

# Community Bank Advisory Council

Biographies



Consumer Financial  
Protection Bureau



**Chair, Carlos P. Naudon**, a retired Attorney and Certified Public Accountant, is Director, President and Chief Executive Officer of Ponce Bank, a \$2.2 billion federal savings association headquartered in The Bronx, NY, and of its publicly traded parent company, Ponce Financial Group, Inc. He has served as a member of its Board of Directors since 2014 and since 1985 had served as its consultant and regulatory counsel. Carlos is also President of the Ponce De Leon Foundation, a private foundation established by Ponce Bank.

As President, Carlos lead Ponce Bank's mutual-to-stock conversions and has reinvigorated its 62-year mission of providing financial services to the underserved but highly deserving immigrant communities and low-and-middle income stakeholders in and around New York City and other similar communities. One of the largest U.S. Latino banks east of the Mississippi, Ponce Bank has been recognized as a Minority Depository Institution (MDI) as well as a Community Development Financial Institution (CDFI), one of fewer than 50 banks so designated in the U.S. Ponce Bank was recently rated the #1 Latinx Bank in the country for community investment by Mighty Deposits, an independent rating resource for mission-oriented banking. It has also been consistently rated the #1 housing lender CDFI bank in the country by the National Community Investment Fund.

After being introduced to banking at a banking trade association and leading its division of Banking Services, Carlos started a law firm and an advisory firm dedicated to serving community banks. Through those firms, Carlos has served as Regulatory Counsel and Advisor to many banks during almost 40 years as an Attorney and CPA and became the owner and publisher of *The Gold Book: The Manual of Bank Operations*, long a trusted resource within the banking community. He also helped found a number of banking related firms including Open Solutions, Inc. for which he served as Director and Acting Chief Executive Officer during its formative years and as Director while becoming an international payment and core processing public company.

Carlos is the Vice-Chairman of the Minority Bank Advisory Council of the ICBA, a member of the Minority Depository Institutions Advisory Council of the ABA and serves on the boards of the CDBA and of the IBANYS. Carlos also is a member of the Community Advisory Council of the Federal Reserve Bank of New York and was appointed by Governor Hochul to the CDFI/MDI Advisory Council of the Department of Financial Services. For his work on behalf of Ponce Bank and the communities it serves, Carlos has been recognized as one of the top Socially Responsible Executives and a member of the 100 most influential Latino leaders in New York State.

Carlos is a graduate of the University of Maryland (1972), with a degree in Economics and Computer Science; the University of Rochester's Simon School of Management (1974), with a master's degree in Accounting, Finance and Operations Management; and the Brooklyn Law School (1981), with a Doctorate in Jurisprudence. He has served as an adjunct faculty member at the Graduate School of Business at Columbia University.

Carlos has current and previous service in various healthcare and community organizations. He is the Immediate Past Chairman of the Brooklyn Hospital Center and former Chairman of the Board of ModernMD, which has urgent care facilities throughout Brooklyn, NY. He has served as a trustee of the Brooklyn Botanic Garden and other community organizations. He also is a member of the New York City Hispanic Chamber of Commerce and other professional associations.



**Anita Drentlaw** is the CEO/President/CFO of New Market Bank a \$190 million bank in Elko New Market, Lakeville and Prior Lake, MN serving the south metro of the Minneapolis/St. Paul area. Ms. Drentlaw is a 4th generation banker who over the course of several years has held positions of teller to CEO/President/CFO. Since coming back to the bank to work full-time in 2002, her primary responsibilities have included leading the operations department, overseeing the IT function, leading the loan operations department, holding the Compliance Officer and BSA Officer positions, serving as the controller and Chief Financial Officer, becoming President in 2014 and adding CEO to her title in 2021.

Her background includes earning a BA in Accounting from the University of St. Thomas in 2000, working for McGladrey & Pullen on their financial institutions' tax/audit team from 2000 to 2002, receiving her Certified Public Accounting certificate in March of 2001 and graduating from the Graduate School of Banking in Boulder, CO in 2010.

