



A message from the President

I am sad to report that Abraham Gerber, one of the founding members of our Board of Directors, passed away. Abe, who served practically all of his years on the Board as Chairman of the Bank's Audit Committee, made a valuable contribution to our success. He will be greatly missed.

We are proud to announce the opening of our office at the Lands of the President in West Palm Beach. The initial response by residents has been excellent. Liz Weiner, the Manager who worked in that office for six years prior to joining Regent Bank, is well known in the community.

In April, the West Palm Beach office hosted a reception honoring Lois Frankel, Mayor of West Palm Beach, for the Executive Women of the Palm Beaches, the National Coalition of 100 Black Women, and the Women's Chamber of Commerce of Palm Beach County. It was an opportunity for us to introduce the Bank to the members of these three important women's organizations.

We continue to look for experienced lenders and managers who favor the community bank approach to commercial banking. If you are aware of anyone who might be interested, let us know.

On behalf of the Board of Directors, our Advisory Boards, and the staff of Regent Bank, we would like to, once again, thank our customers for choosing Regent Bank and for recommending us to friends and business associates. We appreciate your confidence and we value your business.

Best regards,

Cyril S. Spiro



Regent Bank

Today's Banking in Yesterday's Tradition

Second Quarter 2004

Meet Richard Gray

"When I joined Regent Bank in September 1997, I agreed to stay five years. But I'm still here, having a good time working with a great organization. It keeps me physically and mentally alert - and young," smiled Richard Gray, Executive Vice President.

Banking has been Richard's life. He will celebrate 54 years in banking this June. "I was born in Sayville, Long Island, and started in 1949 as an office boy at Bowery Savings Bank in New York. I worked at entry level positions of Clerk and Junior Teller, then left to go on active duty during the Korean War as a member of the National Guard. I was commissioned Second Lieutenant in 1951 and retired as Lieutenant Colonel."



Richard Gray, Executive Vice President

"After returning to New York, I worked for First National Bank of Bay Shore, Long Island, for 14 years moving up from Teller to Manager. I then left to join Security National Bank as Vice President and Regional Manager," Richard continued. "Early in my career I took many courses at the American Institute of Banking and eventually became an instructor for them. I ultimately became chairman of the Long Island Division of the New York State Bankers Association."

"My career in New York later concluded as President and Chief Operating Officer of Bank of Long Island, NA. In 1984 I came to Miami and became President and CEO of Sunset Financial Corp. and Sunset Commercial Bank."

"With an investment group, I organized Flamingo Bank in 1988 and then merged it with Pointe Federal Savings & Loan in 1994. We ran as two banks under one holding company until 1997, when Pointe Bank emerged. Shortly thereafter I joined Sid, whom I had known from our CEO meetings. We have a mutual respect for one another and share a significant set of prudent principals as to how a bank should be run for the benefit of depositors and shareholders."

"I have three married sons, seven grandchildren, two step children and two step grandchildren," Richard said proudly. "My wife Carole and I live in Fort Lauderdale at Portofino on the Intracoastal. We also enjoy our home at Beech Mountain in North Carolina's Blue Ridge Mountains and like hiking and skiing. When you're 70 you get a free season ski pass," he smiled.

"I belong to many civic and charitable organizations," Richard noted. "There is always an opportunity to talk about why Regent is so great and share our philosophy of Today's Banking In Yesterday's Tradition."

Commercial Customers Appreciate Personal Service

Regent Bank managers stress that personalized service is one of the main benefits Regent Bank provides its commercial customers. "In addition to working closely with our customers, we give them the option of bringing the Bank to their office with Internet banking and the courier service," said Marilyn Abrams, Boca Raton Manager.

"Internet banking includes cash management, bill pay, access to statements, and wire transfers, with prompt confirmation that's vital in business," added Davie/Plantation Manager Carolyn Cruz. "Customers can get copies of items processed in their account and, with check imaging, can see the front and back of a check. In addition, our direct deposit payroll service saves customers time and money."

"We don't try to sell customers products and services they don't need," added Kim Serra-Rivera, Fort Lauderdale Manager. "We tailor our services to each company's specific needs," Kim continued. "At Regent Bank, live people answer the phone. We know our customers by name and vice versa."

