

# 2015 ICBA Washington Policy *Summit*



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## Chairman's Remarks



**Tim Porter**

Bank of North Dakota  
Bismarck  
ICBND Chairman

In the book "The Truth About Leadership," the authors make two very profound statements about leadership. At the beginning of the book, they state "everything you do as a leader is based upon one audacious assumption: you matter." Our efforts in every endeavor, whether it be driving economic development within our local communities or writing a letter to our national delegates in Washington DC, make a difference. In late April, several of our member bankers attended the Washington Policy Summit hosted by ICBA. We met with each delegate and went through our list of talking points. The main priority, number one on our list, was to seek some relief from crushing regulations that burden community bankers. ICBA developed a "Plan for Prosperity" containing several provisions that would ease this regulatory burden, which we endorsed and presented to our national delegates. These provisions, for the most part, were included in the bill drafted by Senator Shelby, the Chairman of the Banking, Housing, and Urban Affairs Committee. While we know the bill in its current form has some challenges ahead, it's nice to see that our efforts both at the state and national associations mattered. We will continue

to monitor the progress of this legislation and ask that you continue to communicate your thoughts and ideas regarding the content of this bill to our delegates.

The second statement came at the end of the book. "Everything you do as a leader begins with one word: Yes." As an association, we can be proud of the many bankers that have stood up and said "yes" over the years. We understand how precious your time is, and are truly thankful to all of those who have graciously offered their time and talents to make our association better and to fight for those causes that protect our industry. Our association continues to get stronger because of the involvement of our service-leadership driven members.

I know our summer is packed with opportunities for education and development, highlighted by our annual convention August 16-18. Mark these dates on your calendar and join us at our premier annual event. If you want education, we have an impressive line-up of speakers on a variety of industry topics. If you want networking, we have the golf tournament and hospitality room. Who knows, maybe Evil Ron will show up this year!

## President's Remarks



**Barry D. Haugen**  
ICBND President

The 2015 ICBA Washington Policy Summit was held the last week of April in DC, and it was my first time attending the event. With our North Dakota contingent of 21, it was a great opportunity to network with nearly 1,000 other community bankers and industry advocates from around the country. Congressional leaders, including Senator Richard Shelby, Chairman of the Senate Committee on Banking, Housing, and Urban Affairs, and regulatory agency heads provided informative and timely presentations as well. As always, the ICBA did a fabulous job hosting the event and ensuring that attendees were prepared with the appropriate messaging and materials. I felt a sense of cautious optimism during the event that maybe, just maybe, independent community bankers might get some regulatory relief in this 114th Congress. I want to thank those of you who attended this year and I'm already looking forward to next year's summit. I hope you as bank members consider attending or having someone from your bank attend to once again advocate exclusively for independent community banks.

Continuing on the federal front, Senator Shelby released the discussion draft of the "The Financial Regulatory Improvement Act of 2015" in mid-May and a committee mark-up session was

conducted on the 20th. It's a very comprehensive 216 page bill with a number of community banking relief items in Title 1 of the bill. We actively lobbied Senator Heitkamp and her staff for bipartisan support of the bill, but it quickly split along party lines. The bill did pass the committee 12-10, but it's unlikely to see the Senate floor in its current form. Hopefully, productive bipartisan negotiations can occur to salvage some meaningful community bank reform initiatives soon.

Locally, ICBND is in the midst of its educational program season. We hosted the FDIC Bankers College in Fargo and Bismarck during the week of May 11 and had nearly 160 bankers and bank directors attend. The feedback from those events has been very positive. June will be packed with ICBND events as well. The summer conference for the Emerging Leaders Development Program will be in Fargo on June 4-5 and the School of Agricultural Lending will be in Bismarck on June 22-26. We're pleased with the registration volume for both of those upcoming events. These are "first-time" opportunities for me as well and I'm excited to experience them.

Have a great summer and I hope to see you soon!

Barry



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**ICBND would like to congratulate it's Bank  
Members receiving top honors in  
ICBA's Best of the Best Top Performers**

<b>American Bank Center</b> #13 in ROE for Subchapter C Banks with assets greater than \$1 billion	<b>Garrison State Bank &amp; Trust</b> #21 in ROE for Subchapter C banks with assets of \$75 million to \$150 million
<b>Bank of Glen Ullin</b> #15 in ROE and ROA for Sub-S banks with assets of \$75 million or less	<b>Grant County State Bank</b> #11 in ROE and #14 in ROA for Sub-S banks with assets of \$75 million or less
<b>Choice Financial</b> #2 in ROE and #6 in ROA for Sub-S Banks with assets of \$500 million to \$1 billion	<b>Liberty State Bank</b> #4 in ROE and #14 in ROA for Sub-S banks with assets of \$75 million to \$150 million
<b>Dakota Community Bank &amp; Trust Co.</b> #3 in ROE and #20 in ROA for Sub-S banks with assets of \$500 million to \$1 billion	<b>Security First Bank of ND</b> #21 in ROA for Sub-S banks with assets of \$150 million to \$300 million
<b>First International Bank &amp; Trust</b> #1 in ROE and #2 in ROA for Sub-S banks with assets greater than \$1 billion	<b>Starion Financial</b> #7 in ROE and #8 in ROA for Sub-S banks with assets greater than \$1 billion
<b>First National Bank &amp; Trust</b> #3 in ROE and #19 in ROA for Sub-S banks with assets of \$300 million to \$500 million	<b>United Community Bank</b> #1 in ROE and #3 in ROA for Sub-S Banks with assets of \$300 million to \$500 million
<b>First Western Bank &amp; Trust</b> #22 in ROE for Subchapter C Banks with assets of \$500 million to \$1 billion	<b>Western State Bank</b> #14 in ROE and #17 in ROA for Subchapter C Banks with assets of \$500 million to \$1 billion

As part of its annual performance rankings of ICBA member institutions, Independent Banker pulled year-end FDIC call report earnings data to identify the top 25 community banks in six asset-size categories, both for Subchapter C corporation and Subchapter S corporation banks. Each top-25 listing measures community banks by their return on average assets (ROA) and return on average equity (ROE) ratios for all of 2014. All of the community banks were formed before 2014 and were ICBA members as of Dec. 31, 2014.

Independent Community Banks of North Dakota is proud of each bank member that helps drive community banking in North Dakota. Each bank operates in its own way to succeed in what they do best. One of those keys to success is an experienced and dedicated team of employees. Security First Bank of North Dakota, headquartered in New Salem, ND, emphasizes just that. "Our People are Pivotal.

Security First Bank of North Dakota is featured in the Independent Bankers' Best of the Best articles. Security First Bank is a family-owned, family-run community bank with incredibly loyal and dedicated team members that function as an extended family. They are dedicated to their employees, their customers, and doing things the right way.

"We truly believe our customers deserve excellent service, and we take a lot of pride in the fact that we have the flexibility to think outside the box to help our customers" says Sarah Getzlaff, Executive Vice President and COO for Security First Bank of ND.

