEALTH AND WELLNESS

Taking care of your mind and body help people prosper and live a happier life - this remains a priority for our familia. We are committed to supporting our healthcare heroes, all-star athletes, and wellness warriors who promote health and prosperity in our communities through various activities.

Whether a basketball tournament or 5K race, anything that motivates us to make healthier choices, gives us a sense of achievements, and rewards dedication is a win for all of us.



Relay For Life



Ina Wellness Fest

**86** ACTIVITIES  
**\$254,127**  
 TOTAL SPONSORSHIPS



## YOUTH EDUCATION & EMPOWERMENT

We are committed to empowering young minds to believe and dream BIG. Investing in the communities we serve includes providing our youth with what they need to succeed.

Supporting educational endeavors has always been close to our hearts. It has brought us joy to partner with organizations and help them achieve their mission of making significant impacts with our youth. Most importantly, we are inspired by the excitement and eagerness of our youth to learn and collaborate - and look forward to all their creative ideas.

**41** ACTIVITIES  
**\$190,357**  
 TOTAL SPONSORSHIPS



## LIFE SCHOLARSHIPS

### IFIT SCHOLARSHIPS



Rownel Coloma



Vivien Liu



Michelle Onejeme



Kiran Toh



Tilo Trux



Ella Fedenko

Ha'ani Bettis

## CORPORATE SOCIAL RESPONSIBILITY

Making a positive impact in our island communities has always been at the heart of Bank of Guam. In fact, serving our people and providing opportunity is part of the very foundation of our existence - Corporate Social Responsibility just made it sound official.

The pandemic may have shifted the way we do business, but also offered opportunities on how we can make more genuine and innovative contributions. In our 50th year and beyond, we are transforming what it means to be socially responsible beyond financial contribution but through meaningful partnerships, promoting financial literacy and empowerment, and protecting our environment.

12 ACTIVITIES

\$72,385

TOTAL SPONSORSHIPS



## Financial Empowerment

Throughout 2022, the Bank continued its commitment to community development services. These services include ongoing and active participation on boards and committees of local community organizations, assistance to non-profit organization, as well as financial literacy seminars.

With a focus on financial literacy, employees also went out to the community and provided presentations to varying audiences, with the goal to impart knowledge and better understanding on how to make sound financial decisions. These audiences included low-to-moderate income neighborhoods, public middle and high schools, areas identified by mayors as having little to no access to digital resources, and non-profit organizations.

With their minds set on the future, our Corporate Social Responsibility (CSR) team worked hard to develop the blueprint for the Bank's five-year CSR strategic plan. This plan, with a goal to identify key goals for the coming years, was guided by experience, feedback from various stakeholders, and a Steering Committee composed of ten employees. **Three key areas were established along with milestones to guide their progress.**



- Empowering employees to make informed and sound financial decisions
- Empowering young adults to make informed and sound financial decisions
- Reducing the Bank's paper recycling and electricity burdens



874

Community Development Hours



833

Lives Impacted



398

Sessions



Understanding **SMART Goals**

**MONEY TIP**  
Setting goals helps prevent distractions.

- S** Specific
- M** Measurable
- A** Achievable
- R** Realistic
- T** Time-bound

Making **Money Grow**

- ❖ **Compound interest** is powerful because it is interest that earns interest
- ❖ A \$100 deposit that earns 5 percent annual interest will be worth \$105 after 12 months
- ❖ Over the next 12 months, that \$105 will earn interest. That is interest earning interest.

# Founder's Day of Giving

The the second year in a row, the Bank celebrated our Founder's Day of Giving by coming together and volunteering. Community projects were carried out throughout the region with an emphasis on local safety, island beautification as well as childhood literacy.



Guam's clean-up collected over  
**9,000lbs.**



Volunteer hours logged over  
**700hrs.**



**186**  
Employee Volunteers



**3** Cleanup Zones



- Zero Down Subdivision in Yigo
- NCS Bike/Walk Trails in Dededo
- Hemlani Apartments in Harmon



**"Keep Trail Clean"**  
Environmental Signage  
at NCS Bike/Walk Trails



**3** Tiny Libraries



at Zero Down Subdivision,  
Hemlani Apartments, and Gil Breeze





# We go above and beyond to help you do the unexpected.

We are TASI® Bank, a division of the Bank of Guam® and rebels in the way we approach modern-day banking. We are proud to be a Minority Depository Institution (MDI), working with small business owners throughout the West Coast who empower their communities through big ideas and bigger initiatives.

## OUR MISSION

**TASI® Bank is the Maverick of community banking, challenging the market for the good of our clients. We have the courage to take risks and are the approachable experts in small business banking and commercial lending.**

**We build value by providing our clients and prospects the best banking services in the region. As Mavericks, we love challenging the rules. Especially when they're confining, confusing, outdated, or ineffective. We are convicted by our vision and ideas.**

**We bring a fresh, client-focused approach to small business and commercial lending. From product design through application, to how we make decisions and disburse, our clients' needs always lead the way.**



## Hafa Adai Shareholders,

As we look back on the year 2022, I am pleased to report that our TASI Bank division had an exceptional year. Despite the challenges presented by the ongoing Covid pandemic, our team has worked tirelessly to achieve remarkable results.