"A variety of checking accounts is available, as are money market and savings accounts," Kim pointed out. "Overdraft protection can link account to account, or to a line of credit, which will automatically sweep funds into the overdrawn account." "Plus, when a business has both operating and money market accounts, they can automatically sweep funds in excess of a pre-determined level in their operating account into their money market account," Marilyn added.

"We offer secure storage for computer back-up tapes and/or discs," said Carolyn. "Tapes and/or discs are picked up by a Bank courier, brought to the Bank for storage, and returned upon request." "Merchant services are another benefit," Marilyn added. "Once an account is established, transactions can be automatically credited to the customer's operating account."

"Full-service commercial lending includes, among others, working capital lines of credit, equipment loans, equipment leasing, construction loans, commercial mortgages and SBA loans," Carolyn noted. "Lending decisions are made locally," Kim added. "The person a customer meets regarding a loan is one of their primary contacts with the Bank, not only during the loan approval process, but for any and all future needs. Relationship banking is the underlying thrust of Regent Bank's approach to customers."

"It makes a big difference that staff has ready access to senior management," Marilyn remarked. "And, when customer needs require senior management, they can speak to management directly. We get to know our customers and their business; and we respond quickly."

Regent Bank Business Partner

Ireland's Inn Beach Resort is a Fort Lauderdale Landmark

Family owned and operated for nearly five decades, Ireland's Inn was one of Fort Lauderdale's first beach resorts. Situated directly at the ocean's edge, between Sunrise and Oakland Park Boulevards, the hotel currently encompasses 95 rooms, 3 swimming pools and 450 feet of beach front. The hotel acquired Ireland's Beachside in 2001, which has 20 guest suites and houses its corporate offices.

"My parents, Lillian and Bill Ireland, and I started in the hotel business in May of 1956," said Jack Ireland. Today, Jack's son-in-law, Andy Mitchell, is Director/Owner of Ireland's Inn managing the day-to-day operations of the hotel and future development of the property.

Kathy, Jack Ireland's daughter, met Andy 34 years ago and both have now returned to the hotel as the third generation managing the family business. "It's good to be back and involved after being away for over 30 years," Kathy said. "It's an exciting business and I currently do everything from decorating to coordinating the new landscaping as well as event planning - especially weddings and reunions on the Ocean Terrace. Ireland's Inn is

featured as an ideal wedding location by several leading publications, including 'The Knot'."

manufacturing and upholstery businesses in the world."



**Jack Ireland, Kathy Mitchell and Andy Mitchell of
Ireland's Inn**

"I grew up in Jacksonville," Andy added. "Kathy and I have enjoyed a busy lifestyle living all over the country. I had the opportunity to travel globally as part owner and Divisional President of one of the largest furniture

"I believe we have been successful all these years because our customer comes first," Jack said. "We provide what people want in an intimate, family atmosphere with a personal touch." "Seventy percent of our clients are return guests...it is all about service and attention to detail," Kathy pointed out. "Many of our employees have been here for a long time; one for 32 years. Our customers like to see familiar faces on their return visits and one of our servers even remembers what each of his customers order year after year," Kathy continued. "Our food quality is excellent. Our events are treated like a dinner party and the food is prepared at the time it is ordered," she added.

"Customer service comes first with Regent Bank, too," Andy said. "We interviewed Regent Bank President, Sid Spiro, since it is important for us to work with a bank that has the same attitude we do. In the hotel business there is an ebb and flow of cash and it is essential to us that our bank understands this," he added.

"Our experience with Regent Bank is excellent. We primarily work with Brian Faust and with Sid, but everyone is helpful. We use their Internet banking service and we have business and investment accounts. Regent Bank has been willing to work with us and they were involved in our reconstruction financing. Regent Bank's strategic plan matches our style of business at Ireland's... the personal touch." 🍷



*Call or visit any
Regent Bank
office to become
a Regent Bank
Business Partner*

Boca Raton 5255 North Federal Highway 561-999-5100
Davie/Plantation 2205 South University Drive 954-474-5000
Fort Lauderdale 1100 SE Third Avenue 954-765-5500
West Palm Beach 1572 Palm Beach Lakes Blvd. 561-242-3400
www.regentbank.com

