

INDEPENDENT | BANK



A STRONG COMMUNITY PUTS
People before money. 

2024 COMMUNITY IMPACT REPORT

At Independent Bank, we understand there are two sides to every coin. Our commitment to interactions over transactions drives both customer loyalty and business excellence. By prioritizing people, we ensure sustainable growth and a prosperous future for our communities. Invest in us, because any way you flip it, we are the right choice for both personal and commercial success.

Be the Future. Be Independent.

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Letter from the President & CEO

Dear Shareholder,

I'm honored to update you on Independent Bank Corporation's community impact efforts. We continue to inspire financial independence, aiming for customers to approach their finances with confidence, clarity, and determination. We're dedicated to providing an exceptional experience based on our values—people-focus, working together, courage, and compassion—with the goal of being Michigan's most people-focused bank.

We envision a future where people approach their finances with confidence, clarity, and the determination to succeed.

2024 Highlights:

- **Be the Difference Day:** On October 14, employees volunteered at over 80 projects in Michigan and Ohio, marking over \$1 million donated over nine years.
- **Piper Sandler Sm-All Star:** Recognized as a top-performing small-cap bank based on growth, profitability, credit quality, and capital strength.
- **Forbes World's Best Banks:** Ranked 45th globally based on customer service, digital services, terms, financial advice, and trust.
- **Best-In-State Bank:** Recognized by Forbes for customer service, financial advice, fee structures, ease of digital and branch services, and trust.
- **Great Place to Work®:** Certified for the second year, with 88% of employees rating us highly, compared to 57% as the industry average.
- **America's Greatest Workplaces:** Recognized by Newsweek based on extensive employee reviews.
- **New Offices:** Opened an office in Clinton Township and acquired a new building in the heart of Grand Rapids which is expected to open in 2025, expanding our presence downtown.

We remain committed to being good corporate citizens, great community supporters, and strong corporate stewards. Our full Community Impact Report is available at [IndependentBank.com](https://www.independentbank.com).

Thank you to our shareholders, Board of Directors, Bank officers, and associates for their resilience and dedication to helping our customers and communities Be Independent.

