



2019 ANNUAL REPORT

 **Mountain West**
Small Business Finance



"We are so appreciative of Mountain West's step-by-step support through this whole process. This is our first building, so we had a lot of questions about the process, but Mountain West was incredibly patient and supportive."

— Candice Christiansen,
Owner, Namasté Center for Healing



"We've had a great experience working with Mountain West! The process has been smooth overall, and our interactions with their staff always felt like they knew us and cared about our business and our success. That means a lot, to have partners that are working for you to succeed."

— Sarah Sanders
Co-Founder, Executive Vice
President, Utah Behavior
Services, Inc.



"Our customers embrace the community feel of our coffeehouse and we work to keep that going. Everything we do, we try to support local. Our beans are local, our distributors are local. We use a local dairy and bakery."

— Leslie Corbett
Owner, Bjorn's Brew



"We would not have been successful without these amazing humans that we've interacted with...our former landlord, the former tenant in our new building, our banker, and MWSBF."

— Nikki Harris
Owner, A+ Elevators

LETTER FROM THE PRESIDENT

2019 was a year of many changes for Mountain West. We saw the retirement of three of our incredible, long-standing loan officers, each of whom have helped make us what we are. We've increased our partnerships with multiple agencies to provide new types of loans in order to increase our ability to meet the needs of small business owners. Doing so caused us to expand our small loans department to help with the demand. Because of these, we've had multiple personnel changes, whether from new hires or just internal shifting to help us create a more effective and efficient team.

Amid all these changes, Mountain West has kept our core values in sight: provide excellent customer service, foster an open and close-knit company culture, and help small business owners achieve their own "American Dream." In our annual report this year, we're focusing on just four of these small businesses, but we know the successes of these companies mirrors the successes of small businesses everywhere. These are the stories of hard work, of determination and perseverance. Mountain West is grateful to be able to play a role in the achievement of these, and many more small businesses throughout Utah and the surrounding states.

For the past several years, Mountain West's tagline has been "Growing Small Businesses, Jobs, Communities." We take this tagline to heart, knowing that with each loan, we are but one link in the chain. We help the business, which in turn helps create jobs, which then helps the community in ways we often can't even comprehend.

Two of the businesses we feature this year, Namasté Center for Healing and Utah Behavior Services, do incredible things for the well-being of their communities by providing vital healing and treatment for clients and their families. Bjorn's Brew, with their new coffeehouse, helps foster a sense of community and togetherness (along with helping many four-legged friends in the area). A+ Elevators owners Chris and Nikki Harris get the greatest satisfaction out of installing custom-built elevators into the homes of families who are suddenly faced with mobility issues and want to improve quality of life. Each of these companies helps so many people and Mountain West is happy to play our small part in that.

Sincerely,



John D. Evans
President, Mountain West Small Business Finance

SBA 504 LOANS: HOW SMALL BUSINESS GROWS

Unique Market Niche

- Targets the most dynamic and job-rich sector of our economy: small, independently-owned companies.
- Focuses on financing owner-occupied commercial real estate for small businesses.

The Advantages of Two Mortgages

- Loans are structured to have a first mortgage from a bank (usually 50 percent), a second mortgage 504 loan (usually 40 percent), and a minimum 10 percent down payment.
- Combines and provides expertise of both the Certified Development Company (CDC) and the bank.
- The 504 loan is fixed rate, typically below market rate for 10, 20, or 25 years.

What is a CDC?

- Provides a local source of marketing and expertise on 504 loans.
- Acts as the hub of the project: prepares all paperwork, coordinates activities of the financing participants.
- Services the 504 loans for the life of the loans.

Window to Wall Street

- 504 loans are funded through monthly pools of debentures, guaranteed by the SBA, giving small business borrowers access to the public capital markets represented by Wall Street.
- Enables small businesses to access capital at the lowest possible cost, allowing them to preserve working capital, grow faster, and create more jobs.

A Federal Small Business Program that Pays for Itself

The unique market niche, private expertise, the focused expertise of the CDC, the SBA guaranty, and the affordability of both the CDC services and the capital markets participation, all combine to provide 504 loans to borrowers at the lowest possible cost.

