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# Getting it Done

## ABOC strives to create additional value for real estate investors and small businesses alike by going above and beyond.

Founded in 1922 by the Amalgamated Clothing Workers Union, ABOC was known by the name Amalgamated Trust and Savings Bank for much of its first 102 years in business; in 2024, the bank began using the brand name ABOC to reflect its commitment to expanding its customer base across the Midwest.

"We were founded on the back of union labor and remain committed to that group," says Andy DeMotte, Senior Vice President of Marketing, "but today we also serve a wide range of commercial clients region-wide, from small businesses to municipalities, nonprofits, industrial organizations, and real estate investors."

In a highly competitive Midwest market, ABOC works hard to earn clients' business. Knowing each customer's needs are unique, ABOC offers tailored solutions designed to meet them where they are. "We are small enough that we can be flexible," says DeMotte.

ABOC's competitive edge is due in large part to its team: an experienced workforce group of subject matter experts with extensive expertise and responsiveness.

And while larger banks have layers of approval in their loan processes, ABOC minimizes bureaucracy. "In an effort to provide


superior service, we streamline the lending process from application to approval to closing," says Chris Jenkins, Senior Vice President of Commercial Lending. "We don't have multiple levels of approval; this bank goes the extra mile with customers and does what we say we'll do."

ABOC's clients are never treated like a number; the bank assigns every loan applicant a single point of contact who thoroughly learns their business and brings in additional experts as needed. "When you work with us, you work with one officer from start to finish," says Jenkins. "There's never a handoff or 1-800 number to call."

### A Trusted Advisor

Consider Razny Jewelers, an established, 75-year-old family business with many parallels to ABOC: Both are generations-old, founded in Chicago, and offer white-glove service by going the extra mile to satisfy customers.

Razny started as a local store but grew into a nationwide jeweler, now run by its third generation. "Razny is not just a jewelry store, in the same way ABOC is not just a bank," says Jenkins.

Razny recently had the opportunity to buy the Gold Coast building they'd rented since 2016. The family needed a lender that would be able to meet the requirement of a quick close. Other competitive banks had processes and hurdles that would have caused them to miss the one-month deadline.

ABOC quickly got to know their business and their story, and soon understood the rationale for the purchase. "We decided to do what it took to support them and were able to close the loan within the specified timeline," says Jenkins, "even wrapping in a construction loan for one of Razny's suburban stores to help support their growth plans."

The story illustrates the power of ABOC's ability to make quick decisions using a common-sense, rather than formula-based, approach. "Our team goes beyond scratching the surface and truly understands our customers' needs," says Jenkins.

In short, ABOC differentiates itself from others by offering flexible terms and superior service, and by going above and beyond to ease the burden on clients.

"We are not a transactional lender—we are a relationship lender," says Jenkins. "Customers come to us because we have a reputation of getting it done."