Sincerely,



William B. (Brad) Kessel
President & CEO



OUR MISSION

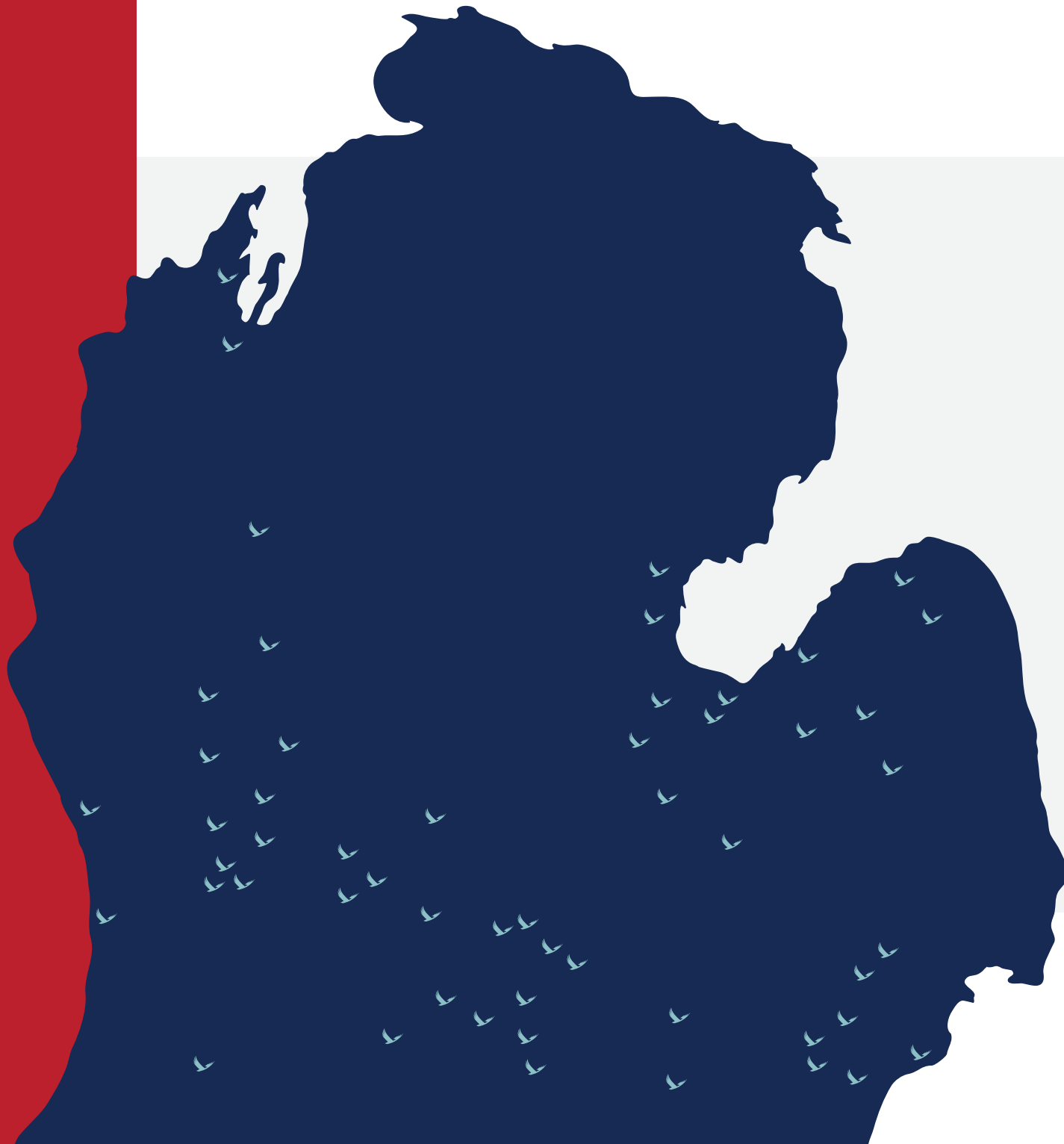
To Inspire
financial
independence
today, with
tomorrow
in mind.

OUR VISION

A future
where people
approach their
finances with
confidence,
clarity, & the
determination
to succeed.

OUR VALUES

Courage
Drive
Integrity
Teamwork
People-focus



2024 WINGSPAN

We tell the Independent Bank story every day, whether that is to our customers, our communities, or our shareholders. Employees are the guide, working to help others achieve their dreams and goals—helping them to **Be Independent.**

