



CASE STUDY | PENNSYLVANIA

One Successful Relationship Leads to Another

The Situation

A client was pleased with TriState Capital's credit solutions, which had enabled his family office to hedge gaps in liquidity when making private investments—and thus successfully continue its longtime investment strategy. That relationship began during the height of the financial crisis, when many other banks weren't eager to extend credit.

In 2010, he asked TriState to provide a credit facility for his registered investment advisory firm, which runs a hedge fund and serves ultra-high net worth individuals and families.

The Catalyst: This client was already familiar with the bank's flexibility and customized approach to credit. He had moved the family office's relationship from a large regional bank to TriState Capital, and he was ready to do the same with his RIA.

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Assessing the Fit

The most important consideration was ensuring that the transition was a smooth one for the firm's longtime assistant, who managed day-to-day affairs. She was understandably hesitant to end a 35-year relationship with the former bank.

Plan Development and Implementation

Our private bankers spent about 6 months working to establish and streamline protocol and processes. As a result, the transition was comfortable for the assistant and everyone else involved.

Initially, we created a \$1.5 million credit facility to meet the firm's needs. We later increased it to \$3 million.

The TriState Capital Advantage

"Outside-the-box" thinking is at the core of this mutually satisfying relationship. Our willingness to create a credit facility without the personal guarantee of the CEO won the client's trust and set us apart from other banks.

Solutions and Results

The firm eventually awarded us the entire banking relationship. In addition to the credit facility, this client has been a satisfied deposit client for several years.