"Security First Bank of ND looks for employees who are customer service focused, intelligent, hardworking and easy-going and who share in our dedication to stand out by providing flexible and intelligent customer service."

Continue reading this article or find out more about ICBA's Best of the Best Top Performers at:

[www.independentbanker.org](http://www.independentbanker.org)

# Shared Strategic Success

Jeff Rendel, Certified Speaking Professional, helps you bring about elite results- in leadership, sales, and strategy.

It's strategic planning season for many banks – a time for fresh ideas about your future. Why not add a new variation to this year's planning session by combining these considerations into your format and agenda?

Gain a sense of your board's vision for your bank. Ask your board a straightforward set of questions: "In five years, what can our bank be for our customers? In five years, how would you define strategic success? In five years, what is unique about our bank and business model?" Watch for themes that reveal your board's aspiration for your bank. Chances are your board's vision is focused on positioning your bank as Number 1 in the marketplace of your customers' loyalty.

Focus your planning session on ideas rather than numbers. Leave your strategic updates for your monthly board meetings and work from the vision your board has established. Rather than focusing on a set of financial targets, frame your conversations around concepts that can lead to greater significance in your customers' lives. If the initiatives you agree upon and create plans to execute lead to a deeper business commitment from your customers, your exceptional financial results will be a product of your brainstorm.

Aim for new ways to grow your top line. For all intents and purposes, the greater part of your bank's strategies should concentrate on the top line – new customers, new income sources, expanded reach, increased capacities, new products, growing your loan portfolio, and more. With an emphasis on optimizing the benefit your bank can deliver to your customers, your bank is able to increase its base of revenue in this exchange of value. When the customer wins first, your bank wins with new and expanded sources of revenue.

At its simplest, strategy is about where your bank will compete and how you will win. As your executive and governance teams meet to design and plan for your future, ensure your conversations remain dedicated to what your bank can be for its customers and why your customers should choose your bank in the future. In the end, your customers will drive your bank's success. Create worthwhile strategies to secure their loyalty for your shared successes.

Jeff Rendel, Certified Speaking Professional, works with financial institutions that want elite results in leadership, sales, and strategy. Each year, he addresses and facilitates for more than 100 financial institutions and their business partners.



## Housing Grant Distribution Authorized

The North Dakota Industrial Commission has authorized North Dakota Housing Finance Agency (NDHFA) to distribute more than \$200,000 to organizations statewide through the Helping Housing Across North Dakota

"The assistance provided through Helping HAND is flexible. It allows the grant recipients to utilize the funding to best serve their local housing needs," said Commission members in a joint statement. The Industrial Commission, consisting of Governor Jack Dalrymple as chairman, Agriculture Commissioner Doug Goehring and Attorney General Wayne Stenehjem, oversees NDHFA.

Helping HAND grant recipients are encouraged to use program dollars to benefit the largest number of households possible. A local match of 25 percent is required to access the funds. Program dollars are most often used for housing weatherization and rehabilitation projects. All of the funds must be utilized for projects in North Dakota. NDHFA is a self-supporting state agency dedicated to making housing affordable for all North Dakotans.

### The funds will be distributed as follows:

Community Action Program Region VII of Bismarck	\$31,110
Dakota Prairie Community Action Agency of Devils Lake	\$18,724
Community Action Partnership of Dickinson and Williston	\$15,849
Southeastern North Dakota Community Action Agency of Fargo	\$52,278
Red River Valley Community Action of Grand Forks	\$26,033
Community Action Region VI of Jamestown	\$13,190
Community Action Partnership of Minot	\$19,816
Turtle Mountain Band of Chippewa of Belcourt	\$9,166
Trenton Indian Service Area of Trenton	\$9,166
Red River Valley Habitat for Humanity of Grand Forks	\$3,750
Lake Agassiz Habitat for Humanity of Fargo/ Moorhead	\$3,750
Rebuilding Together of Fargo/Moorhead	\$1,000
Rebuilding Together of Bismarck/Mandan	\$1,000

For more information on Helping HAND, contact NDHFA at (800) 292-8621 or [hfainfo@nd.gov](mailto:hfainfo@nd.gov).

# 2015 ICBA Washington Policy Summit

## Stand Up. Step Up. Speak Up.

ICBND members showed up in force late last month for ICBA's Washington Policy Summit. 21 independent community bankers and guests from North Dakota joined nearly 1,000 other community bankers and industry advocates from around the country to advocate for positive reform in our nation's capital. While things tend to move slowly in Washington, there was a feeling of enthusiasm and optimism that regulatory relief for community bankers could be in the making.

ICBND members actively drove discussion in productive meetings with our congressional delegation and their staffs urging support for priority issues. Meetings were focused on right-sizing regulation, instituting uniform data-security standards, and ending taxpayer subsidies for credit unions and the Farm Credit System.

We must continue to lobby our delegation to ensure passage of these and other critical reforms. The Washington Policy Summit might be over, but the need remains to follow up with our congressional delegation and hold their feet to the fire. By advocating positive reforms in letters to Congress, we can help ensure community banks can continue to support our local customers and communities. As the theme of this year's summit implored –

**Stand Up. Step Up. Speak Up!**

## Get Involved

Washington Policy Summit attendees are advocating community bank regulatory relief, improving data and cyber security laws, and repealing the credit union and Farm Credit System tax exemptions. Community bankers back home can take part by using [ICBA's Be Heard grassroots website](#) to call on their members of Congress to cosponsor regulatory relief legislation.

ICBA's Be Heard grassroots website has many features including:

**Issues:** Items you can take action on relating to time-sensitive issues important to the community banking industry.

**Bills:** An area to find information on pro-community bank legislation as it moves through Congress.

**Advocacy Toolbox:** Tools you can use to Tell Congress How Regulatory Burden Affects Your Consumers and How to Take Your Lawmaker to Work.

**Find Your Legislators:** Browse by State to find Elected Officials in your area.

**ICBPAC:** The Independent Community Bankers Political Action Committee is the only federal PAC dedicated exclusively to representing the community banking industry.

Find out more at [www.congressweb.com/icba](http://www.congressweb.com/icba)





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## FINE Points

# Building Our Future

Written by: Camden Fine, President and CEO of ICBA

AS an ICBA member, you know about your national trade association's simple but powerful mission—about how it exclusively represents and serves the nation's community banks. Unique among any national financial trade association, ICBA's mission provides us with a singular focus. While we're only about community banking, we're also everything about community banking, too. This means we work as hard to advance the future of community banking as we do to represent and serve our industry today.

Simply put, ICBA strives every day to ensure the nation's community banks flourish in every way. Ensuring community banks continue to flourish both today and tomorrow is the motivation and energy behind Community Banker University®, ICBA's new comprehensive education program developed exclusively for community banks and individual community bankers alike. It's designed to strengthen our industry's future by giving all of the modern educational resources to the next generation of community banking leaders.