OVER
60 locations

OVER
800 employees

OVER
206,000 customers

OVER
\$1.2MM donated

\$5.3 billion in assets

OVER
40,000 ATMs
INCLUDING MONEYPASS ATMS

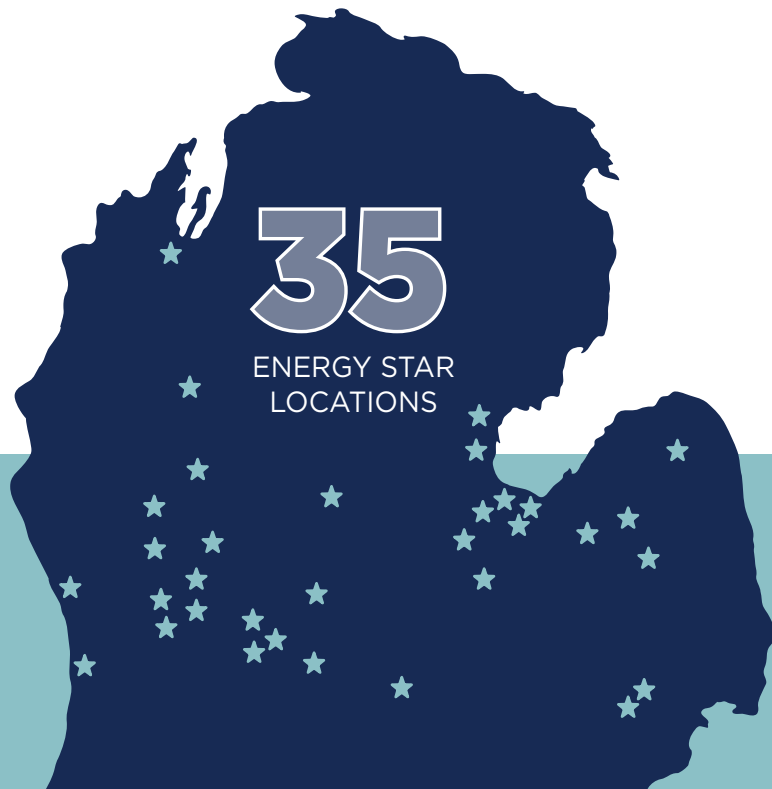
Environmental

At Independent Bank, we are committed to positively impacting the environment by prioritizing energy efficiency, water conservation and emission reductions.

Effectively Managing Facilities

Our goal in 2025 is to replace HVAC equipment with new Energy Star-rated products, in accordance with our five-year replacement plan.

We will continue to analyze our energy usage annually to improve energy efficiency.



Water Savings

We are continuously upgrading the faucets and toilets in our locations to touchless systems that shut off and conserve water. Hot water systems are being replaced with energy efficient systems.



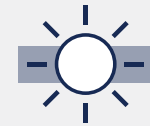
Appliances

Refrigerators, microwaves, and small appliances are replaced with the highest energy star rating equipment.



HVAC

As air conditioners and heating equipment is replaced, we choose the replacements with the highest energy star rating.



Solar

In 2019, we installed one solar parking lot light as a pilot project, and in 2022, we installed a rooftop solar PV system at our Cedar Springs branch as another pilot to explore the implementation of alternative energy sources.

To date, **35** of our locations have been recognized for adhering to the energy star performance standards.

Commercial Lending Portfolio

Environmental

Positive Environmental Impact in the Mortgage Process

Our digital mortgage platform transforms the homeownership journey by providing a seamless digital experience, from application to close. It supports electronic documentation, reducing costs, conserving energy, and preserving trees. This approach minimizes paper waste, secure disposal needs, and fossil fuel use, thereby lowering methane gas emissions. In 2024, 96% of applications were eDisclosed, and 90% of loans closed as hybrid eClosings, significantly reducing physical paper documents.

Promoting Energy Efficient Homes

In March 2023, Independent Bank began offering the Freddie Mac GreenCHOICE Mortgage® program. This fixed-rate loan, with terms up to 30 years, lets borrowers finance home purchases or refinances with energy-efficient improvements like window replacements, insulation, and high-efficiency heating and cooling units. These upgrades lower utility bills and save money, showing Independent Bank's commitment to helping borrowers maintain homeownership and reduce their environmental impact.

OVER
\$139 MILLION

Total lent for environmental initiatives



\$53.3MM

ENERGY EFFICIENCY



\$13.4MM

CLEAN ENERGY



\$8.5MM

RENEWABLE ENERGY



\$64.9MM

RECYCLING

It Starts with a Great Team

At Independent Bank, employees are our greatest asset. We create an environment where they can thrive and grow. We actively listen and implement programs to maintain a healthy culture.

We celebrate our employees' unique self and empower them to make a difference. Guided by our core values of courage, drive, integrity, people-focus and teamwork, we provide a supportive environment for our employees to thrive, grow their career, and contribute to our customers and communities.

Be Proud. Be You. Be Independent.

Independent Bank is committed to furthering diversity and belonging in its workplace. Specifically, our diversity commitment states:

Be You. At Independent Bank we promote a culture that encourages and embraces the collective sum of your individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities and talent. We value diversity of thought, ideas, and background. Our inclusive and collaborative culture helps us find the best solutions to meet the needs of our employees, customers, community, and company.



