EXHIBIT C

IN THE UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA
PENSACOLA DIVISION

SPORT & WHEAT CPA PA,)
a Florida corporation,)
individually and on)
behalf of a class of)
similarly situated)
businesses and)
individuals,)
Plaintiffs,) CIVIL ACTION NO:
VS.) 3:20-CV-5425
SERVISFIRST BANK INC;)
SYNOVUS BANK; et al.,)
Defendants.)

Deposition of Steve Adams
June 18, 2020
9:30 a.m.
At the offices of Butler Wooten & Peak
105 13th Street
Columbus, Georgia 31901

Court Reporter: Karen Hinch

A P P E A R A N C E S

ON BEHALF OF THE PLAINTIFFS:

William F. Cash, III (Via Zoom)
Levin, Papantonio, Thomas,
Mitchell, Rafferty & Proctor, P.A.
316 South Baylen Street, Suite 600
Pensacola, FL 32502
bcash@levinlaw.com

John S. Wirt (Via Zoom)
Wirt & Wirt, P.A.
5 Calhoun Avenue, Suite 306
Destin, FL 32541
jwirt@wirtlawfirm.com

ON BEHALF OF THE DEFENDANT, SYNOVUS BANK:

Philip A. Bates
Philip A. Bates, P.A.
25 West Cedar Street, Suite 550
Pensacola, FL 32502
pbates@philipbates.net

Ramsey B. Prather
James E. Butler, Jr.
Butler Wooten & Peak, LLP
105 13th Street
Columbus, GA 31901
ramsey@butlerwooten.com
james@butlerwooten.com

Antonio M. Haynes (Via Zoom)
Paul J. Nathanson (Via Zoom)
Davis Polk & Wardwell, LLP
450 Lexington Avenue
New York, NY
antonio.haynes@davispolk.com
paul.nathanson@davispolk.com

ON BEHALF OF THE DEFENDANT, TRUIST BANK:
Cheryl L. Haas (Via Zoom)
McGuire Woods
1230 Peachtree Street, N.E., Suite 2100
Atlanta, GA 30309
chaas@mcguirewoods.com

ON BEHALF OF THE DEFENDANT, SERVISFIRST:

Sara Anne Ford (Via Zoom)
Lightfoot Franklin & White
400 20th Street North
Birmingham, Alabama 35203
sford@lightfootlaw.com

ALSO APPEARING:

Jill Sport (Via Zoom)
Tim Wheat (Via Zoom)

I N D E X

EXHIBIT INDEX

was marked
for identification.)

Q Okay. So I just wanted to introduce Exhibit E4, which you see -- which you have there on the computer in front of you. So I'm just showing you that this is an email chain. The second page here is from Rick McClanahan, vice president, Pensacola, Florida.

Do you see that?

A I do.

Q Okay. Do you recognize him?

A I don't know Rick.

Q Okay. All right. It says here it's known as the number one most reputable bank. And it's addressed to borrowers, as far as I can tell. Mr. McClanahan is saying, "I want to thank each of you for your patience as we chartered these new waters together. The first round of the PPP was stressful for all of us."

Would you agree with that statement?

A I think it would -- many people would say that it was stressful given the urgency and short timing.

Q He goes on and he says, "I know many of you were losing sleep because we were talking on the phone at 11:00 and 12:00 at night either getting your application ready or discussing the mechanics of these funds."

Do you see that?

A I do see that.

Q Okay. So when you said the bank was busy, this is the type of activity that you were talking about?

A Yes. It's -- yes.

Q Okay. I mean, it looks like to me the bank was totally crushed with applications; is that fair?

MR. BATES: Object to the form of the question.

A I'm not sure what you mean by "totally crushed."

Q Well, would you say the bank was extremely overloaded with these applications in this short period of time that you mentioned?

MR. BATES: Object again.