Officially launched last month, Community Banker University is a broad but flexible educational platform that provides premier professional development opportunities for every stage of a community banker's career. With lifelong learning a reality for everyone in our highly competitive and ever-evolving industry, ICBA has for years offered unparalleled educational offerings tailored to the particular needs of community bankers. By establishing Community Banker University, however, ICBA has begun expanding the scope and accessibility of our online and classroom offerings to encourage ongoing professional development throughout our industry. What's new includes additional courses and accredited academic opportunities in new formats from new providers for current community bankers as well as for people seeking to join our industry.

To pursue this mission in newly innovative and productive ways, ICBA and Community Banker University have affiliated with two certified university programs to broaden the accessibility and variety of ICBA's educational offerings. One affiliation with Community Banker University is with the Paul W. Barret Jr. School of Banking in Memphis, Tenn., which operates a three-year graduate banking program, including a commercial lending academy and human resources management program. The Barret School's curriculum covers about all of the major functions performed in financial institutions.

The second affiliation is with Athabasca University in Calgary, Canada, which specializes in providing distance learning courses, including those associated with its four-year undergraduate and graduate community banking degrees. The university's courses also offer focused studies in community banking business management and in community banking marketing and sales.

"Simply put, ICBA strives every day to ensure the nation's community banks flourish in every way."

While ICBA's longstanding educational resources, including our well-established classroom and online courses, will remain available through Community Banker University, know that ICBA's overall educational program is expanding and adapting dynamically and innovatively. By providing the best, most thorough and most accessible instruction to allow community bankers to continually advance their knowledge and careers, Community Banker University is just another way ICBA is ensuring that community banks continue to flourish. Discover what's available, and watch for new developments and opportunities through the program.

Building the future always starts with today. Let's start building your community bank's future, and our industry's future, together today.

Camden R. Fine is President and CEO of the Independent Community Bankers of America® (ICBA), a national trade association representing the interests of more than 6,500 community banks.

Cam Fine will be speaking at ICBND's 48th Annual Convention August 16-18, 2015. Register now to ensure your presence at his keynote address during the Closing Social and Annual Banquet. Visit [www.icbnd.com](http://www.icbnd.com) for more information.



# Flourishing Together

Written by: Jack Hartings, Chairman of ICBA

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## From the Chairman



**A**s I take the reins as chairman of ICBA, I feel honored, humbled and grateful—all because I have the opportunity over the next year to represent ICBA and community bankers across this great nation.

Community bankers like you have defined our industry by how you treat your customers and communities in good times and in bad. You know the right thing to do, and you do it. You are a force to be reckoned with when it comes to representing what's good in this world. So first and foremost, thank you. Thank you for all you do to help the citizens and communities on Main Street no matter where you are—whether it's rural America, suburban America or urban America. You help all types of communities thrive.

During my inaugural speech last month at the ICBA national convention, Community Banking LIVE, I asked my fellow community bankers in attendance to pledge to do what we can for your industry and for our communities to create an environment where community banking can flourish and to do your part in promoting community banking through your actions.

*“As I take the reins as chairman of ICBA, I feel honored, humbled and grateful—all because I have the opportunity over the next year to represent ICBA and community bankers across this great nation.”*

So go ahead and stand up, step up and speak up. Recent regulatory and advocacy related victories that ICBA and community banks have achieved are because community bankers stand together. So go ahead and contact or visit with your members of Congress and advocate for the community banking industry.

This is your industry—you live it every day—so don't let someone else tell your legislators about it. You are our best advocate. Together let's push back that boulder of burdensome regulation, unfair competition and onerous regulatory oversight. To accomplish our goals, we need everyone involved and doing their part, because by working together, ordinary people can achieve extraordinary results.

But don't stop there. To further promote and strengthen our industry, we must plant seeds for the future, and one of the best ways we can do this is by mentoring emerging community bank leaders to help grow the industry. We are blessed to have some incredible talent coming through the ranks in community banks across the country. Let's make the most of our future by grooming up and coming community bankers who want to do good for their customers and communities.

I encourage you to take them under your wing and give them the opportunity to attend education offered by ICBA's Community Banker University, along with events like our Emerging Leaders Conference. Those are just a few of the resources that ICBA offers to future leaders. With your guidance and these offerings, these leaders will get the training and perspective they need for a successful and rewarding career in community banking.

If you attended ICBA's national convention, you could feel the excitement and positive outlook that surrounds our great industry. While we face challenges, there's nobody better than community bankers to address those challenges, find solutions and turning the tide for the betterment of our industry, our customers and communities. We community bankers are fighters, and we fight for what's right every day. Never lose that spark, and always harness that powerful community banker perseverance to step up, speak up and speak up, because when we do—great things happen.

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Jack Hartings is president and CEO of 1st National Bank of Scotia, in Scotia, N.Y.

# Calling All Investors

Written by: Jim Reber, President and CEO of ICBA Securities

## Portfolio Management



Since spring has arrived for most of us, maybe our thoughts can turn to some midyear vacation spots. Actually, vacation spots are never far from my thought progression. It's just that the subject matter of this column happens to conjure images of places most of us would rather be (not that there's anything wrong with Main Street, USA).

I would like to talk about agency bonds with options both foreign and domestic. Most community banks own some. About 14 percent of the typical ICBA member's investment portfolio consists of these items, so they are a major contributor to the bottom line. They have a high degree of liquidity and are easy to transfer and pledge. Also, because their principal doesn't amortize, their cash flows are much more straightforward than they are for mortgage securities.

However, as investors in these items have continually asked for more yield, the financial engineers who create bonds have found ways to (potentially) enhance their returns. These bond-builders' medium is optionality, and there is more raw material on their construction sites than ever before.

So come along as we tour the far-flung, the exotic and the domestic versions of call options. You'll return with a reinvigorated sense of wizened investing.

### Callable mechanics

As we board, let's review how call-able agencies work. Originally, the government-sponsored agencies financed their activities by borrowing money for a stated term. These types of loans, which had no call features, are still being used today for about 10 percent of the total outstanding balances. They are generically known as "bullets." They also have the lowest yields of any agency debt.

Soon buyers began clamoring for higher returns, and they eventually struck a deal with the borrowers: The debtors could repay their debt early, on one defined date in the future, and they would pay a few basis points more for the privilege. These onetime callables have what is known as a European call option.

Next on the tarmac, with incrementally higher coupons, were bonds that featured the mellifluous acronym AIPD, or any interest payment date. This in effect means every six months, and has long been the favorite of bonds issued by the Federal Home Loan Bank system. These have been given the tag of a Bermuda option.

Still more yield was the need for a certain number of buyers, so another version was rolled out which gave the borrower the right to prepay the loan on any business day after the initial "lockout" period ended. Since one can contend that the higher yields make these bonds cheaper than the first two examples, it makes sense that this structure would carry the label of an American option (although I know some bankers who have other adjectives to describe these continuously callable gems).

More recently, investors asked for a combination of the first two bonds, in which the borrower could prepay the loan on more than one occasion, but at some date the loan became non-callable. This middle-ground callable has what is known as a Canary option, ostensibly because the Canary Islands are situated between Europe and Bermuda. And you thought advanced finance was complicated.