Employee Engagement & Wellness

We aim to offer a competitive total rewards package to enhance our employees' lives today and secure their future. We continually assess our benefits and listen to employee feedback. Recently, we introduced:

- Paid Maternity and Parental Leave (10 weeks and 4 weeks, respectively) for new parents.
- A \$2,500 first-time homebuyer benefit for eligible employees.

Wellness Initiatives: Focus on financial, mental, emotional, and physical health via webinars, newsletters, and Intranet. Introduced WEconnect for mental health and addiction support.

Engagement: Continuous feedback through surveys, anonymous forms, executive updates, and open-door policy. Assess Engagement, Diversity & Inclusion, Job Satisfaction, and Work-Life Balance annually.

Scores surpass industry averages. Feedback led to initiatives like paid leave, increased vacation, 401(k) changes, and career path enhancements. Feedback participation rose from 63% to 79%, with 88% considering Independent Bank a great place to work (industry average: 57%). Implemented five improvements based on feedback, including a new part-time sick time benefit.

Our goal is continuous improvement and 100% employee satisfaction.



88%

of our employees say this is a **great place to work!** U.S. Average: **57%**

91%

are proud to tell others they work here.

89%

believe management is honest & ethical.

Focus on Talent

We encourage employees to “Be Independent” by investing in their development at Independent Bank.

- **Tuition Reimbursement:** Support for continuing education.
- **Retail Career Path Program:** Offers clear advancement with seven milestones.
- **Internships:** A 12-week paid program with department-aligned projects.
- **Family Scholarship:** Loren C. Adgate scholarship provides \$2,500 for employees’ college-bound children.
- **Competitive Compensation & Benefits:** Enhancing quality of life, financial health, and well-being.
- **Leadership and Training Programs:** Internal and external development opportunities, including Perry School of Banking and Graduate School of Banking. In 2024, we provided 3,851 hours of training to 734 employees.

These initiatives ensure continuous growth and a positive work environment.

Putting our employees first & investing in talent development are key parts of our community bank culture.



Diversity

Support diversity initiatives:

- Funded \$1.1MM for My Home Rewards promoting homeownership in diverse communities.
- Hired specialty lenders in Southeast and West Michigan.
- Launched a small business diversity outreach program.
- Supported diverse events like Housing Kent, NAACP Freedom Gala, Women Forward scholarship, Pride Festival, Hispanic Chamber, and Athena.
- Funded \$7.8MM for SE Michigan Low-Income Housing with MHT Housing.
- Funded \$15MM for SE Michigan Work Skills Training Center.

Increase diverse vendors:

- In 2022, we joined the Great Lakes WBC and MMSDC to expand our diverse vendors.

Improve diversity among applicants:

- We diversify our talent sources and networks.
- Our internship program led to hiring 10 interns.
- Expanded college partnerships and attended diversity career fairs. We also added Wayne State University for 2025 summer internships.

Invest in employees:

- Our executive team attended an inclusive workplace workshop to foster an inclusive environment.
- Launched the Diversity Council to oversee our diversity initiatives.
- Invested in employee development through internal and external leadership programs, including the Perry School of Banking and the Graduate School of Banking.



**FUNDED
OVER \$1.1MM**

to the My Home Rewards program which subsidizes closing costs and promotes homeownership in diverse and lower income communities throughout our footprint.

Dedicated To Our Communities

As a community bank, being a good neighbor is in our DNA. We are grateful for the communities we serve and their support of us as well. We are in many suburban, urban, and rural communities where the local bank is very important to the success of the individuals and businesses in the area. We understand the important role we can play. Volunteerism & community support have always been part of our culture, especially when times are tough.

Independent Bank donates to various non-profits that benefit communities, including financial literacy, minority and women-owned organizations, food banks, housing, and humane societies. In 2024, we donated \$1,226,381, with \$656,000 as CRA donations. Employees volunteered 13,900 hours, with 4,007 as CRA service hours. In 2024, we conducted over 400 financial literacy presentations, benefiting over 5,000 adults and children.