A Yeah. Again, when you say "overloaded," I'm not -- there were a lot -- there were a lot of applications, but that's a relative term, and it certainly didn't overload our systems. But there's a time component so there's a significant desire to serve as many customers as possible, and there was uncertainty around the timing that funds would be available so our bankers moved with urgency. And unknowns can create tension and stress.
Q I mean, you're familiar with the fact that the CARES Act money in run one completely ran out across the country, right?
A Yes.
Q And wasn't it true that there was a general impetus in the banking industry to get loan applications through fast so the customers could get funded before that pool of money ran out?
A That's fair, yes.
Q He says here in this email, "We're still processing PPP applications as they trickle in. We would consider this

Q Their relationship manager, you said?
A Yes.
Q And would that be a person that sits in a retail branch?
A Not necessarily, no.
Q Okay. Where else would they be?
A They might be in a commercial banking office.
Q Okay. Do you know about how many people at the bank worked on the loans -- worked on the application process bringing these loans in and trying to validate and process them?
A I would need to clarify. Do you mean any -- we had multiple work cues, different groups that had a different responsibility to include the development of the portal from a technology perspective all the way through closing and funding and communication. So do you mean directly reviewing applications at some stage of work?
Q I see what you're saying. Maybe you can break it down for me. I'm primarily

interested in those who would have had
interaction with borrowers.
A Yes. I would say around 400
people -- and this is an estimate -- that
would have had some likelihood of having an
opportunity to interact with a client, but
the need to interact with a client might
vary.
Q Did you have people working
overtime in this capacity?
A A few. Many team members are
exempt and would not have necessarily had
hourly tracking.
Q When you say "a few," who had
overtime and for what roles are we talking
about?
MR. BATES: Object to the form.
If you understand the question,
go ahead and answer.
A The specific roles, it could have
been in a few different stages of the
process. We had a group that reviewed the
online portal submissions and would have,
you know, made sure that the information was
accurate and matched it to a customer on our

MR. BATES: It's probably yours.
MR. CASH: Yeah, it probably is.
Q (By Mr. Cash) So I'm asking -- you said that you had other people that were pulled in from other roles to help in this generic processor role for PPP. So what kinds of people were pulled in?
A We used -- to be honest, it was broad. We utilized commercial bankers. We utilized portfolio managers and, in some cases, underwriters. We had branch managers in a limited capacity in some cases who were involved. We utilized our commercial assistants for part of the process. Of course our SBA team, in addition to their day job of processing traditional 7(a) loans, would have been involved in processing these loans as well and supporting that.
Q Okay. So just so I'm clear, the workload on the bank was so heavy that you pulled people out of their regular jobs to step in and serve as PPP processors because there was that much work to do?
MR. BATES: Object to the form.

A Yes.
Q If you had exceptions or errors or questions on an application, was there a code or a flag on the application that was placed or triggered by anybody?
A I don't know if I would call it a code or a flag, but we had a way to identify loans not around eligibility, per se, but around is the information from this applicant, does it match our system, can we identify that they are a Synovus customer.
Q Would the bank benefit from an application that is clean and doesn't have errors on it compared with an application that's going to require the bank to go back and reconcile issues with the borrower?
A Can you ask that question again?
Q Yeah, sure. Would the bank benefit from receiving a clean application that is properly eligible, has the correct calculations, and is supported with all the right documents versus receiving an application that might not be eligible, might have bad calculations, might be missing necessary supporting documents?

A We would be able to process that application more quickly.
Q Okay. Wouldn't that mean then there would be more time to process another application for a different client?
MR. BATES: Object to the form.
A It may mean that. There are certainly other considerations as well around availability of funds and that sort of thing that are unknown. But it would make easier -- the processing is easier if all the documentation is there the first time.
Q Okay. And I guess that's what I'm getting at. So that would mean that you would have freed up some labor resources to work on a different application which would allow the bank to do more business if applications coming in are correct; is that not true?
MR. BATES: Object to the form.
Answer if you can.
A Yes.
Q I'm going to ask a little bit about your systems. I'm switching gears a

and document request.

Page 7 Ms. Sport is talking about we don't have forecasted monthly expenses for two months. They're asking what utilities are. Ms. Weaver writes back, "Hell fire and damnation. I don't know," talking about the application.

Ms. Weaver says, "Let's go to a spa I know in San Antonio after this is over."

Do these texts support that Ms. Sport was helping put an application to the bank? Wouldn't this support that the bank knew Ms. Sport was trying to make an application?

A It would indicate that this Ms. Sport is, you know, doing something in the process, you know, submitting information it appears on behalf of the customer.

Q Okay. Now, you said you have not seen these before. And is Ms. Weaver violating the policy you said about not texting customers?

A She would be.