### Shop and compare

So the question for investors becomes, Which version is best? There is no doubt that the day a callable is purchased, the one with the most call dates will have the highest yield. Here's an example from earlier this year.

On March 19, the FHLBank issued a four-year note with a European call (in two years). It had a 1.50 percent coupon and was priced at par. The same day, Freddie Mac issued a four-year note with an American call (beginning in six months). It had a 1.70 percent coupon and was also priced at par.

The value of these two bonds will move in tandem for about six months, until the first call date arrives for the Freddie Mac bond. After that date, they will still be about the same if market rates rise; if rates are stable, or if they fall, the FHLBank issue will see its price increase, unlike the Freddie. This is due to the fact that the Freddie Mac bond is eligible to be repaid any business day. The result is its market value will never again be over par.

What is interesting is that the bond with the higher coupon, and more call dates, will outperform the other if neither bond gets called. They both mature in four years, and one has a higher yield. This is what would happen in a protracted rate-hike environment.

### Your best option

Tell me if you've heard this before: Diversify, with a bias toward owning bonds with fewer call options. A community bank portfolio with some European, some Bermudan and some American features will approximate the yield of the general agency market over time. This is especially so if some parts of the portfolio are purchased in the secondary market.

The main benefit of buying a bond after it has been initially settled is that the market has taken some of the guesswork out of the optionality. If, for example, you are offered a bond at 102 cents on the dollar that was worth 100 cents a few months earlier, it is clear that the first option is in-the-money to get called. A bond being worth a less than 100 is a great indication that it may be around for a while.

As you contemplate your metaphorical travels through the wonders of the callable agency lands, keep this brochure handy. Buying new and seasoned issues, with a variety of different call features, is the best strategy for arriving at your preferred destination.

Jim Reber is president and CEO of ICBA Securities, ICBA's institutional fixed-income broker/dealer for community banks.

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May 14th, 2015 - Bismarck, ND

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ICbnd.com has undergone a make-over! Our new website has improved upon many of its current futures and added a variety of new ones designed to help our members stay up-to-date on current news, events, educational opportunities, and more to contribute to the success of their organizations.

ICbnd.com still offers continuous news updates in regards to educational webinars and seminars, legislative news, association and committee updates, ICB Card Services and ICB Purchasing Exchange products and services, bank and associate member information, and more. You can search for open job positions, read the latest *Community Banker* issue, subscribe to our blogs, purchase advertising space, or browse through our member directories. ICbnd.com gives you all the capabilities that encompassed our old website as well as a plethora of new features!

**Continue reading to learn more!**

Among the exciting new features of icbnd.com is the **Interactive Calendar**, a tool used for educational webinars, seminars, and events. The Interactive Calendar has all of the functions of a normal calendar, displaying upcoming courses that our bank and associate members can take part in, but also allows you to register for past, current, and future courses and sends you reminders for those courses you have registered for. The calendar displays all of the webinars provided by ICBND as well as the live Seminars that are offered throughout the year. Registration is easy! Simply click on the desired course and follow the instructions on the bottom to register. Each course provides a short description, time and location of the event, pricing and cancellation fees, and more. To learn more about the educational opportunities ICBND offers, please visit : [www.icbnd.com/education-events](http://www.icbnd.com/education-events).

As you register for educational opportunities, you will notice the option to pay online through our **Shopping Cart** feature. ICbnd.com now accepts online payments for various products and services! Gone are the days of submitting handwritten forms, waiting for an invoice in the mail, and remitting a check back for payment. You can now complete all of your educational needs online through a very simple process! Just choose the course you would like to register for, click continue, and fill out the accompanying information. It is that easy! For more information about registering and paying for courses online, please contact us at 701-258-7121 or [info@icbnd.com](mailto:info@icbnd.com).



Calendar View QSearch 2015 April May 2015 2015 June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5 Revised Escrow Rules Effective August 1, 2015	6 From Prospect to Customer: Skills & Tools for	7 Director Series: Regulator & Industry Not But	8	9
10	11	12 Duties of the Board Secretary, Fundamentals	13 Home Equity, HELOC & Second Lien Risk Management	14 IRA Series: IRA Death Distributions, Beneficiary	15 The PFIC's New Appendix J on Outbound Tech	16
		FDIC Bankers College		FDIC Bankers College		
17	18	19 Wire Transfer Compliance: Who is Liable?	20 You're the New HR Officer, Now What?	21 Advanced ACH Specialist Series: ACH Death Not	22	23
24	25	26	27 The ALL in Troubled Debt Restructuring	28 Handling Difficult Customers: Effectively	29 Testing Loan Audit Procedures for Integrated	30
31						

Live Telephone and Webinar Sessions Other Live Sessions

Qty	Price	Tax	Remove	Total
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1	\$195.00	\$0.00		\$195.00
Total:				\$195.00



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## ICB Card Services

Visit the ICB Card Services page at our new website! Independent Community Bank Services, Inc. (ICBS, Inc.) provides our members with a comprehensive menu of cutting-edge products that make running a card program easy and efficient. The ICBS Credit Card Program gives your bank the opportunity to offer Visa credit cards at an affordable price with customizable options. ICBS also provides mobile ATM Services for our community bankers and associate members. The mobile ATM lets your bank participate in events such as fairs and school games, and be an important financial resource in situations like disaster relief. Our mobile ATM can meet you whenever and wherever you need to serve your customers. To learn more about the services ICBS offers, please visit: [www.icbnd.com/products-services/card-services](http://www.icbnd.com/products-services/card-services).

## ICB Purchasing Exchange

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Icbnd.com is now mobile! Check us out on the go via your smartphone, tablet, or notebook. Our mobile friendly website allows you to view all of the great features of our website anywhere you go! Sign up for educational events, read the latest *Community Banker* issue or learn more about the products and services that ICBND offers.

Visit us Now!  
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Icbnd.com provides our visitors with easy navigation for all of their needs. There are several tabs at your disposal in regards to our Association. Read below to learn more!

The **Education + Events** tab allows you to access the educational opportunities available from ICBND. Past or present sessions can be viewed via the Interactive Calendar, located on the Home Page or under the Telephone & Webinar Sessions drop-down, as well as displayed in a drop-down list as you hover over the tab.

**News + Advocacy**, compiled of our online blogs, allows you to view current job openings, legislative updates, our newsletter the *Community Banker*, political action committee information, President announcements, and state and federal delegation information.

The **Products + Services** tab allows you to access ICB Card Services, the ICB Purchasing Exchange, and our Associate Member Directory. Navigate to this tab to learn more about all of products and services that ICBS, Inc. and the Purchasing Exchange can offer to your organization!

The **Get Involved** tab allows you to access different ways to Get Involved with ICBND! You can find information about advertising in the *Community Banker* newsletter, lists of current ICBND committee members, information regarding memberships with ICBND, as well as Sponsorship opportunities that are available. Get Involved at: [www.icbnd.com/get-involved](http://www.icbnd.com/get-involved)



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# ICBND School of Agricultural Lending



ICBND is very excited to work with Bismarck State College (BSC) and North Dakota State University (NDSU) to offer our members a two-year School of Agricultural Lending. This year's session will be held June 22-26, 2015 at Bismarck State College campus.