I am thrilled to share that TASI Bank originated \$128 million in loans over the course of the year and onboarding eight new top 100 relationships. This represents a significant increase from last year's loan originations and is a testament to our team's hard work and dedication.

Perhaps even more impressive is the fact that we have maintained a 0% delinquency rate throughout the year. This is a remarkable achievement in the current economic climate, and it is a testament to the quality of our loan portfolio and the rigorous underwriting standards that we maintain.

Our success this year is the result of a team effort. I want to extend my heartfelt thanks to every member of TASI Bank and the Bank of Guam for their hard work, dedication, and commitment to excellence. I am proud of what we have accomplished together and look forward to continuing to build on this success in the years to come.

As we move forward, we remain committed to delivering the highest level of service to our clients while maintaining our focus on responsible lending practices. We are confident that TASI Bank will continue to thrive and achieve even greater success in the years ahead.

Thank you for your ongoing support.

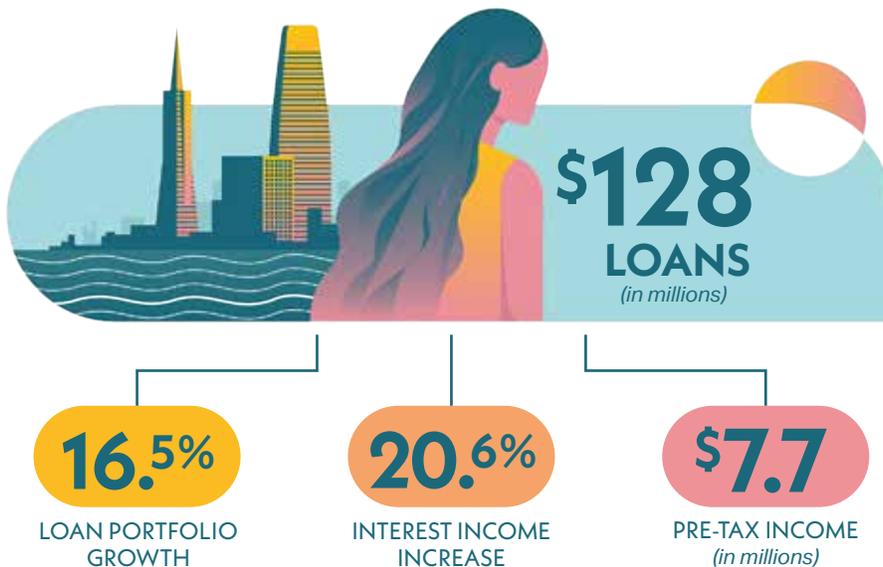
Sincerely,

**J. David Joves**  
President



**J. David Joves**  
President

## TASI® BANK Our Numbers





A sunset over a body of water with a fishing net in the foreground. The sky is filled with warm, orange and yellow light, and the water reflects the colors. A fishing net is visible in the foreground, partially obscuring the view of the water and sky.

**“THE FUTURE OF  
THIS BANK IS IN  
GOOD HANDS.”**

# Senior Management



**Joyce B. Miyashita**  
Senior Vice President,  
Chief Credit Officer



**Josephine L. Mariano**  
Senior Vice President,  
Chief BSA & Central Operations Officer



**Danilo M. Rapadas**  
Senior Vice President,  
General Counsel & Chief Risk Officer



**J. David Joves**  
President,  
TASI Bank



**Theresa C. Obispo**  
Senior Vice President,  
Chief Human Resources Officer



**Lesley-Anne Leon Guerrero**  
Senior Vice President,  
Chief Experience Officer



**Janice R. Chargualaf-Quichocho**  
Senior Vice President,  
Chief Retail and Card Services Officer



**Keven F. Camacho**  
Senior Vice President,  
Chief Sales Officer



**Matthew E. Limtiaco**  
Senior Vice President,  
Chief Technology Officer



**Symon A. Madrazo**  
Senior Vice President,  
Chief Financial Officer

BANK OF GUAM®

# Visionary Leaders



**Joaquin P.L.G. Cook**  
President &  
Chief Executive Officer

**Maria Eugenia H. Leon Guerrero**  
Executive Vice President  
& Chief Operating Officer

## *Best Wishes to our Retirees!*

We give our endless thanks to Jackie Marati, our Chief Communications & Corporate Social Responsibility Officer for her 23 years of service to Bank of Guam and the community.

Jackie led with heart and grace as she ushered in a new era of community involvement and sustainability for the Bank.



The Bank would not be what it is today without the passionate and loyal leadership of William "Bill" Leon Guerrero. As the former Chief Operating Officer, the work he did was integral to the growth and success of the People's Bank.

After 37 years with Bank of Guam, we continue to look to Bill to lead us with same innovation and determination as our chairman of BankGuam Holding Company.

## In Memoriam



### Ernest Villaverde

"Ernie", Bank of Guam's first Chief Technology Officer, passed away on September 1, 2022 at the age of 63. Joining the Bank Familia in 2003, Ernie's contribution was invaluable as he worked to guide our progress and digital strategy. His work continues to guide us well into the future and for that, we are grateful.



Bank of Guam® Founder  
**Jesus S. Leon Guerrero and Family**