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Angelica Ortega Joins Newtown Savings Bank as Customer Experience Manager

NEWTOWN, CT – Newtown Savings Bank is thrilled to announce the appointment of Angelica Ortega as the new Customer Experience Manager of the Brookfield Branch. With over a decade of experience in the banking industry, Ortega brings a wealth of expertise and a commitment to exceptional customer service to her new role.

Ortega began her banking career as a teller and quickly advanced into supervisory positions, where she was recognized for her exceptional customer service and as a top performer. Her previous role as a Sales and Service Supervisor saw her leading successful audits and ensuring operational compliance. Most recently, she served as a Branch Relationship Manager, where she was instrumental in building strong teams and fostering business growth.

"We're excited to welcome Angelica to the Brookfield team," said Brian Fonck, FVP, Retail Banking & Deposit Product Management at Newtown Savings Bank. "With her extensive experience in banking, she brings valuable expertise and a strong commitment to excellence. We're confident she will be a tremendous asset to the Bank."

In her new position at Newtown Savings Bank, Ortega will focus on coaching and developing her team to deliver outstanding service. She is dedicated to fostering a growth-oriented environment and ensuring that customers receive the necessary guidance to achieve their financial goals.

"I'm excited about the opportunity to contribute to the development and success of my team and, in turn, create an exceptional customer experience," Ortega remarked. "Supporting others in achieving their personal and professional goals is incredibly rewarding to me. I look forward to building trusted relationships with our customers and being a dependable partner as they navigate their financial milestones and challenges."

Beyond her professional endeavors, Ortega is committed to community service. She volunteers with Danbury Student and Business Connection and Junior Achievement of Greater Fairfield, supporting financial literacy initiatives for local youth.

Newtown Savings Bank welcomes Angelica Ortega and knows her leadership will benefit the Brookfield Branch and its customers.

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, 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 or call 800.461.0672. Member FDIC. Equal Housing Lender.