7a COMMUNITY ADVANTAGE LOANS

Mountain West Small Business Finance and Salt Lake Community College have partnered with Goldman Sachs 10,000 Small Businesses in Utah; a \$500 million initiative designed to help small businesses create jobs and economic growth by providing entrepreneurs with access to capital, a practical business education, and business support services. The program has already made a big impact for dozens off Utah small businesses.

Mountain West Small Business Finance is an equal opportunity provider and employer.



2019 LOANS BY THE NUMBERS



Rural: **39**



Women Owned: **39**



Minority Owned: **13**



Veteran Owned: **7**



Manufacturing: **8**

**YOU NAME THE BUSINESS OR INDUSTRY,
MOUNTAIN WEST SMALL BUSINESS FINANCE CAN FUND IT.**



NAMASTÉ CENTER FOR HEALING



Candice Christiansen, Owner



Namasté Center for Healing was founded in 2014 to provide top-of-the-line holistic care for people recovering from addiction and trauma. The name of the center was inspired by a trip owner Candice Christiansen took to Bali. In Balinese culture, the common greeting “Namasté” means, “I bow to the divine in you.” Christiansen was so moved by the incredible message, she used it to name the center because it perfectly reflects her desire to help those who suffer from complex trauma, intimacy, and attachment disorders get to an internal space where they can see and honor the divine in themselves.

The center has grown exponentially. While much of the focus is on intimacy and couples, Namasté also treats PTSD, eating disorders, grief, and relationship recovery. Namasté also helps autistic clients and their loved ones learn how to improve communication and relationships. Christiansen recognizes the need for diverse treatment methods, incorporating traditional weekly therapy, group sessions, intensive retreats, weeks-long courses, EDMR, and more. She firmly believes that in order to treat trauma and intimacy issues, you have to incorporate the body, especially to heal the issues long term.

In 2019, Namasté used an SBA 504 loan to purchase a new building, affording them more than double their previous square footage. The building has a cozy cottage feel, but has allowed the company to increase their number of treatment rooms and create a comforting place of peace and healing for their clients.

The new building has also allowed Namasté to incorporate other specialists into the center, namely a mindfulness/meditation teacher, holistic nutritionist, reflexologist/energy healer, and a yoga therapist. Adding these services helps Namasté meet their vision of being a full-service recovery center and helping their clients (and their families) heal their minds, bodies, and spirits.

Read more at mwsbf.com/namaste



Company: Namasté Center for Healing



Location: Millcreek, Utah



Founded: 2014



Purpose: Trauma recovery, healing, & therapy services



Employees: 5



Fast Fact: The company provides services to people from all over the world, with both individuals and couples coming to Namasté for 2- to 10-day day holistic trauma and intimacy intensives.



Website: namasteadvice.com



A+ ELEVATORS



Chris and Nikki Harris, Owners





Company: A+ Elevators



Location: Salt Lake City, Utah



Founded: 2009



Purpose: Elevator design, build & installation



Employees: 16



Fast Fact: The biggest elevator they've created can lift 30,000 pounds and is big enough to put a semi-truck on



Website: apluselevators.com



A+ Elevators does exactly what their name suggests: they design, manufacture and install top of the line elevators, most of them for private residences. The majority of their business caters to the ultra-wealthy (think multi-millionaires). These customers fly in from all over the world to work with A+ Elevators to design and custom build elevators to fit perfectly in their homes. Along with private residences, A+ also creates and installs industrial and commercial elevators, including clients such as Hill Air Force Base and Utah Valley University.

Most in-home elevators are standard sizes, meaning the home must be built around the elevator. Chris Harris, President and founder, focuses instead on making the elevators work with the home by custom fitting the size and using materials to match or complement the interior design.

Harris started the company in 2012 after the elevator company he worked for went out of business. Seeing the need in the market, he started A+ and worked out of his garage until he was able to lease his first building. The company kept growing, requiring Chris to bring on his wife Nikki to handle the administrative side of the company.

