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Jean Knapp Retires from First Citizens Community Bank

MANSFIELD, PA (October 2013)... Bob Mosso, SVP of First Citizens Community Bank's Investment and Trust Services Division, has announced the retirement of Jean Knapp, VP, Trust Officer.

Jean began her career with First Citizens as a Trust Clerk in 1980. In 1983, she was promoted to Trust Administrator, and became a Trust Officer in 2000. In 2005, Jean was named Assistant Vice President, and in May of this year, was promoted to Vice President.

As Trust Officer, Jean was responsible for administering and managing trust accounts, and for settling all estates in which First Citizens is named as Executor or Co-Executor.

During her tenure in the Trust Department, Jean played a significant role in the department's growth, increasing from \$5.8 million in 1980 to \$106.7 million in 2013. However, her greatest achievements were evident in her commitment to quality service to her customers. Those who have had the good fortune of working with Jean have experienced first-hand her loyalty to the bank and her passion for providing first-class service.

"Jean transcended conventional customer service standards and typically developed life-long, personal relationships with her customers," said Mosso. "She can take great satisfaction in knowing that she helped so many people and made such a positive impact on her community."

Jean's last day was Wednesday, September 25, 2013. First Citizens extends Jean its best wishes for a happy and healthy retirement.

First Citizens Community Bank is headquartered in Mansfield, Pennsylvania and currently operates 17 offices in Tioga, Bradford and Potter Counties in PA, and Alleghany County, NY, as well as loan processing offices in Lock Haven and Dallas. For more information on First Citizens Community Bank, visit www.firstcitizensbank.com or find them on Facebook.

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