She currently serves as the Past-Chairman for BankIn MN (formerly the Independent Community Bankers of MN). She also services as the Chair of the Consumer Financial Services Subcommittee for the Independent Community Bankers of America (ICBA). Finally, she also serves as an advisory board member for the Community Bank Advisory group to the State of MN Commerce department.

She has been very involved in her community and several non-profits including the Prior Lake-Savage Optimist Club (currently on the board and oversees the high school mentorship program the club provides), St. Michael's School and Church (former finance council and school advisory council member), past board member of Chase's Warrior Foundation (provides adaptive equipment to kids with special needs), mentor to high school students through the MNCAPS (MN Center for Advanced Professional Studies) program at Prior Lake High School, member of the Dakota Scott Counties Workforce Development Board and Business Services Committee, and the Lakeville Chamber of Commerce (chair of annual fall gala and member of women's expo committee).



**Derek Henderson** is the Chief Compliance Officer, CRA Officer, and Corporate Secretary for DR Bank, a \$500 million bank, in Darien, CT. DR Bank is a CT-chartered community bank specializing in retail and commercial banking and fintech partnerships. Derek joined DR Bank in 2020 where his primary responsibilities are to oversee the Bank's Compliance Management System, CRA program, AML/CFT/OFAC program, and build a culture of compliance for the Bank and its fintech partners.

Derek previously held senior compliance roles at Metropolitan Commercial Bank and as a manager in EY's Financial Service Risk Management practice focused on consumer regulatory compliance matters in the banking industry. Derek is a Certified

Public Accountant in New York and is a Certified Anti-Money Laundering Specialist. He earned a BA in Accounting and Finance from Syracuse University in 2009.

DR Bank operates a CRA Strategic Plan, which leverages community input and regular outreach to meet the needs of its assessment area and beyond. As an example, Derek participates in the Catholic Charities Loan and Financial Education Program of Lower Fairfield County, which seeks to provide credit to underserved populations in the region.

Outside of DR Bank, Derek serves as a volunteer on the Finance Committee for the Children's Heart Foundation, which seeks to fund research of congenital heart defects. After growing up in the suburbs of Chicago, Derek currently resides in Ridgefield, CT with his wife and daughter.



**Bruce Hoyer** is the President and CEO of Belt Valley Bank, an \$80 million bank located in Belt, MT. Belt Valley Bank is located in rural Montana and specializes in Ag lending and construction lending. Bruce is a 2nd generation banker and joined the bank in November 1984 in the bookkeeping department. Through the years, he worked through bookkeeping, new accounts, operations, IT and eventually into lending.

Bruce was elected to the Board of Directors in 1998 and was appointed President and CEO in 2006. He was elected to the Montana Bankers Association Board of Directors in 2015 and continues to serve in that position.

Bruce is 4th generation in the Belt area and has children and grandchildren still living here as well. He was born and raised on a small ranch outside of Belt and although that ranch was sold, he continues to operate a small ranch in the area with some of his children and grandchildren. Outside of the bank, he has also served 2 terms on the local school board where he helped establish a tax-exempt foundation to benefit the school district and volunteers in many local groups and organizations.



**Jennifer Johnson** serves as Vice President, Chief Risk and Operations Officer for Forte Bank, a \$360 million dollar bank headquartered in Hartford, Wisconsin. Forte Bank has served communities in the metro Milwaukee area for over 115 years, specializing in small business lending, mortgage and consumer lending, and other traditional banking services. Jennifer came to banking with a background in education and has over 19 years of experience in the industry. She believes that community banks are hugely important because they look beyond the numbers to see the people and the lives that are impacted by financial decisions.

During her time in banking, Jennifer has served in a variety of roles in community banks in Nebraska and Wisconsin, including teller, vault manager, new accounts representative, branch manager, operations officer, training coordinator, internal auditor, and compliance officer. Currently, she oversees regulatory compliance, internal audit, and enterprise-wide risk management and manages consumer, mortgage, and commercial loan processing and servicing. She is a member of the bank's Executive Leadership Team and serves as BSA Officer, CRA Community Reinvestment Act Officer, and Business Continuity Planning lead. Jennifer helps shape the strategic direction of her institution while ensuring that consumer protection always remains paramount.