In 2017, their business hit a snag: they had more demand than they had space. With the help of an SBA 504 loan, they were able to purchase a bigger building, allowing them to more than triple their capacity and double their employees. Plus, purchasing the building let them to do an immediate remodel, helping them to create a top-of-the-line design center and showcase.

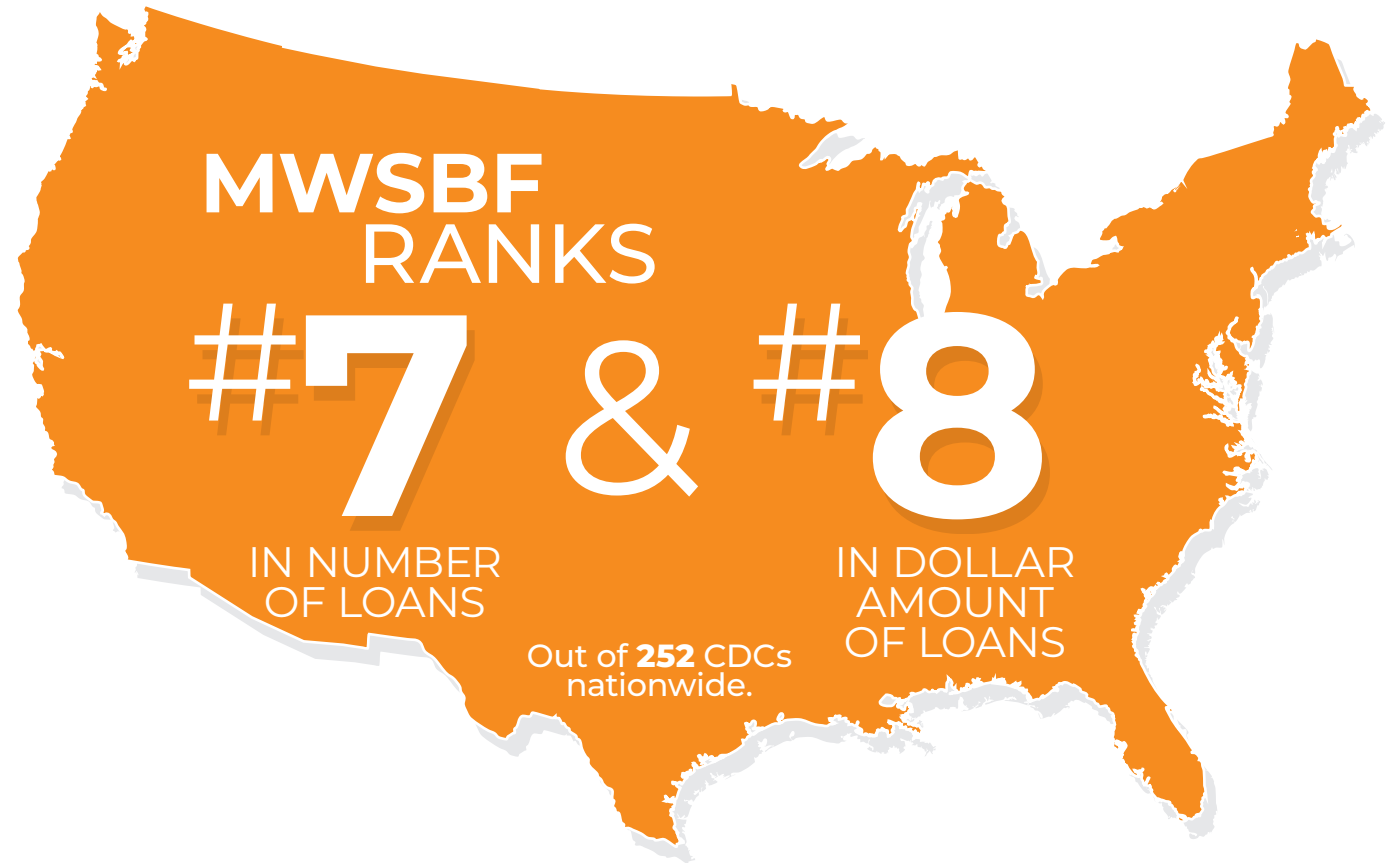
A+ currently serves six states in the Intermountain West, most recently expanding into Nevada. They plan on opening a second location in Las Vegas before the end of the year to assist with servicing calls while keeping the Salt Lake City location as their home base and showroom.