The curriculum for the ICBND School of Agricultural Lending is designed to provide you with the practical aspects of agricultural credit & finance, farm management, marketing & related subjects. The core curriculum was developed by local North Dakota Community Ag Lenders in conjunction with NDSU and BSC Agribusiness faculty.

The ICBND School of Agricultural Lending will provide:

- Practical, hands-on curriculum designed for learning by doing and for easy application at the bank
- Case studies
- Small class size to increase networking opportunities and personalized instruction
- A school designed and governed by bankers and taught by experienced bankers, consultants and college professors
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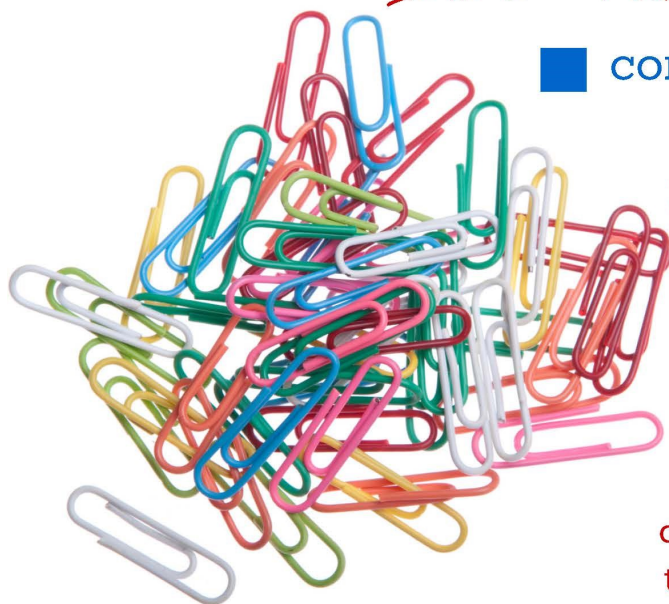
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## Western State Bank



Read about these articles and more at our website: [www.icbnd.com/community](http://www.icbnd.com/community)

### *Pay's for A's*



JaeLyn Lardy (left) Preston Gapp (right)

Western State Bank recently awarded two local students \$250 savings scholarships as part of their scholastic recognition program, Western Pays for A's. The scholastic recognition program is designed to reward high school students for their hard work in school.

JaeLyn Lardy and Preston Gapp both of West Fargo, were selected as the Western Pays for A's \$250 savings scholarships winners for the first semester of the 2014-2015 school year. "Western is dedicated to supporting the communities we serve, especially our local schools. We recognize students for their academic efforts and support them as they prepare for their future education," said Brad Jacobson, President/COO at Western State Bank.

### *Future Checking Scholarships*

Western State Bank announces its 2015 Future Checking Scholarship winners that are granted to full-time students based on their academic achievements, community efforts and commitment to quality education.

The following students are recognized as Western's 2015 Future Checking Scholarship Winners: Andrew Shae of West Fargo, ND, currently a senior at West Fargo High School who will attend the University of North Dakota in Grand Forks, ND, this fall; Brittany Rheault of West Fargo, who will be attending Minnesota State University Moorhead in Moorhead, MN; Brandon Bohmert of Fargo, ND, currently a senior at Northern Cass High School in Hunter, ND, who will attend North Dakota State University in Fargo this fall; Ryan Kramer of Kindred, ND, currently a senior at Kindred High School who will also attend North Dakota State University this fall; Alexandra Laber of Fargo, currently a senior at Fargo High School, who will attend the University of Minnesota in Minneapolis, MN, this fall; and Zachary Mohs of Horace, ND, currently a senior at West Fargo High School who will attend Northern State University in Aberdeen, SD, this fall.

"Western established the Future Checking Scholarship Program as a way to reward deserving individuals in our communities who are committed to continuing their education as well as their efforts outside the classroom," commented Brad Jacobson, Western State Bank President.



**Top Row:** (from left to right) Brandon Bohmert, Brittany Rheault, Andrew Sather

**Bottom Row:** (from left to right) Ryan Kramer, Alexandra Laber, Zachary Mohs



## Starion Financial

# Starion

FINANCIAL



## Dollars for Scholars

Starion Financial awarded scholarships to nine Bismarck-Mandan students through the Dollars for Scholars program. The scholarships were presented by Starion representatives Curt Walth, executive vice president; Arnie Strebe, chief human resources officer; Kassy Landis, mortgage banking officer; and Cody Schoonover investment advisor.

This year's recipients were Emily Bendish, Mandan; Erica Binegar, Bismarck; Olivia Eckert, Bismarck; Cullen Gress, Mandan; Trever Leingang, Mandan; Katelyn Rising, Bismarck; Emily Schloer, Bismarck; Samantha Weigel, Bismarck; and Tyler Weigel, Mandan.

Dollars for Scholars is a national organization dedicated to increasing scholarship opportunities for students seeking all types of post-secondary education. North Dakota currently has 72 chapters and one statewide chapter. Landis serves on the boards of directors for the Bismarck and Mandan Dollars for Scholars chapters and Schoonover serves on board of directors for the Mandan chapter.

## State Bank & Trust of Kenmare

### James Jorgenson Gives Back

James Jorgenson, President of State Bank & Trust of Kenmare, has given back to the community of Kenmare in insurmountable ways. He has donated over \$3 million to construct a building housing 7 business, 5 of which are new businesses to Kenmare.

"Our intent all along was to get the building built and get a few tenants," Jorgenson said. "Then we will gift it to the Kenmare Community Development Corporation so they have spaces to put businesses looking to come into town."

And gift it they did. With a red ribbon banner and a big gold scissors, Jim Jorgenson and wife Cyndy, complete the ceremonial ribbon cutting of the West Side Store project in September of 2014. Members of the Development Corporation also took part in the ceremony.

"We love this town. Our heart and soul are in this town," Jorgenson said as he described the motivation behind his vision for the West Side Store project. "Anything we can do to make it a better community, we're all for it."







Skin Cancer:  
Are you  
safe in  
the sun?

## *Bank on Your Health*

Health and Wellness tips for your work, home and life—  
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Skin cancer attacks more than one million Americans every year, and exposure to the sun causes over 90 percent of skin cancers in the United States.

Many people describe sun-tanned skin as a “healthy glow,” but it’s not exactly the truth. There is no such thing as a safe, healthy tan.

### **Sun Damage**

Any type of suntan is the result of sun damage caused by exposure to ultraviolet (UV) radiation from the sun. Other types of sun damage include wrinkles, age spots, freckles, tough or leathery skin, dilated blood vessels, sunburn and skin cancer.

The sun emits two types of UV radiation: UVA (which causes aging) and UVB (which causes burning). Both UVA and UVB rays are undetectable to a person sitting in the sun—you cannot feel them on your skin—and are damaging on cool, cloudy days as well as sunny days. In addition, both types of radiation cause skin cancer.