In 2024, we donated \$1,226,381, with \$656,000 as CRA donations. Employees volunteered 13,900 hours, with 4,007 as CRA service hours.



OVER
\$1.2MM
DONATED IN 2024

\$201,500

ECONOMIC
DEVELOPMENT

\$160,000

BE THE
DIFFERENCE DAY

\$42,000

IONIA COMMISSION
ON AGING

\$20,000

TOWARDS
FOOD PANTRIES

\$51,000

AFFORDABLE
HOUSING

\$44,000

FINANCIAL
LITERACY

\$20,000

GOOD MEASURE (HOME
REPAIR PROGRAM)

\$14,500

EMERGENCY
SHELTER



Be the DIFFERENCE Day

In 2024, we held our 9th Annual Be the Difference Day. Over 800 Independent Bank employees volunteered at more than 80 projects across Michigan and Ohio. The Bank donated \$160,000 to these organizations, contributed through employee Jeans Day donations and bank matching funds. This milestone brought our total Be The Difference Day donations to over \$1 million over the past nine years.

OVER
800
EMPLOYEES
VOLUNTEERED

OVER
\$1 MILLION
DONATED OVER THE PAST 9 YEARS

OVER
80
ORGANIZATIONS
SERVED



Financial Education

Independent Bank has been honored with the Michigan Bankers Association's Financial Literacy Award from 2019 to 2024 for promoting financial literacy. Our partnership with Junior Achievement involves bank volunteers teaching financial literacy in local classrooms and serving on JA boards.

Since 1997, we have run a School Bank Branch at Tri-County Area schools, allowing students to open savings accounts and work in bank roles. Serving grades K-5, this program provides hands-on financial experience.

We also sponsor and participate in the Junior Achievement BizTown® facility in Grand Rapids, where

fifth and sixth graders experience real-world business roles. Students work in various positions within our simulated Independent Bank branch, learning essential financial skills. In 2024, 50 of our employees helped over 700 students at BizTown and Finance Park. The Bank's support of Junior Achievement also includes SE Michigan donations and volunteers for JA in a Day as well as the Detroit JA Park.

Our Swift Savings account promotes kids' financial literacy. We also offer a graduation promotion with a cash incentive for new ONE Account openings.



Fostering Community Development

We help our customers achieve financial independence, business success, and community prosperity.

Home ownership is key for wealth generation and neighborhood stability. In 2024, we provided \$517 million in loans and various mortgage products to benefit a wide range of homeowners. Recognizing that rising home prices often outpace income growth, we invest in programs to promote affordable housing.

Our My Home Reward program covered \$1.6 million in closing costs for 498 low- and moderate-income households. Additionally, we partnered with the Federal Home Loan Bank of Indianapolis to secure a \$1 million grant, adding 52 affordable housing units in Detroit. Since 2021, we've facilitated \$4.4 million in grants, supporting eight projects and creating 501 affordable housing units.

In 2024, we increased our Low-Income Housing Tax Credit (LIHTC) investments by \$11 million, totaling \$33.2 million since 2018. This commitment reinforces our dedication to expanding access to safe, high-quality affordable housing, which is vital for economic mobility and family stability. The \$11 million invested in 2024 will fund four developments, aimed at creating 207 affordable housing units in Pontiac, Detroit, Lansing, and Wyoming, MI. Our efforts illustrate our deep commitment to supporting homeownership and strengthening communities.

Neighborhood Impact Program

In 2024, Independent Bank partnered with Federal Home Loan Bank of Indianapolis (FHLBI) for the second consecutive year to assist in home renovations and modifications for low- to moderate-income homeowners in Oakland and Wayne counties through the Neighborhood Impact Program (NIP). Independent Bank worked alongside Good Measures, Inc. to accept and review applications as well as facilitate the completion of home renovations, helping to distribute \$480,000 in allotted funds for 2024. Funds paid for new roofs, gutters, downspouts, windows, siding, heating units, walk-in tubs/showers, ramps, chairlifts, and universal flooring for qualified applicants.