Read more at mwsbf.com/apluselevators

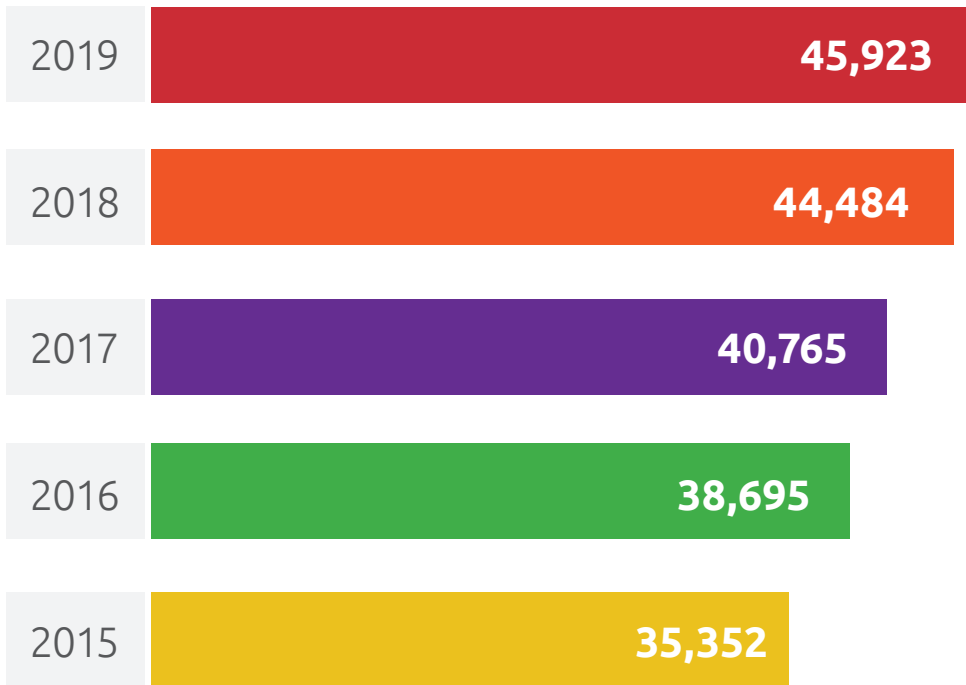
LOANS APPROVED

2019	Number of Loans: 189 Total of All Loans: \$133,938,000
2018	Number of Loans: 192 Total of All Loans: \$156,400,000
2017	Number of Loans: 179 Total of All Loans: \$128,576,000
2016	Number of Loans: 144 Total of All Loans: \$99,851,000
2015	Number of Loans: 132 Total of All Loans: \$92,784,000