## Skin Cancer

People are most susceptible to skin cancer when they are exposed to sudden, short bursts of sunlight while in places where the sun is very strong, such as locations near the equator or at very high altitudes.

The following characteristics place people at an even higher risk of developing skin cancer:

- Having a large number of moles on the skin
- Being a redhead or blonde, and/or having blue eyes, fair skin and freckles
- Difficulty tanning and skin that is easily burned
- A family history of skin cancer
- Taking medication that increases sun sensitivity

## Preventing Sun Damage

The easiest way to prevent skin damage and lessen your chances of getting skin cancer is to avoid getting sunburn. Here are a few tips to help keep you safe in the sun:

- Stay out of the sun between 10 a.m. and 4 p.m. when it is strongest.
- Wear clothes with tightly woven fabric and a hat that shades your face, neck and ears.
- Wear sunglasses whenever you are outside to avoid developing cataracts and damaging your retinas.
- Use sunscreen that has at least 15 SPF every day, especially on your lips and the tips of your ears and nose.

- Avoid using tanning beds—they are just as damaging as the sun.
- Protect children from sun damage. Most sun exposure occurs before age 18.

Avoiding excessive sun exposure and sunburn is the best way to protect yourself from sun damage and skin cancer. Routinely inspect your skin for any changes, and if you suspect that a spot on your skin is new, or has changed color or appearance, consult a dermatologist.



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Seminar Instructor  
John P. Schwan

John P. Schwan is the CEO and Founder of Schwan Financial Group, LLC (SFG) in Aberdeen, SD, a Multi-Family Private Office. John is considered a national expert in Estate and Business Succession Planning with more than 30 years of experience.

SFG's professional team and proven processes incorporate tax planning, entity planning, income planning, investment planning, risk management, asset preservation and distributions.

## DATES & LOCATIONS

- October 13, 2015- Ramada Grand Dakota Lodge, Dickinson
- October 14, 2015- Kelly Inn, Bismarck
- October 15, 2015- Ramada Plaza Suites, Fargo

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# Sponsorship Opportunities

Independent Community Banks of North Dakota is currently looking for sponsors for our various seminars, and programs being held in 2015 as well as our annual convention.

Sponsorships for these programs would cover expenses such as food, hotel, travel, speakers/exhibitors, and more. Recognition will be given to those sponsoring the event!

Sponsorship opportunities include:

- The Emerging Leaders Development Program
- The Community Bankers for Compliance Program
- The School of Ag Lending
- Frontline Seminars
- ICBND 2015 Annual Convention and events

..And Much More!!

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## 2015 Whiskey Trail Ride

**Mark your calendars** now to attend this year's ride. **Sunday, July 19th through Saturday, July 25th.**

The tour will begin on Sunday, July 19th in Jefferson City, Missouri. With multiple destinations along the way this trip is sure to entice the adventurous side in everyone.

**Departure -- Sunday, July 19:** - Leave Jefferson City, MO traveling to Paducah, KY for the evening.

**Days 2 & 3 -- July 20 - July 21:** - Depart Paducah, KY traveling to Lexington, KY. One attraction you may be interested in is The National Corvette Museum, visit distilleries on the Kentucky Bourbon Trail or whatever else you may find.

[Corvette Museum](#)  
[Bourbon Trail](#)

**Days 4 & 5 -- July 22- July 23:** - Depart Lexington, KY traveling to Asheville, NC. We will be staying at the [Pisgah Inn](#). While in the area, you may want to visit the Pisgah National Forest, tour the "Tail of the Dragon", visit a [Wheels Through Time](#) museum or even The Biltmore Estate.  
[Pisgah National Forest](#)  
[Biltmore](#)

**Days 6 & 7 -- July 24 - July 25:** Depart Asheville, NC for Nashville, TN. So many attractions in Music City. President Andrew Jackson's Hermitage, the Grand Ole Opry, scenic rides from Nashville and of course downtown Nashville where all the honky-tonk bars are.

**Departure -- Day 8 -- July 26** - Depart from Nashville, TN and return back to Jefferson City, MO.

Registration is now open; go to the [Bankers and Bikes](#) website to complete your registration.

Contact Sales at 800-933-4873 or [sales@cspiinc.com](mailto:sales@cspiinc.com) to learn more about the 2015 Whiskey Trail Ride.



# ICBND Members in the News

## AMERICAN BANK CENTER



American Bank Center is pleased to announce that **Marcus Ulmer** has been named as the new Branch Manager for the Washington Center location in Bismarck. Marcus has been with American since September of 2012 and has worked

as a Personal Banker in both the Washington Center and Mandan locations.



American Bank Center is pleased to announce that **Brandy Jurgens** will be the new Retail Banking Supervisor in Bismarck. Brandy has been with American since April of 2011 and most recently held

the titles of Branch Manager of the Washington Center and Dan's Supermarket locations.

## CORNERSTONE BANK



**Michelle Byrum** has recently been promoted to APV/Retail Manager for the Fargo Market. She joined Cornerstone Bank in April 2007 as a Personal Banker and was promoted to Personal Banking Officer/Customer Service Manager in 2011. Then in 2013

she was promoted to AVP.



**Jeremy Gunderson** has recently been promoted to Mortgage Loan Officer. He joined the bank in October 2013 as a Mortgage Loan Processor 1. Jeremy is a graduate of the University of North

Dakota and has over 2 years of Mortgage experience.

## CORNERSTONE BANK



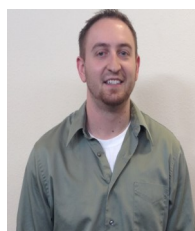
Congratulations to **Joe Sheehan** on being appointed to the Lenders One Advisory Board! The board serves to be a sounding board and provide feedback to the Lenders One executive team with respect to all things Lenders One.

Joe is the SVP/Mortgage Banking Manager and has been with Cornerstone Bank since September 1, 2008.



**Matt Larson** has recently been promoted to Credit Analyst. He joined the bank in December 2013 as a Teller. Matt is a graduate of North Dakota State University and has

over a year of banking experience.



**Dustin Erhardt** has joined Cornerstone Bank as a full-time Mortgage Loan Underwriter at Bismarck South. Dustin comes to us with over 7 years of mortgage and 5

years of underwriting experience.



**Hannah Newhouse** has joined Cornerstone Bank as a full-time Operations Assistant at Fargo 45th St South. Hannah comes to us with over a year of banking experience and graduated from

MSUM with a BA degree in Political Science and Mass Communications.

**Heather Metz** has joined Cornerstone Bank as a full-time Mortgage Loan Processor at Bismarck South. Heather comes to us with over 9 years of banking and 6 years of loan processing experience and is a graduate of NDSU with a Bachelors Degree in Anthropology.