First Independence Bank Partnership

The work Independent Bank (IB) does in connection with the Community Reinvestment Act (CRA) goes beyond regulatory compliance. We leverage our work under CRA to understand the needs of our communities and to deepen relationships in ways that move all of us forward. As a result of a community needs assessment, IB has developed a relationship/partnership with First Independence Bank (FIB), a Michigan state-chartered commercial bank. FIB is the only African American-owned bank headquartered in the state of Michigan.

In 2020, IB and FIB mutually entered into an agreement for IB to be the service provider for the fulfillment of mortgage loans, which includes, but is not limited to, processing, underwriting, and closing services. Technical support is also provided to FIB in the form of a point of sale (POS) platform which supports the consumers' ability to apply for mortgage loans online and electronically receive/provide required/supporting documentation, and a loan origination system (LOS) platform which fully supports not only the origination process but seamlessly integrates service providers and investors.

FIB is the only African American-owned bank headquartered in the state of Michigan.

As the partnership has grown, IB has expanded its services to also include mortgage product offerings specific to low to moderate income consumers, affordable housing programs, and homeownership education and counseling.

In 2024, our relationship with First Independence Bank remained strong, with 82 closings for a total of \$35,000,000. 40 of those loans were salable and 42 were First Independent Bank Portfolio loans.

Equal Access to Homeownership

My Home Reward Program

Started in December 2020, our My Home Reward Program provides zero-closing cost loans to applicants in low- or moderate-income neighborhoods in Michigan and Ohio. **In 2024, the program helped 144 households, covering over \$570,000 in closing costs.**

Freddie Mac BorrowSmart® Program

Our Freddie Mac BorrowSmart® Program offers \$1,250 for down payment and closing costs to qualifying borrowers. Combined with the Home Possible® loan, it provides lower insurance and waived price adjustments. **In 2024, we closed 38 loans, awarding \$39,000 in grants.**

BorrowSmart AccessSM Assistance Program

Launched March 15, 2023, our Freddie Mac BorrowSmart AccessSM Program offers \$3,000 for down payments and closing costs. It aims to bridge the homeownership gap for lower income families in areas like Detroit-Warren-Dearborn, Michigan. **In 2024, 72 loans were closed with this assistance.**

FHLB Rate Advantage Program

In December 2024, Independent Bank launched the FHLBank Indianapolis Rate Advantage Program, offering below-market rates to borrowers with incomes up to 80% of the Area Median Income. **In early 2025, 71 loans were closed, making homeownership more affordable.**

Oakland County Treasurer's Independent Bank Home Buyer Assistance Program

Independent Bank and the Oakland County Treasurer offer a \$5,000 grant to first-time homebuyers in Oakland County with incomes up to 120% of the Area Median Income. **In 2024, 10 loans were closed, with 8 more in early 2025.**

FHLBank Indianapolis Homeownership Opportunities Program

Independent Bank and FHLBank Indianapolis offer up to \$20,000 in down payment assistance through HOP for eligible households. **In 2024, we closed 8 loans, totaling \$159,670.**

Partnership with GreenPath

In August 2024, Independent Bank and GreenPath launched a program to help borrowers become mortgage-ready. 51 borrowers have enrolled, with 11 returning for mortgage approval. We are currently looking to secure long-term funding for this pilot program.

FHLBank Indianapolis HomeBoost

In 2023, FHLBank Indianapolis launched the HomeBoost program offering up to \$25,000 in grants to minority and first-generation, first-time homebuyers. **Independent Bank helped 9 households receive \$221,821 in 2024.**

MSHDA Rate Relief Mortgage Program

In October 2024, the MSHDA Rate Relief Mortgage Program was launched, offering low-income, first-time homebuyers in Michigan reduced interest rates. **We successfully closed 8 loans in 2024 and 10 more in early 2025.**

Supporting Rural Communities

We support Michigan's rural communities by employing Loan Officers throughout the state. They offer various financing options, including Rural Development loans and loans for manufactured homes. In 2024, we financed 37 manufactured homes.

