CHAPTER ADMINISTRATOR INFORMATION GUIDE:
WHO’S WHO AT RMA?

GENERAL CHAPTER INQUIRIES

Please contact Damaly Brown, Chapter Coordinator, Chapter Development, at dkbrown@rmahq.org or 215-446-4053 for the following:

➢ Membership reports (all associates, institution members, new, resigned, unpaid, CRCs).
➢ Membership net figures.
➢ Updates on open enrollment registrations.
➢ Hosts seat registrations.
➢ Chapter website help (PayPal setup, setting up Web admins, etc.).
➢ Chapter tracking updates (call attendance, tax filings, updated bylaws, etc.).
➢ Regional conference calls information.
➢ Chapter open enrollment history reports.
➢ Product box requests (fliers and brochures).

Please contact Anna Shuman, Associate Manager, Chapter Development, at ashuman@rmahq.org or 215-446-4051 for the following:

➢ Chapter Planning Guide
➢ Article Writing Competition
➢ Chapter Leaders Conference
➢ Available resources
➢ Speaker requests
➢ Academic Program

Please contact Laura Ridner, Associate Director, Chapter Development, at lridner@rmahq.org or 267-342-1026 for the following:

➢ Scheduling open enrollment courses.
➢ Chapter governance (Bylaws, Articles of Incorporation, Affiliation Agreements).
➢ Chapter strategy related issues (chapter revitalizations, succession planning).
➢ Other issues not noted above.

If you are unsure of who to contact, please contact the Chapter’s Shared Mailbox at rmachapters@rmahq.org to be directed.
OPEN ENROLLMENT CLASS INQUIRIES

Please contact our Registrar at registrar@rmahq.org or 800-677-7621 for the following:

➢ Processing open enrollment registrations.
➢ Switching registrants in a class.
➢ Cancelling a registrant from a class.
➢ Refund/credit for classes.
➢ Registration pricing issues.

Please contact Terri Garner, the seminar coordinator, at tgarner@rmahq.org or 215-446-4015 for the following:

➢ Site form submissions
➢ Instructor contact information
➢ Registrant lists
➢ Open enrollment cancellations
➢ Deadline extension request

MEMBERSHIP INQUIRIES

Please contact our Membership Department at member@rmahq.org or 800-677-7621 for the following:

➢ Membership application processing.
➢ Processing new memberships.
➢ Invoices for memberships.
➢ Member-Get-a-Member program inquiries.
➢ List of associates at a specific bank.
➢ Checking the status of submitted applications.

ACCOUNTING INQUIRIES

Please contact our Accounting Department at rmaar@rmahq.org for the following:

➢ Chapter payouts
➢ Chapter dues
➢ Missing checks
➢ Updating the chapter bank account/treasurer.

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# RELATIONSHIP MANAGERS

## BANKS IN NORTH AMERICA

(Assets $1 Billion–$60 Billion)

<table>
<thead>
<tr>
<th>MID- ATLANTIC</th>
<th>MIDWEST</th>
<th>MOUNTAIN WEST</th>
<th>NORTHEAST &amp; CANADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandy Sutermaster</td>
<td>Thomas “TJ” Parker</td>
<td>Kelly Scott</td>
<td>Tom Holbik</td>
</tr>
<tr>
<td><a href="mailto:ssutermaster@rmahq.org">ssutermaster@rmahq.org</a></td>
<td><a href="mailto:tparker@rmahq.org">tparker@rmahq.org</a></td>
<td><a href="mailto:kscott@rmahq.org">kscott@rmahq.org</a></td>
<td><a href="mailto:tholbik@rmahq.org">tholbik@rmahq.org</a></td>
</tr>
<tr>
<td>(412) 787-5625</td>
<td>(267) 205-3242</td>
<td>(484) 478-3233</td>
<td>(215) 833-8258</td>
</tr>
</tbody>
</table>

- Delaware
- New Jersey
- New York
- Pennsylvania
- Delaware
- Illinois
- Indiana
- Kentucky
- Michigan
- Ohio
- Wisconsin
- Alberta
- British Columbia
- Colorado
- Iowa
- Kansas
- Manitoba
- Minnesota
- Missouri
- Montana
- Nebraska
- North Dakota
- Saskatchewan
- South Dakota
- Wyoming
- Connecticut
- Maine
- Massachusetts
- New Hampshire
- Newfoundland & Labrador
- Nova Scotia
- Ontario
- Prince Edward Island
- Quebec
- Rhode Island
- Vermont

## SOUTHEAST

<table>
<thead>
<tr>
<th>Jamie Jones</th>
<th>Carly Edmondson</th>
<th>Larry Snyder</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:jjones@rmahq.org">jjones@rmahq.org</a></td>
<td><a href="mailto:cedmondson@rmahq.org">cedmondson@rmahq.org</a></td>
<td><a href="mailto:lsnyder@rmahq.org">lsnyder@rmahq.org</a></td>
</tr>
<tr>
<td>(267) 205-3241</td>
<td>(267) 968-8907</td>
<td>(541) 280-0000</td>
</tr>
</tbody>
</table>

- Alabama
- Florida
- Georgia
- Maryland
- North Carolina
- Puerto Rico
- South Carolina
- Tennessee
- Virginia
- West Virginia
- Arkansas
- Louisiana
- Mississippi
- Oklahoma
- Texas
- Alaska
- Arizona
- California
- Hawaii
- Idaho
- New Mexico
- Nevada
- Oregon
- Utah
- Washington

## BANKS IN NORTH AMERICA

(Assets under $1 Billion)

- Mark Burgoon
  - mburgoon@rmahq.org
  - (215) 446-4031

## BANKS IN NORTH AMERICA

(Assets $60 Billion–$250 Billion)

- John Baier
  - jbaier@rmahq.org
  - (503) 325-2602

## BANKS IN NORTH AMERICA

(Assets over $250 Billion)

- William Truscott
  - btruscott@rmahq.org
  - (215) 446-4130

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