## BELL STATE BANK & TRUST



**Gail Blair**, VP/Trust Officer at Bell State Bank & Trust in Fargo, N.D., was recently awarded the Certified Trust & Financial Advisor (CTFA) designation from the Institute of Certified Bankers

(ICB), a subsidiary of the American Bankers Association, in Washington, DC. Blair has worked at Bell State Bank & Trust since 2001.



**Jeffrey Paulson** has been hired as a Credit Officer at Bell State Bank & Trust in Fargo. In his new position, he will underwrite commercial loans and assist with the administration of the commercial loan

portfolio. He has 13 years of experience in banking, including 8 years in credit.



**Susie Frankenberger** has been promoted to cash management online support team lead at Bell State Bank & Trust in Fargo. In her new position, she oversees cash management training

and support of all cash management products and services offered via business online banking by Bell State Bank & Trust.



**Patrick Chaffee** has been promoted to Executive Vice President and Managing Director of Bell State Bank & Trust's Wealth Management Division. He is responsible for all lines of business

within the Division including investment management, employee retirement plans, financial planning, trust and estate planning, and brokerage.

# ICBND Members in the News

## BELL STATE BANK & TRUST



**Tracy Peterson** has been promoted to SVP/Senior Business Development Officer - Correspondent Banking at Bell State Bank & Trust in Minneapolis. Originally from Langdon, N.D.,

Peterson graduated from the University of North Dakota and has been in the banking field for nearly 25 years.



**Holly Disse** has been promoted to Personal Banking Officer at Bell State Bank & Trust in Detroit Lakes. In her new position, Disse will open deposit accounts, help customers with

consumer lending transactions, and pursue new business relationships.



**Alyssa Kreutzfeldt** has been hired as VP/Wealth Management Market Development Officer at Bell State Bank & Trust, located at The Colonnade, 5500 Wayzata Blvd. in Minneapolis.

Kreutzfeldt will develop and build out the wealth management initiatives and relationships in the Minneapolis market.

## SBA

**Andrea Malm** has been selected as the Lender Relations Specialist for the North Dakota District Office of the U.S. Small Business Administration (SBA) in Fargo. In this position, Malm will be responsible for coaching North Dakota community lenders on how to best utilize SBA loan products. Prior to joining the SBA, Malm was a Contracting Specialist with the Defense Information Systems Agency.



To have your employees featured in the News please send your articles and photos to [info@icbnd.com](mailto:info@icbnd.com)

## STARION FINANCIAL



Starion Financial officially acquired WPS Community Bank, a subsidiary of Wisconsin Physicians Service (WPS) Insurance Corporation, at the close of business on Apr. 10. The acquisition gives Starion three locations in the Madison, Wis., metro area: Monona, Middleton and Sun Prairie.

Craig Larson, president/CEO of Starion Financial explains "The acquisition is a win-win for WPS and Starion: WPS Insurance is able to focus on its core business and we are able to expand our presence in the Madison community."



Starion Financial has promoted **Roselle Tooke** to the position of Personal Banker at its Dunseith location. In her new position, she is responsible for establishing and developing long-term banking relationships with consumer clients.



**Chantil Guthmiller** has been promoted to Business Banking Representative II. With the promotion, Guthmiller will spend a greater amount of time working with new and existing business customers.

She started her career at Starion in 2010 as a part-time Teller in the Mandan branch.



**Janelle Bothwell** is an Accounting Specialist. She earned an Associate Degree in Marketing and Management from Minnesota State Community and Technical College - Moorhead. She is responsible for balancing customer

and general ledger accounts, performing various banking transactions and actively contributing to a strong sales environment within the bank.

## STARION FINANCIAL



**Kellan Schmaltz** joined Starion as Teller Supervisor in Mandan. As a Teller Supervisor, he provides leadership at the branch for all operations performed by tellers; ensures compliance with policies; assists tellers in problem solving; and provides training,

coaching and constructive feedback to tellers.



**Andrea Berg** has been hired as a Relationship Officer at the Fargo Urban Plains branch. Berg's position involves managing commercial cash management products and deposit accounts. She helps business clients manage cash flow and find the right electronic banking products and services to fit their needs.



**Cheryl Landsem** has been hired as a Credit Analyst III at the Fargo Urban Plains branch. Landsem is responsible for providing credit analysis for commercial and agricultural lending activities, assisting in the administration of

commercial and agricultural borrowing accounts, compiling and analyzing data for specialized projects and other credit related functions.



**Katie Juntunen** has been promoted to Retail Supervisor for its Dunseith, Bottineau and Rolla locations. Juntunen is responsible for managing and supervising personal bankers, teller supervisors and teller staff at all three locations to ensure

high-quality customer service. She also identifies, establishes and develops long-term business relationships with consumer clients, particularly new business development.



# ICBND Members in the News

## STARION FINANCIAL



**Starion Financial** has hired Arnold Strebe as its Chief Human Resources Officer (CHRO). He is located at the downtown branch in Bismarck.

As CHRO, Strebe is responsible for providing leadership in developing and executing human resources strategy – succession planning, talent management, change management, organizational and performance management, training and development, and compensation – for the entire Starion Financial organization.



**Rick Gelloff** has been promoted to Credit Analyst II. Located at the downtown Bismarck location, he analyzes and underwrites loan requests, assists in the administration of borrowing accounts and other credit-related functions. Gelloff joined Starion as a Credit Analyst I in 2013.



**Kathleen Ketterling** is a Full-Time Teller at the bank's South Bismarck location. Ketterling provides paying and receiving services, processes a variety of customer transactions, and identifies other bank products and services that may be suitable to customers' needs. She has several years of retail experience.



**Royann Schmit** has joined Starion Financial as Administrative Assistant at Starion's downtown Bismarck location. Schmit provides support to the executive team, performing administrative duties. She has more than 12 years of office administration and management experience in several industries, including banking, payroll services, higher education and healthcare.

## STARION FINANCIAL



**Andrew Tweet** is a Credit Analyst II at Starion's downtown Bismarck location. In his role, he analyzes and underwrites commercial loan requests. Tweet has more than two years of credit analyst experience and more than five years of customer service experience.

## UNITED BANKERS BANK



United Bankers' Bank, is pleased to announce the newest addition to the lending team, **Cory Worth**. Based in Sioux Falls, South Dakota, Worth will serve as a Vice President, Lending, focusing on over-line participations and bank stock loans. Prior to joining United Bankers' Bank, Cory spent 14 years in lending at community banks in South Dakota.

## WESTERN STATE BANK



**Heather Gilbertson** was recently promoted to Data Center and Document Imaging Rep at Western State Bank. Her main responsibilities will include document imaging and scanning, and helping with the integrated teller system. Gilbertson has been with Western since September 2011.



**Erin Steffan** recently joined Western State Bank as an Internal Auditor. Her primary responsibilities will include auditing bank-wide procedures to ensure they are in compliance with company policy. Prior to joining Western, Steffan worked as a Compliance Officer at Citizens Community Credit Union.

## WESTERN STATE BANK



**Ariel Sand** recently joined Western State Bank as a Customer Service Representative in Devils Lake. Her duties include processing bank transactions, identifying customer needs and connecting with customers to create and deliver an exceptional customer experience.