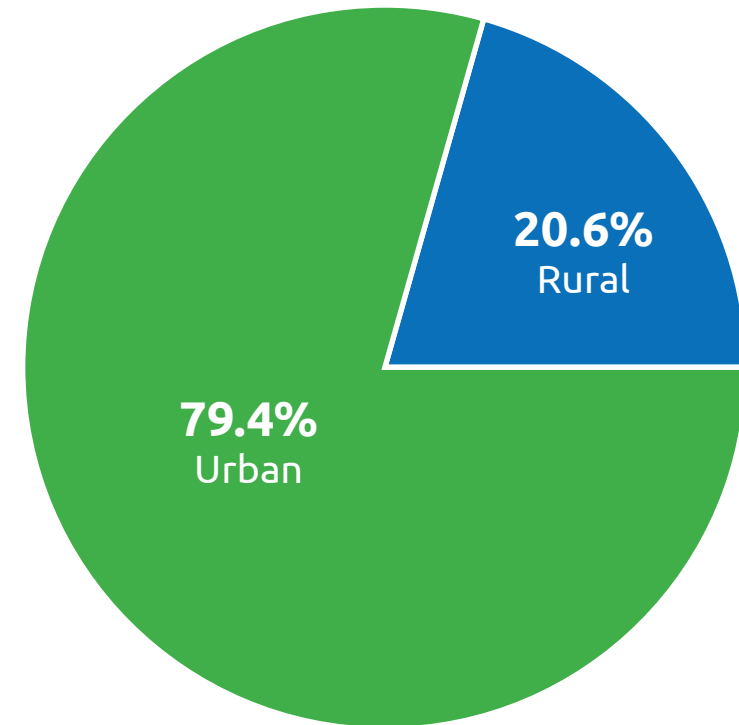
NATIONAL RANKING



CUMULATIVE JOBS CREATED AND RETAINED



LOAN BREAKDOWN 2019



STATUS OF PORTFOLIO

MOUNTAIN WEST SMALL BUSINESS FINANCE'S PORTFOLIO HAS LESS THAN 1% DELINQUENCY RATE

PAYMENTS UP TO DATE

DELINQUENT



BJORN'S BREW



Leslie Corbett, Owner

Like many small business success stories, Bjorn's Brew started with a dream. And Leslie Corbett, owner of Bjorn's Brew Gourmet Coffee, says that dream was to one day be in the coffee business.

"Since the first day I met my husband," she says, "he's always wanted to do something with coffee." Her husband is in real-estate development, and she's an interior designer by trade but when the opportunity arose to purchase the original Bjorn's Brews drive-thru on Foothill Boulevard, Corbett jumped at the chance to make their coffee dream happen.

She immersed herself in coffee culture and brought changes to the original location to make it more pronounced – adding shipping containers that were built off-property and then dropped by crane overnight so that Bjorn's never had to close a day for business. Corbett decided to keep the name and the logo from Bjorn's original owner but added a unique spin, ultimately launching the Bjorn's brand to the next level. The "Drink Coffee. Save Animals." mantra means that for every full punch card, \$1 is donated to animal charities. Last year alone they donated almost \$15,000.

But beyond charities, Bjorn's highlights animals throughout their community with a "Pet of the Week" contest on Instagram and their website and giving the winning owners a week of free coffee. Last year, Bjorn's also began teaming with dog shelters, hosting a monthly dog adoption day.

With the success of the drive-thru location on Foothill, Corbett decided to expand with a second location in South Salt Lake. This new location, which was financed with help from the SBA 504 program, still has the requisite Bjorn's drive-thru look and feel but was expanded to a brick-and-mortar café-style coffeehouse, bringing an entirely new element to the company. As far as Bjorn's future? They're close to opening up another drive-thru location in Millcreek.

Read more at mwsbf.com/bjornsbrew



Company: Bjorn's Brew



Location: South Salt Lake, Utah



Founded: 2014



Purpose: Coffee Shop



Employees: 32 (15 at the South Salt Lake Location)



Fast Fact: To keep with their animal-centered theme, every drink comes with a dog-bone shaped gingerbread cookie



Website: bjornsbrew.com





Rachal Green, Executive Vice President



Sarah Sanders, Co-Founder, Executive Vice President



Natalie Whatcott, Co-Founder, President



Company: Utah Behavior Services



Location: Taylorsville, Utah



Founded: 2008



Purpose: Behavior Services & Treatment



Employees: 480



Fast Fact: Named the 2019 Business Group of the Year by the Autism Law Summit for their “exceptional advocacy on behalf of individuals with Autism”



Website: utahbehaviorservices.com

UTAH BEHAVIOR SERVICES

Utah Behavior Services was initially created in 2008 with the goal of providing the highest level of behavior services care available and while doing so, help the family in the process. Owners Natalie Whatcott and Sarah Sanders co-founded the company after they realized that patients often faced undue stress as a result of seeing multiple providers with varying forms of treatment. They knew there had to be a better—and healthier—way.

Utah Behavior Services provides multiple care and treatment options under one roof. Their providers work together to ensure that each patient is receiving complementary care at the highest level. Whatcott and Sanders also recognized that without a family support system and education in place, patients don't progress as well, and their family members suffer. They strive to include the family in every aspect of their treatment plans, helping to reduce stress and worry on the family unit.