Jennifer earned her BS from Martin Luther College in 2001, her Bank Operations Diploma from the American Institute of Banking in 2010, her Certified Regulatory Compliance Manager designation in 2015, and her Certified Community Bank Internal Auditor designation in 2016. She completed the Graduate School of Banking in Madison, WI in 2021, earning an honors diploma as well as an Executive Leadership Certificate from the University of Wisconsin School of Business.

Jennifer serves as an instructor in the Wisconsin Banker's Association's Real Estate Lending Compliance School and as an adjunct faculty member for Wisconsin Lutheran College in Milwaukee, WI, in the business program. She has provided financial instruction through Junior Achievement, Teach Children to Save, and other Money Smart programs receiving a Certificate of Recognition from the Nebraska Bankers Association for outstanding service and dedication to educating consumers about personal financial management in 2012, 2013, and 2014.

Jennifer was appointed to serve on the board for the Payment Association, Macha, in 2018. With offices in two states, Macha serves financial institutions, businesses, and municipalities throughout the Mid-Atlantic, Midwest and Hawaii. She also volunteers for a variety of activities

supporting local community organizations, including, but not limited to, the Washington County Youth Hockey Association and Crown of Life Lutheran Church in Hubertus, Wisconsin. She is the former treasurer of the Waco Community Advisory Board and is a previous secretary and board member of the Wisconsin Paint Horse Club.





**Sergio S. Ora** currently serves as President, Chief Executive Officer & Secretary of the Board of Citizens Savings Bank & Trust Company and of the Bank's holding company – CSB&T Bancorp. Mr. Ora joined Citizens as Chief Credit Officer in April 2018. He was appointed to serve as interim President & CEO in June 2018 and was appointed to serve as permanent President & CEO in September 2018.

Mr. Ora has over 50 years of banking experience. Prior to joining Citizens, he was affiliated with First Horizon National Corporation in Memphis and Nashville, TN for 4-1/2 years. Mr. Ora began his banking career in 1967 as a financial analyst with The Philadelphia National Bank, Philadelphia PA.

In his banking career, Mr. Ora worked in the following banks: The Philadelphia National Bank – Philadelphia PA, Mellon Bank – Pittsburgh PA, KeyCorp – Cleveland OH, Summit Bank – Princeton NJ, BBVA Compass Bank – Birmingham AL, and First Horizon National Corporation – Memphis TN. Mr. Ora progressed through the ranks in each of the aforementioned institutions and performed the following functions and responsibilities: financial analysis and reporting, individual business development – production, sales management, and credit –risk management.

Mr. Ora is a graduate (1967) of Saint Joseph's University, Philadelphia PA with a degree of Bachelor of Arts – Economics. He is also a graduate (1969) of the Stonier Graduate School of Banking [Rutgers University, New Brunswick NJ]. Mr. Ora is active in several trade (banking) associations and numerous local community organizations.

Mr. Ora was born in Manila, Philippines on September 8, 1946, and became a naturalized United States citizen on September 8, 1976. He currently resides in Franklin, TN.



**Victor M. Ramirez** is SVP, CRA, and Fair & Responsible Banking at Beneficial State Bank. Born in South Los Angeles and raised by immigrant parents in the diverse inner-city communities of Echo Park and Koreatown, Victor learned about the crucial role that language and culture play in making financial, healthcare and housing decisions at an early age.

As the only English-speaking member of the family, Victor served as a young interpreter assisting his family navigate through complex matters such as reviewing loan applications or tax returns at the age of 10. This is a common practice seen in first generation immigrant families as highlighted in the recent documentary “Translators.” After his parents made a wrong financial decision that almost cost them their home, Victor was motivated to understand the principles of personal finances and taxes so that he could assist his family and the community address these barriers facing non-English speakers.

From an early age, his parents engrained the importance of earning a college education since neither of them had completed high school. A product of public schools and programs such as Upward Bound and MESA, Victor earned an academic scholarship to attend USC where he received his undergraduate degree in engineering. He went on to complete a Master’s degree in Community Economic Development with a focus on strategic planning. Victor continued with additional graduate studies as part of the Masters in Executive Leadership program at USC which influenced his work in developing capacity building programs for small business and nonprofit leaders.