Through these programs we aim to bridge the homeownership gap for underprivileged communities

Opportunity ONE Account

Independent Bank offers the Opportunity ONE account for customers who would like to rebuild or reestablish a positive checking account history and who do not qualify for our ONE Account checking product. The Opportunity ONE account does not charge customers a monthly service fee*, and also provides free online and mobile banking, mobile deposit, and Debit Mastercard,[®] and is a certified BankOn product.

Bank On Certified

The CFE Fund's national Bank On platform supports local coalition and financial institution efforts to connect consumers to safe, affordable bank accounts.

Research from the Federal Deposit Insurance Corporation shows that there are many reasons consumers lack a basic transaction account: not enough money for the minimum balance; distrust of financial institutions; high or unpredictable fees; or identification, credit or banking history problems. Many Americans are driven to use expensive alternative financial services, including check cashers, payday lenders, and pawn shops that charge high fees for financial services that fail to help people get ahead. Without a checking account, families wind up paying too much for basic financial transactions and are hard pressed to build savings and assets. The Opportunity ONE account gives these customers a chance to do so.

**The Opportunity ONE account assesses a \$3 monthly paper statement fee which can be avoided by enrolling in eStatements.*



COMMERCIAL LENDING PORTFOLIO

OVER

\$250MM

LENT TO THE BELOW CATEGORIES



VETERAN OWNED
\$4,321,134



WOMAN OWNED
\$112,147,852



MINORITY OWNED
\$109,087,338



NON-PROFIT
\$24,499,445

IBC BOARD OF DIRECTORS



Stephen L. Gulis, Jr.
Chairperson



William J. Boer
Lead Director



Dennis W. Archer, Jr.
Director



Terance L. Beia
Director



Joan A. Budden
Director



Michael J. Cok
Director



Christina L. Keller
Director



Ronia F. Kruse
Director



Michael M. Magee, Jr.
Director



William B. Kessel
Director



From Left: Larry R. Daniel, Stefanie M. Kimball, William B. Kessel, Gavin A. Mohr, Joel F. Rahn, & Patrick J. Ervin.

EXECUTIVE LEADERSHIP

William B. Kessel
President & CEO

Gavin A. Mohr
EVP, Chief Financial Officer

Larry R. Daniel
EVP, Retail Banking

Patrick J. Ervin
EVP, Mortgage Banking

Stefanie M. Kimball
EVP, Chief Risk Officer

Joel F. Rahn
EVP, Commercial Banking

SENIOR OFFICERS

Cheryl A. Bartholic
David R. Boeve
Angela M. Champagne
Tami E. Coates
Helene S. Dimitroff
Garrett A. Easter
Matthew C. Greene
Jeremy O. Hawke

Melissa A. Hewlett
Kyle A. Johns
Susan M. Johnson
Keith J. Lightbody
Jaime L. Macumber
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Joshua C. Meyers
Christopher S. Michaels

Dean M. Morse
Daniel G. Plumert
Vern S. Rowley
David R. Rozewski
Edward W. Ryan
Anna M. Sperling
Michael J. Stodolak
James J. Twarozynski

BOARD OF DIRECTORS SPOTLIGHT

Ronia Kruse

Ronia Kruse is the founder and CEO of OpTech, LLC and OpTech Solutions, a talent development and solutions firm providing services to Fortune 1000 and government clients, as well as a member of Independent Bank's Board of Directors. Ms. Kruse has extensive experience in corporate governance and workforce development strategies. She also serves on Independent Bank's Diversity task force, contributing her expertise in business leadership and organizational growth.

How does attracting talent increase business sustainability?

