

BankDirector.

Breakout 7:
**From Local Roots to
National Reach: How an
Award-Winning Bank
Expanded in 72 Days**

Nikhil Lakhanpal

Narmi Inc.

Jill Castilla

Citizens Bank of Edmond

#A0BA24



From Local Roots to National Reach: How an Award-Winning Bank Expanded in 72 Days

Sunday, January 28 | 3:15 - 3:55PM



Nikhil Lakhanpal
Co-Founder
Narmi



Jill Castilla
CEO & President
Citizens Bank of Edmond

Building an award-winning bank



AMERICAN BANKER

THE MOST POWERFUL WOMEN IN BANKING 2023

The Most Powerful Women in Banking: No. 18, Jill Castilla, Citizens Bank of Edmond

For four consecutive years

Location

Edmond, Oklahoma

Assets

\$358M

Branches

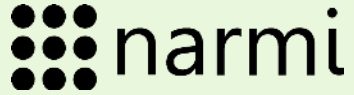
3 branches & 1 digital-only brand

Core

Jack Henry Silverlake

Products

Consumer & Business Account Opening



Citizens

72 Days



How did Citizens Bank of Edmond go live in 72 days?



"Castilla can't recall any project involving a vendor wrapping up on time in her 20-plus years in the industry."

"The project took 72 days, finishing right on schedule. Such a swift turnaround was a surprise to us."



Jill Castilla • Following

President and CEO, Citizens Bank of Edmond

1w • 🌐



Community bank partners can be the key to our long-term survival or the reason for our defeat. Our partnership with [Narmi](#) is the perfect example of how small banks can innovate in collaboration with a fintech - truly magic can happen! Big thank you to [Nikhil Lakhanpal](#) and team, [Citizens Bank of Edmond](#) team (special shout-out to [Jennifer](#)

AMERICAN BANKER

AUTOMATION

Small-bank rarity: A digital launch that happened on time

What financial institutions should consider when starting on a digital expansion journey:

1



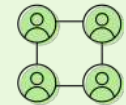
Balance community touch with digital growth

2



Look for a provider with a track record of proven implementations

3



Empower internal teams to take ownership of projects

The Narmi Team would love to connect with you.

Where to find us:

Meet us in the **Exhibit Hall, Table 29** or reach out to us at contact@narmi.com to learn more.



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Scan here to fill out
the evaluation for
this session.



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