



## CHAPTER ADMINISTRATOR INFORMATION GUIDE: WHO'S WHO AT RMA?

### GENERAL CHAPTER INQUIRIES

Please contact **Damaly Brown**, Chapter Coordinator, Chapter Development, at [dkbrown@rmahq.org](mailto: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](mailto: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](mailto: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](mailto:rmachapters@rmahq.org) to be directed.



## OPEN ENROLLMENT CLASS INQUIRIES

Please contact our **Registrar** at [registrar@rmahq.org](mailto: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](mailto: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](mailto: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](mailto:rmaar@rmahq.org) for the following:

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



## RELATIONSHIP MANAGERS

### BANKS IN NORTH AMERICA

(Assets \$1 Billion–\$60 Billion)

| MID-ATLANTIC   | MIDWEST  | MOUNTAIN WEST   | NORTHEAST & CANADA  |
|--|--|---|---|
| Sandy Sutermeister<br><a href="mailto:ssutermeister@rmahq.org">ssutermeister@rmahq.org</a><br>(412) 787-5625 | Thomas “TJ” Parker<br><a href="mailto:tparker@rmahq.org">tparker@rmahq.org</a><br>(267) 205-3242 | Kelly Carr<br><a href="mailto:kcarr@rmahq.org">kcarr@rmahq.org</a><br>(484) 478-3233  | Tom Holbik<br><a href="mailto:tholbik@rmahq.org">tholbik@rmahq.org</a><br>(215) 833-8258  |
| Delaware<br>New Jersey<br>New York<br>Pennsylvania   | Illinois<br>Indiana<br>Kentucky<br>Michigan<br>Ohio<br>Wisconsin                                 | Alberta<br>British Columbia<br>Colorado<br>Iowa<br>Kansas<br>Manitoba<br>Minnesota<br>Missouri<br>Montana<br>Nebraska<br>North Dakota<br>Saskatoon<br>South Dakota<br>Wyoming | Connecticut<br>Maine<br>Massachusetts<br>New Hampshire<br>Newfoundland &<br>Labrador<br>Nova Scotia<br>Ontario<br>Prince Edward Island<br>Quebec<br>Rhode Island<br>Vermont |

| SOUTHEAST  | SOUTH CENTRAL   | WEST   |
|--|---|--|
| Jamie Jones<br><a href="mailto:jjones@rmahq.org">jjones@rmahq.org</a><br>(267) 205-3241  | Carly Edmondson<br><a href="mailto:cedmondson@rmahq.org">cedmondson@rmahq.org</a><br>(267) 968-8907 | Larry Snyder<br><a href="mailto:lsnyder@rmahq.org">lsnyder@rmahq.org</a><br>(541) 280-0000                 |
| Alabama<br>Florida<br>Georgia<br>Maryland<br>North Carolina<br>Puerto Rico<br>South Carolina<br>Tennessee<br>Virginia<br>West Virginia | Arkansas<br>Louisiana<br>Mississippi<br>Oklahoma<br>Texas   | Alaska<br>Arizona<br>California<br>Hawaii<br>Idaho<br>New Mexico<br>Nevada<br>Oregon<br>Utah<br>Washington |

| BANKS IN NORTH AMERICA<br>(Assets under \$1Billion)  | BANKS IN NORTH AMERICA<br>(Assets \$60 Billion–\$250 Billion)                          | BANKS IN NORTH AMERICA<br>(Assets over \$250 Billion)   |
|--|--|---|
| Mark Burgoon<br><a href="mailto:mburgoon@rmahq.org">mburgoon@rmahq.org</a><br>(215) 446-4031 | John Baier<br><a href="mailto:jbaier@rmahq.org">jbaier@rmahq.org</a><br>(503) 325-2602 | William Truscott<br><a href="mailto:btruscott@rmahq.org">btruscott@rmahq.org</a><br>(215)446-4130 |

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