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## **Newtown Savings Bank Promotes Priscila Otoni to Customer Experience Manager at Bridgeport Branch**

BRIDGEPORT, CT – Newtown Savings Bank is pleased to announce the promotion of Priscila Otoni to Customer Experience Manager at its Bridgeport branch. In this role, Otoni will oversee the delivery of exceptional customer service while building strong relationships with individuals and businesses throughout the Bridgeport community.

Otoni began her banking career with Newtown Savings Bank in March 2019 as a part-time employee at the Trumbull branch. Since then, she has advanced through several roles including Teller and Universal Banker I and II, gaining experience in customer service, banking operations, and relationship management. She was also recognized with a fraud prevention award for her diligence and commitment to protecting customers.

“Priscila’s growth within our organization reflects her dedication and passion for helping others,” said Katie Smith, Regional Experience Manager at Newtown Savings Bank. “Her strong connection to the Bridgeport community and commitment to customer care make her ideal for this role.”

A Bridgeport native and first-generation Brazilian American, Otoni brings a deeply personal perspective to her new position. She grew up in an immigrant household and understands firsthand the challenges individuals and families may face when navigating financial systems.

“This role excites me because it allows me to give back to the community I grew up in,” said Otoni. “I didn’t always have access to financial knowledge or understand the resources available to me. As Customer Experience Manager, I want people to know that we are here to help, educate, and serve as a trusted partner.”

Otoni has seven years of experience with Newtown Savings Bank, having built her expertise through continuous learning and hands-on service across multiple roles. She is deeply committed to community involvement and enjoys volunteering in ways that support both people and animals. As she steps into this new role, she looks forward to establishing partnerships with local organizations to further support the Bridgeport community.

Guided by values of trust and empathy, Otoni is committed to ensuring that every customer feels supported and confident in their banking relationship.

### **About Newtown Savings Bank**

*Newtown Savings Bank is a community bank headquartered in Newtown, Connecticut, with over \$1.8 billion in assets. The Bank has been deeply committed to its customers and the community since 1855. It has 15 branches located in Newtown, Bethel, Bridgeport, Brookfield, Danbury,*

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*Monroe, Oxford, Shelton, Southbury, Trumbull, and Woodbury, along with the New Haven Regional Lending Center in Hamden, CT. For more information and location details visit [NSBonline.com](http://NSBonline.com) or call 800.461.0672. Member FDIC. Equal Housing Lender.*