Victor’s career spans over 25 years of public, private, and nonprofit leadership roles within the Southern California community as part of a unique cross-sector experience. Currently, Victor is the Senior Vice President for CRA and Fair & Responsible Banking at Beneficial State Bank, a \$1.8 Billion bank that is certified by the Department of Treasury as a CDFI, and a B Corp certified by B Lab. The business structure of the Bank is unique in that Beneficial State Foundation is a nonprofit and majority owner of the economic interest of the Bank ensuring mission-focus and public interest governance. The Bank currently has 7 branches in California, Oregon and Washington offering commercial and consumer lending including affordable housing financing, small business lending, auto financing, and credit cards. The Bank has consistently received Outstanding ratings for its CRA performance evaluations, and was recently received the “Best for the World B Corp” recognition. Under the leadership of the Foundation, Beneficial State Bank is participating in the Underwriting for Racial Justice (URJ) Lenders Pilot program to expand access to credit using alternative underwriting approaches.

Victor's additional private sector experience includes 12 years as a Vice-president at Citi Community Development managing their CRA programs in Southern California, and most recently at Citizens Business Bank as CRA Officer. While at Citizens Business Bank, Victor developed the Nonprofit Resilient Leadership Program to provide leadership building skills to nonprofit executives in partnership with USC. His economic development experience includes serving as Administrator and Director of Economic Development at USC responsible for expanding and organizing various community economic development programs, including the Bridges to Business Success Program focused on building the capacity of minority, women and veteran-owned businesses to secure procurement and contracting opportunities.

His work in the public sector includes developing anti-poverty programs for the Community Development Department and the Housing Authority of the City of Los Angeles where he launched one of the first financial education programs for families residing in the Jordan Downs, Nickerson Gardens, and William Mead low-income housing developments.

Victor's non-profit management experience includes his tenure at United Way of Greater Los Angeles as Community Investment Officer managing one of the largest asset building programs in the country resulting in the opening of over 1,200 IDA savings accounts with asset acquisitions in homeownership, small business, and college education. He also served as Vice-president of Strategic Advancement at NPHS Inc., a non-profit CDFI focused on affordable housing and economic development.

Victor currently lives with his family in Rancho Cucamonga California including his wife of 30 years and Lola, their lovable rescue dog. He continues to give his time to the community by serving on the Board of Directors for NPHS Inc., Orange County Community Housing Corporation, and IDEAL CDC, as well as on the advisory committee for B Bolder Internship Program at Clearinghouse CDFI developing future leaders in community development.



**Ignacio Urrabazo** has more than 50 years of banking experience, including 39 years as President of Laredo's Commerce Bank, Ignacio Urrabazo has established himself as one of the leading small business-banking experts in the United States.

Mr. Urrabazo has been the chairman of both the National Bankers Association and the Texas Bankers Association. The TBA is the largest and most powerful state banking organization in the country. He has also been involved in U.S.- Mexico border financial services and relationships since taking a leadership role in the creation of Commerce Bank in 1983. Under his direction, Commerce Bank, part of International Bancshares Corporation, a \$16.1 billion financial holding company and the largest

Hispanic minority-owned bank in the country, has grown from a start-up bank to close to \$700 million. Commerce Bank has always been considered and is consistently recognized as "High Performance Bank". Mr. Urrabazo is currently involved in the Compliance Review Committee and is heading the CRA Committee and the Small Business Committee including the PPP Program for the holding company.

He was one of the original 15 members of the FDIC Advisory Committee on community banking. He has testified before the US Congress on two occasions on the passage of NAFTA and the impact of the DFA on community banking. For more than two decades he has been the chairman of the MinBanc Foundation, a non-profit organization he helped create in 1999 to increase educational opportunities in the minority banking community.

The Marine Corps veteran earned his bachelor's degree at the University of Texas-El Paso, where he is a Distinguished Alumnus, his MBA degree at the University of Texas-San Antonio, and a graduate banking degree at Southern Methodist University.