

When an expected source of funding failed to materialize, SNB helped a dentist with financing to see him through the final weeks of dental school and his licensing exams.



**SNB CASE STUDY:
DENTAL**

Dr. Joshua Austin, DDS, thought he had a plan to cover expenses for his final term of dental school. When those plans unexpectedly fell through, he turned to SNB for help. Prior experience led him to believe it might take up to 90 days to get a loan approved and a check in hand. After calling SNB he was pleasantly surprised, just over 24 hours later, to have met with an SNB banker and have a check in hand.

Dr. Joshua Austin, DDS, was weeks away from completing dental school at the University of Texas Health Science Center at San Antonio when he was faced with a financial crisis. He had received his final disbursement months earlier and was incurring expenses for his licensing procedure. With plans already in place to begin practicing dentistry after graduation, his primary concern was simply to have enough money to complete his final term.

The Best Laid Plans...

Dr. Austin thought he had a plan to fund his final term, but instead he had an unpleasant surprise. He received an e-mail from eBay® and PayPal® stating that a laptop computer he had sold for \$2,400, and shipped to its new owner, had not arrived. The buyer had filed a complaint, resulting in a freeze being placed on Dr. Austin's account. "The money I had sitting in that account was going to be the money I had for the rest of the school year," said Dr. Austin. "They put a freeze on everything – I had nothing." Dr. Austin found himself unable to pay any of his bills.

This harsh news came just a few days after Dr. Austin had met Carl Salvato, an SNB Healthcare Banking Officer. He recalled Carl discussing the financing SNB could

provide to help students transition from school into practice.

Next Day Service

About 9:00 on the morning he received this news, Dr. Austin contacted Carl to explain his situation. "We were meeting at Starbucks® the next day at 2:00 in the afternoon to finalize everything. In just over 24 hours, I went from not having – being completely without anything – to being set up with everything I needed. It was awesome, it was that fast." SNB provided Dr. Austin with a cashier's check that day and also set up a line of credit to cover other expenses. Because of the urgency of Dr. Austin's situation, SNB expedited the processing of this loan request.



Dr. Joshua Austin, DDS

SNB far exceeded expectations for responsiveness. "The companies I've dealt with before, if I needed money in June, I'd better be applying for it in March because it was going to take a good 90-days to get a check in my hand. With SNB, there was less paperwork. Carl took care of everything over the phone. The only meeting we had was when I picked up the check. No pun intended, but with other banks it was like pulling teeth compared to this."