

## Economic Engines Honoree

Category: Services



**Johnson Bank**  
www.johnsonbank.com



Photos: Johnson Bank



Johnson Bank prides itself on its customer retention rate.

Originally established in 1973 in Wisconsin, Johnson Bank entered the Arizona market in 1989. The bank, with additional locations in Switzerland, provides banking, investments, insurance, trust and asset management services. It has nearly 1,300 employees worldwide, 116 of whom are in Arizona. Johnson Bank serves communities throughout the Valley and in Tucson and Flagstaff, and has more than 600 commercial loan clients in 20 different industries.

Johnson Bank has diligently worked to better the communities it serves. In fact, several low-income areas have been revitalized thanks, in part, to the New Market Tax Credit (NMTTC)

program passed by Congress in 2000. Through the program, Johnson Bank has contributed to the revitalization of the Stockyards and the Deer Valley Corporate Center. The Stockyards project preserved 50 jobs, with the potential to add another 200 jobs. Several businesses relocated to the Deer Valley Corporate Center, bringing 90 jobs to the area and creating additional opportunities for employment. Johnson Bank received funding through the program again in 2007, and is using the money toward the development of the Cotton Corporate Center, an office building in Phoenix. It also contributed to the revitalization of an area southwest of Loops 101 and 202.

The bank's client retention rate of 98.5 percent demonstrates its hard work and dedication to customers. Surveys conducted by an independent research group show that 93 percent of Arizona clients are satisfied with their overall experience with the bank, while 80 percent of business clients said they were "extremely satisfied."

The bank's dedication to the community is also evident in its involvement in local organizations, including Valley Partnership, Arizona Business Leadership, Arizona Association of Industries, Arizona Bankers Association, and various chambers of commerce, including Phoenix, Scottsdale, Mesa, Chandler, Tempe, Glendale and Peoria. Its employees are also active in the community. In 2007, employees contributed more than 6,000 hours of community service to organizations such as Habitat for Humanity, the American Heart Association, the American Cancer Society and the United Way.



Scott Cornelius is the regional president for Johnson Bank in Arizona.

Johnson Bank's client retention rate of 98.5 percent demonstrates its hard work and dedication to customers.



### Year Established

1973

### In Arizona: 1989

### AZ Employees

116