

At First Sound Bank we are proud of our diverse set of clients

We strive to offer services that make your business a success and are happy to share with you some of our customers' thoughts about working with us.



First Sound Bank

Innovative Business Banking. Your Way.



Elite Commercial Contracting, Inc. is a well-respected commercial contracting firm specializing in retail construction and the remodeling of existing commercial facilities. Established in 1998 and based in Kent, the company serves a host of commercial clients and is a major construction partner for Starbucks and Safeway in the Pacific Northwest.

In his business, Elite Commercial Contracting President Michael Boone likes to deal with people face-to-face, and he's glad he has found a bank that does too. "We can go down and meet with anyone, at any level, at First Sound Bank," says Boone. "They're always available and accountable, and they follow through with quick resolution, instead of pushing us down the line." Having a bank headquartered in downtown Seattle is another big plus for Boone. "I like the local ownership aspect and not having to deal with decision makers in other parts of the country," says Boone.



"We feel very connected to the people at First Sound Bank. They give us 110% and are so much more of a partner."

— Michael Boone, President
Elite Commercial Contracting, Inc.



PACIFIC DISTRIBUTION SERVICES LLC

Pacific Distribution Services, LLC, is a full-service warehousing and distribution services company managing 1.6 million square feet of public and contract warehouse facilities for regional, national and international clients. Headquartered in Sumner, the company has provided clients with quality, responsive, client-focused transportation, distribution and logistics services for over 50 years.

Pacific Distribution Services CEO Dale Scott chose First Sound Bank because he wanted a bank that could provide a full complement of services. "Most importantly, we needed a funding mechanism that met our dynamic business needs, without all the restrictions of the larger banks," he says. "Once the bank made the commitment, the funding was in place almost immediately. And, with the help of FSB staff, we literally switched over in one day and haven't looked back since."

Scott is pleased that the people at First Sound Bank have done everything they promised to do and more. "They have helped our business to continue growing and are genuinely interested in our success," he says.



"I really appreciate that they always get back to us immediately. I have actually utilized their responsiveness as an example to our staff of the importance of good customer service!"

— Dale Scott, CEO
Pacific Distribution Services



Based in Juneau, Alaska, Four Seasons Marine Services provides a full range of maritime services that includes Four Seasons Tours wildlife and whale-watching cruises on Stevens Passage and Lynn Canal, as well as custom charters for a multitude of special events on the waters near Juneau. The company also offers — through Alaska Coach Tours in Ketchikan, Skagway and Juneau — a variety of short-excursion tours for major cruise lines.

VP and CFO Dave Tougas really values stability and personalized service, which he found lacking at his previous bank. "Decision making just kept moving farther and farther away, and they didn't have a clue what our business was about." So, when he heard about First Sound Bank through his CPA, Tougas took a close look. "I thought they had a

high-quality management team, offered better, more-personalized service, and would be small enough to understand what we're doing — and it has proven out," he says. "In fact, it's better than I ever imagined."

Tougas also was worried whether he'd be able to get help from people in Seattle, but it hasn't been a concern. "Most of my issues can be dealt with over the phone," says Tougas. "And they come over to Poulsbo to meet with me so I don't have to go to Seattle. You can't get better service than having your banker come to you!"



"First Sound Bank's Internet banking has been wonderful. It's really convenient, and all the information we need is right there. It's easy to navigate the system, and if there's something we don't understand, we just get on the phone and get an answer immediately."

— Dave Tougas, VP & CFO
Four Seasons Marine Services



Specialty Forest Products, Inc.

Specialty Forest Products, Inc. is a wholesale distributor of hardwood and softwood lumber, plywood, millwork and associated industrial wood components. Providing high quality forest products from locations in Algona and Spokane, the company has served customers throughout the Pacific Northwest, Hawaii and Alaska since 1981.

For Bart Holbrook, president and one of four principals with Specialty Forest Products, Inc., the most enjoyable part of banking with First Sound Bank is dealing directly with decision makers. "We not only get instant access with quicker decisions, feedback and resolution of issues than we ever got from our previous bank, but First Sound Bank's answers have always been immediate and binding," says Holbrook. With respect to making the big transition over to First Sound Bank, Holbrook gives the bank nothing but high marks. "We really anticipated more difficulty, but the transition was seamless. They didn't miss a beat!"



"We don't have to deal with multiple layers of management, and it's apparent that First Sound Bank has taken a sincere interest in our company and is truly looking out for us."

— Bart Holbrook, President & Principal
Specialty Forest Products