



May 2, 2019

Federal Reserve Bank of Richmond
P.O. Box 27622
Richmond, VA 23261
FDIC Atlanta Regional Office
10 10th Street, NW, Suite 800
Atlanta, GA 30309-3849

To Whom It May Concern:

This letter is intended to provide comment and perspective on behalf of the Chimes Family of Services regarding our support for the merger between BB&T and SunTrust Bank.

For more than 70 years, Chimes has provided a wide variety of services for people with disabilities throughout six mid-Atlantic states and beyond. Chimes is a large, multifaceted organization that has a variety of complex financial needs and an annual budget of approximately \$195 million. For nearly a decade, BB&T has served as a trusted banking and financial services partner for Chimes, working with us on banking and treasury support services in all the states in which Chimes operates.

Chimes' relationship with BB&T goes beyond a simple vendor/client arrangement. The team at BB&T takes time to learn and understand our organization and our specific needs, well beyond dollars and cents. They realize the challenges we face and are always willing to go above and beyond to meet our sophisticated and evolving needs.

Over the years, BB&T has leveraged their knowledge and expertise to help Chimes in numerous ways. Some specific examples include:

- BB&T assisted in a \$10 million consolidation of Chimes' mortgage portfolio that has improved our monthly outlays as well as created a fully amortizing facility that has put Chimes on a trajectory towards emerging from our mortgage debt on current real estate in 15 years.

About Chimes:

Chimes Family Services offers a wide range of programming, including day habilitation, residential, educational, vocational and employment for people with disabilities as well as behavioral health services and supports for nearly 20,000 individuals annually in six mid-Atlantic States.

Chimes distinguishes itself from other disability service providers through its unique emphasis on client-centered, evidence-based program design.

We see potential in everyone, and we've proven adept at helping our individuals achieve that potential.

- BB&T has provided Chimes with short-term capital that has allowed us to meet acute needs in the expansion of operations and employment base. As funding for services for people with intellectual and developmental disabilities remains fixed or shrinks over time, Chimes often has needs for temporary funding for unexpected expenditures. Our team at BB&T helped us establish a \$23 million revolving line of credit that provides working capital in support of our operations.

Our work with BB&T has continued to be vetted and tested through our governance processes and we are extremely pleased with the value this relationship provides to us.

Chimes has experienced how an increase in size and scale can be beneficial for organizations like ours and other businesses as well. It is our view that increased size and scale has many benefits in the banking world as well. We are confident that the merger between BB&T and SunTrust Bank will only serve to enhance the offerings and level of services they can provide to Chimes and other customers.

We are grateful for our relationship with BB&T and the support they have offered Chimes over the years in supporting our various fundraising campaigns in addition to supporting numerous other worthy causes on a local and regional level over the years.

Thank you for your consideration of our input on this matter as we express our support for the merger between BB&T and SunTrust Bank. If you need more information or have any questions, please feel free to reach out to Gail Rossmark at grossmark@chimes.org or 410.356.4944.



Terence G. Blackwell, Jr., BCBA
President and Chief Executive Officer



Steve DaRe
Chief Financial Officer

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