Attracting and retaining top talent is the foundation of a sustainable and thriving business. A company is only as strong as the people it attracts, hires and retains, and success is rarely achieved alone. By fostering a culture of innovation, collaboration, and continuous learning, organizations position themselves to adapt to evolving industry landscapes. At OpTech, we prioritize hiring individuals who not only possess technical expertise but also align with our company's values, vision, and commitment to excellence.

Beyond recruitment, business sustainability is about empowering employees—giving them opportunities to grow, lead, and maintain a healthy work-life balance. Engaged employees are more productive and innovative, which directly impacts long-term business success. By investing in our people, we are investing in our future.

KEY ACHIEVEMENTS

Recognized for Leadership & Impact:

- Inducted into the 2025 Mike Ilitch School of Business Entrepreneurship and Innovation Hall of Fame
- 2025 Michigan Women Forward's Women for Achievement and Courage Award
- EY Entrepreneur of the Year Finalist
- Crain's Detroit Business 40 Under 40
- Mike Ilitch School of Business Alumni of the Year

Mentor & Advocate for Women Entrepreneurs:

- Supports mentorship and career development for aspiring female leaders

Building a Multi-Award-Winning Company:

- Clearly Rated's 2024 Best of Staffing Award for Talent & Client Satisfaction
- 2025 DBusiness Top Corporate Culture Finalist
- 2024 Best and Brightest Companies to Work for in the Nation
- 2024 The Best of MichBusiness
- Global Detroit's Corporate Impact Award
- Inc. 5000 List of Fastest Growing Private Companies (9 years)
- Forbes Best Professional Recruiting Firms (56 out of 250 nationwide)

CAREER HIGHLIGHTS

- **Co-founder & Board Chair of Digital Lakes:** Leads initiatives like the Micro-Internship Program to connect students with tech careers.
- **Public Speaker & Industry Influencer:** Shares insights at major conferences and institutions.
- **Board Leadership:** Serves on boards including Independent Bank, Detroit Economic Club, and others.
- **Quantum Shift Fellow:** Completed a leadership program at the University of Michigan Ross School of Business.



A company is only as strong as the people it attracts, hires & retains.”

Cybersecurity Program

At Independent Bank, we prioritize the security of sensitive data and recognize the importance of safeguarding against cybersecurity threats. Our cybersecurity processes are supported by a comprehensive cybersecurity risk assessment program. This program is designed to evaluate and mitigate threats and vulnerabilities, ensuring the ongoing protection of our operations, data, and financial condition. We continuously collaborate with industry leading service providers and experts to enhance our cybersecurity posture through assessments, monitoring, and program reviews. Additionally, we maintain a robust incident response plan and business continuity strategies to swiftly respond to potential breaches and minimize operational disruptions.

Our commitment to cybersecurity is overseen at the highest levels of our organization. The Board of Directors, in collaboration with our Chief Executive Officer (CEO), Chief Information Officer (CIO), Chief Operating Officer (COO), Chief Risk Officer (CRO), and Chief Information Security Officer (CISO), play a pivotal role in managing cybersecurity risks. The CISO

leads our cross-functional cybersecurity team and ensures regular reporting to oversight committees and the full Board of Directors. Our comprehensive cybersecurity framework includes continuous monitoring, vulnerability assessments, regular security training, third party risk management, identity management, and data encryption. This proactive approach allows us to adapt to evolving threats and ensures the continuous protection of our stakeholders' data and our operational resilience.

We consistently engage in proactive measures aimed at preventing, detecting, and effectively minimizing the impact of cybersecurity incidents.



RECOGNIZED FOR OUR EFFORTS

Named one of the World's Best Banks in 2024 by Forbes

Named the Best Bank in Michigan in 2024 by Forbes

50/50 Women on Boards "3+" Company, with Three or More Women Directors on our board

Named one of America's Greatest workplaces in 2024 by Newsweek

Certified by our employees as a Great Place to Work® in 2024

Named a class of 2024 Piper Sandler SM-All Star





POLICIES & OTHER DOCUMENTS