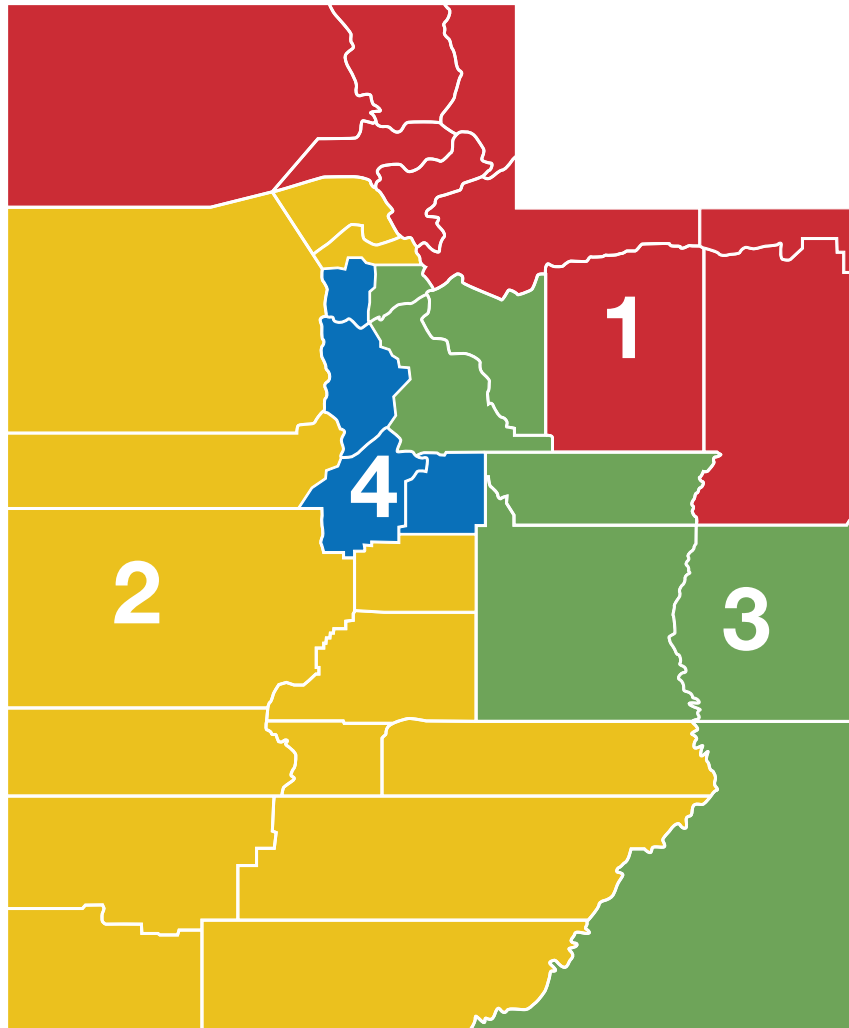
Over the years, Utah Behavior Services has grown to become Utah's largest behavior services provider. As their all-incorporating, family centered model took hold, they needed to expand their operations. To help them do this, they received two SBA 504 loans. The first allowed them to expand their operations by opening a location in Brigham City, Utah. The second loan helped them purchase their main office and the office next to them, letting them increase their services in the Salt Lake Valley.

At each of their six locations, located from Brigham City to St. George, Utah Behavior services offers a myriad of treatments for children, teens, and adults, including behavior therapy, medication management, psychological assessments, mental health, and autism treatments. Their team of highly skilled providers works together to provide seamless care and to instill lifelong skills in their patients.

