



CONNECTICUT BANKERS ASSOCIATION

Susan L. Shields - President & CEO, The Milford Bank

Susan Shields is the President and CEO of The Milford Bank, a 147 year old community bank deeply rooted in the communities it serves. Built on three equally important pillars, the tenants of its model are service to the community, extraordinary customer service, and corporate responsibility. Mrs. Shields has dedicated her 40+ year career to community banking, most of it with The Milford Bank. Community banks are the backbone of any local economy. Being with a community bank allows her to give back and to make a real, tangible difference in the communities served allowing them to flourish. That is exactly what is profoundly rewarding to her.



Mrs. Shields was appointed to her current position as President & CEO in 2015. Since then, she has added to the strength of her management team and has the right mix of people in place to meet the challenges of the banking industry, in general, and those specific to The Milford Bank. She understands the successful bank of the future will have fewer branches but better branding, with technological advancements getting equal billing with the traditional neighborhood touch. She and her team are committed to adjusting the Bank's business model to a more contemporary one while keeping their time honored tradition of continuing excellence in customer service. Banking is very much about convenience- but at the root of it all, community banking is about relationships. Her challenge is to meld the sweeping changes technology continues to bring to how we do business with the building of personal connections that are integral to the community banking model that is The Milford Bank

Mrs. Shields graduated from Southern Connecticut State University and completed her M.B.A. in Finance at the University of New Haven. She is also a graduate of the National School of Banking.