Read more at mwsbf.com/utahbehaviorservices



LOANS BY CONGRESSIONAL DISTRICT



DISTRICT 1	Number of Loans: 30 (14.6% of all loans) Rural: 17 (57.1% in District 1) Dollars: 21.1 Million Jobs Created: 210 Jobs Retained: 36 Total Jobs: 246
DISTRICT 2	Number of Loans: 40 (24.5% of all loans) Rural: 9 (29.8% in District 2) Dollars: 31.5 Million Jobs Created: 275 Jobs Retained: 61 Total Jobs: 336
DISTRICT 3	Number of Loans: 56 (29.1% of all loans) Rural: 8 (17.8% in District 3) Dollars: 42.6 Million Jobs Created: 522 Jobs Retained: 166 Total Jobs: 688
DISTRICT 4	Number of Loans: 55 (27.6% of all loans) Rural: 1 (0% in District 4) Dollars: 90.9 Million Jobs Created: 409 Jobs Retained: 75 Total Jobs: 484
OUT OF STATE	Number of Loans: 9 (4.2% of all loans) Rural: 6 (87.5% in LEA) Dollars: 8.1 Million Jobs Created: 23 Jobs Retained: 7 Total Jobs: 30
TOTAL	Number of Loans: 189 Rural: 39 (24.5% of Total Loans) Dollars: 133.9 Million Jobs Created: 1439 Jobs Retained: 345 Total Jobs: 1784

LEADING OUT IN THE COMMUNITY

Like our small business clients, Mountain West Small Business Finance is community driven. We care about our relationships with the communities where we live and do business. We constantly look for opportunities to serve and freely give of our time and resources to make our communities better by working with the following amazing partners.



GREAT FUTURES START **HERE.**



BOARD OF DIRECTORS

The passion and commitment of our Board of Directors keeps the entrepreneurial spirit alive and their experience and wisdom provides our organization with the counsel needed to run smoothly and effectively.

Holly Galbraith

*Chair, Board of Directors
Maverik, Inc.*

Russ Cowley

*Vice Chair, Board of Directors
Six County Assoc. of Governments*

Scott Davis

Mountain West Small Business Finance

John Jones

Cache Valley Bank

Clare Leishman

Lewiston State Bank (Retired)

Aimee McConkie

Utah Association of Financial Services

Angie Osguthorpe

Davis Chamber of Commerce

Les Prall

*Utah Division of Economic Development
(Retired)*

Becki Schreyer

Stayner, Bates & Jensen

Keler Soffe

JP Morgan Chase Bank

Chad Witcher

Zions Bank

PARTNER LENDERS

We value the many individuals and organizations that are committed to making small businesses successful. Our excellent lending partners help us to consistently and effectively provide SBA 504 loans to small businesses in our community. We sincerely thank the following lenders for supporting us and for ensuring the success of their clients.

Altabank

America First Credit Union

American United Federal Credit Union

Avid Commercial

Bank of America

Bank of Nevada

Bank of Star Valley

Bank of Utah

Bank of the West

Brighton Bank

Cache Valley Bank

Capital Community Bank

Celtic Bank

Central Bank

Commercial Capital Funding

Continental Bank

Cyprus Federal Credit Union

Deseret First Credit Union

D.L. Evans Bank

East West Bank

Evolve Bank & Trust

First Bank Financial Centre

First Capital Commercial

First Colony Commercial

First Community Bank

First Northern Bank of Wyoming

First Utah Bank

Fountain Head Commercial Capital

Four Corners Community Bank

Goldenwest Credit Union

Grand Valley National Bank

Hillcrest Bank

Holladay Bank

Horizon Community Bank

Ireland Bank

JP Morgan Chase Bank, N.A.

Key Bank

Kirkwood Bank of Nevada

Liberty SBF

Meadows Bank

Mission Bank

Mohave State Bank

Morgan Stanley Bank, N.A.

Mountain America Credit Union

National Bank of Arizona

Nevada State Bank

Optum Bank

Pacific Premier Bank

Pinnacle Bank

Prime Alliance Bank

Rock Canyon Bank

Security National Life Insurance Co.

Security Services Federal Credit Union

Southwest Community Credit Union

State Bank of Southern Utah

Stearns Bank

Umpqua Bank

University First Federal Credit Union

US Bank

Utah Community Credit Union

Verus Bank of Commerce

Wells Fargo

Yampa Valley Bank

Zions Bank



"Through our SBA 504 loan, we purchased a building that more than tripled our capacity and allowed us to create a top-of-the-line design center and showcase—a space that really gives us an edge on our competition."

— Chris Harris
Owner, A+ Elevators

IT'S BEEN A GREAT RIDE

Saying goodbye to three of the best



MIKE VANCHIERE

Senior Vice President, Loan Officer

Years of Service: 1989-2019

Location: Central Utah

Impact: 1167 loans, \$495MM in debentures, 43,000 jobs created



DEBBIE HARPER

Vice President, Loan Officer

Years of Service: 1994-2019

Location: Central Utah

Impact: 583 loans, \$230MM in debentures, 14,500 jobs created



RICH TRANG

Vice President, Loan Officer

Years of Service: 2004-2019

Location: Nevada

Impact: 88 loans, \$50MM in debentures, 2,900 jobs created

A Q&A with Mike:

Q: What is one of your favorite projects?

A: Silencerco. Did several loans for them. Their process was amazing and we got to go to Grantsville and shoot an original Browning M2 fully automatic 50 caliber machine gun!! One of the coolest things I've ever done.

Q: What is one hobby you're looking forward to spending time on?

A: Definitely fishing and metal detecting. I've got a friend with a SunTracker party boat and we will go fishing often. I'll take my Nimbus 2000 metal detector back East and to the Mid-West where they have much older places and artifacts. Europe is definitely in play also.

Q: What is your proudest moment at MWSBF?

A: When NADCO asked me to be a trainer. At that time, I thought people who were trainers were the coolest, smartest, and most important people in the world. Since I've been a trainer, I now know that my assumptions were not correct (at least in my case)

Q: What will you miss about MWSBF?

A: Definitely the feeling of family and the regular associations with all my friends.

A Q&A with Debbie:

Q: What was the strangest project?

A: I made a loan to a gentleman who reassembles dinosaur bones. He purchased a warehouse large enough to work on his projects. It was a bit strange, but also pretty cool.

Q: What is your proudest moment at MWSBF?

A: I was working on a complex loan that required serious tax calculations to qualify the borrower as a "small" business. The day SBA approved the loan I was feeling pretty proud—really more grateful not to disappoint the borrower.

Q: What hobby are you looking forward to spending more time on?

A: Reading, catching up on Netflix and Amazon Prime recommendations. I might even finish some quilting projects.

Q: What will you miss the most about MWSBF?

A: Let's be honest—the paychecks! I will definitely miss working with my repeat borrowers (JCW's and Bear River Storage to name a couple) who have entrusted their projects to me over the years. I will miss my bankers (mostly the women bankers) who have become close friends and have been so loyal to me. Lastly, I will miss my co-workers at Mountain West.

A Q&A with Rich:

Q: What was your favorite project?

A: Teaching a "newbie" in the industry to ultimately become the best loan officer in the Las Vegas office. I reached my goal. His name is Keler Soffe.

Q: What was the interest rate on the first loan you got funded?

A: My very first 504 loan funding was in 1994 (before joining MWSBF) and if my memory serves me correctly, the rate was between 11% and 12%. My first funding with MWSBF was in 2005 and I think the rate was between 7% and 8%.

Q: What is your proudest moment at MWSBF?

A: When I was initially employed, a production goal was established for me which I was required to meet by the end of the third year. I did more than double that requirement during the first year.

Q: What are your retirement goals?

A: Already met two of them. I got my first hole in one on the golf course in 2016 and shot my age in 2016

Q: What will you miss the most about MWSBF?

A: The AWESOME people I had the privilege to work with and work for!

Salt Lake City

2595 East 3300 South
Salt Lake City, UT 84109
Phone: (801) 474-3232

Northern Utah

95 West 100 South, Suite 386
Logan, UT 84321
Phone: (435) 787-4242

Central Utah

741 North 530 East
Orem, UT 84097
Phone: (801) 221-7772

Tri-State

107 South 1470 East, Suite 301
St. George, UT 84790
Phone: (435) 652-3761

Wyoming *(by appointment only)*

1049 Main Street
Evanston, WY 82931
307-677-5404

mwsbf.com