**Kathy Olson** has recently joined Western State Bank as Vice President/Business Banking Officer. Her primary responsibilities will include assisting business customers with lending and other banking services. Olson joins Western with 25 years of combined experience in Business Banking, having served as a Credit Analyst Manager, Business Banking Officer, Credit Analyst and Loan Reviewer.



Western State Bank recently promoted **Kathy Stoppler** to Mortgage Loan Underwriter. Her primary responsibilities are to review and underwrite residential mortgage loans to ensure compliance with appropriate bank and secondary market investor standards. Stoppler joined Western State Bank in 2014 as a Mortgage Loan Administrator. Stoppler has over 25 years of experience in the mortgage industry.



**Peter Johnson**, Vice President/Mortgage Loan Officer at Western State Bank, was recently selected as one of Minnesota Housing's Top Producing Loan Officers by Minnesota Housing Finance Agency. Johnson joined Western in 2013. With over 17 years of banking experience, Johnson has served as a valuable asset to the Mortgage Team at Western.

# ICBND Members in the News

## BANK OF NORTH DAKOTA



**Mike Leintz** accepted the Investment Associate position in Bank of North Dakota's Investments service area. Leintz began working at BND in the Student Loan Services area in June of 2013.



**Samantha Mattson** accepted the Loan Operations Specialist position in Bank of North Dakota's Loan Operations service area. Mattson started at BND as a Vault Teller in June of 2014.



**Todd Flicek** accepted the Customer Service Representative position in the Student Loan Services area at Bank of North Dakota. Flicek started at BND in Student Loans of North Dakota as a Collection Officer.



**Brandon Steckler** was hired as a Computer and Network Specialist with the Information Security team at BND. Steckler came to BND from KLJ where he provided information technology and information security support. Steckler attended BSC where he earned a Computer Support Specialist AAS.



**Alexis Burgard** was hired as the new Teller at BND. Prior to joining BND, Burgard worked for Vue Community Credit Union, where she served as a member service representative. Burgard is currently attending BSC where she will earn her Associate Degree in Business Administration.

## BANK OF NORTH DAKOTA



Austin, Minnesota.

**Richard Klingfus** was hired as the new Vault Teller in the Retail Banking service area at BND. Klingfus previously worked as a Teller with Wells Fargo, Accentra Credit Union, and Community Bank in

## NORTH DAKOTA GUARANTY & TITLE CO.



**Mark Dordahl** joined North Dakota Guaranty & Title Co. as the Director of Human Resources. Dordahl earned a Bachelor of Science Degree from the University of Mary, Bismarck, ND. He is also a member of the Society for Human Resource Management (SHRM) and has earned his Professional in Human Resource Management Designation.

## BND Bank of North Dakota

To the editor:

Parents and students across the nation are concerned about student loan debt. Many graduates find themselves saddled with loans from multiple institutions at interest rates they simply can't afford. Fortunately, it's a good time to be a North Dakotan.

One year ago Bank of North Dakota, as part of our mission, launched the DEAL One Loan program, which allows North Dakota residents to combine federal and private student loans into a single loan through Bank of North Dakota. The Legislature authorized this program with the intent of helping North Dakota residents, and so far more than 4,400 borrowers have taken advantage of it. The combined balance of these borrowers' loans is more than \$200 million. Instead of spending thousands of dollars on high interest rates, many of these individuals can pay off their loans more quickly or put more of their earnings toward a car, their first home or even starting a family.

But our work isn't done. There are still tens of thousands of North Dakotans who could be saving money through this program, but haven't yet signed up. That's why you've been seeing billboards, newspaper ads, postcards and digital ads trying to spread the word.

Bank of North Dakota exists to serve North Dakotans. We're committed to improving the financial security and educational opportunities of all the residents of our state.

Respectfully submitted,

Eric Hardmeyer  
President/CEO, Bank of North Dakota



## Operations Assistant I

**Cornerstone Bank** is looking for an Operations Assistant I – Output/ACH to join our professional team. This candidate is responsible for reviewing loan input and maintenance, monitoring incoming and outgoing wires and the ACH processing function for the bank, and reviewing ACH and Electronic Banking reports. A High School diploma or GED and 2 years of bank experience required. Bank operations experience preferred. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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Member FDIC

## Mortgage Loan Processor

**Cornerstone Bank** is looking for a Mortgage Loan Processor to join our professional team in Fargo. This individual will be responsible for preparing and processing mortgage loan records, files and correspondence from application through approval and ensuring compliance with bank, regulatory and investor guidelines. A High School diploma or GED with one year of bank, title, or financial industry experience required. Experience as a mortgage, consumer, or commercial loan processor preferred. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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## IT Help Desk

**Cornerstone Bank** is looking to fill an IT Help Desk position. Preferred location is Bismarck, Dickinson, New Town, Parshall, or Watford City. This individual will support team members with daily computer activities and issues including unlocking accounts in various systems, hardware or software system installations and/or issues, print job troubleshooting, and phone or remote access issues. Daily activities may include implementation, use, and troubleshooting of Windows Server and PC/tablet OS and Active Directory, use and troubleshooting of Cisco phones and various models of smartphones, rollout of PCs, laptops, and tablets within various business units. An Associate's Degree or 2 years of help desk experience required. Ability to work flexible hours and travel as needed is required. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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## Operations Assistant II

**Cornerstone Bank** is looking for an Operations Assistant II – Participations to join our professional team. This candidate is responsible for processing secondary market fundings, title company closings, processing/calculating participation payments/advances, sending billings to participants, and preparing entries. A High School diploma or GED and 2 years of bank experience required. Bank operations experience preferred. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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## Customer Service Representative/ Loan Assistant

**Cornerstone Bank** is looking for a Customer Service Representative/Loan Assistant to join our professional team at its Fargo location. This candidate is responsible for processing new account transactions, assisting customers in their selection of various accounts and financial services, cross-selling the Bank's products and services, and promoting business for the Bank by maintaining good customer relations and referring customers to appropriate staff for new services. This position will also be responsible for assisting the Personal Banking officer by ordering loan title work, flood verifications, and reviewing and scanning loan documents. A high school diploma or equivalent and 4 years of bank or related experience required. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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## Business Banker II

**Cornerstone Bank** is looking for a Business Banker II to join our professional team at its Watford City location. This candidate is responsible for soliciting and/or developing and maintaining profitable account relationships with business customers and complex and large business accounts. This position is also responsible for the overall success and growth of assigned sales territory and cross selling bank products and services. A Bachelor's Degree in Business, Finance, or Accounting and 5 years of banking experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job is required. Experience in the energy (oil) industry and agriculture industry preferred. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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Member FDIC

## Mortgage Origination Assistant

**Cornerstone Bank** is looking for a Mortgage Origination Assistant to join our professional team in Bismarck. This individual will be responsible for assisting the assigned Mortgage Loan Originator with administrative and processing tasks regarding sales, customer service and file management. Incumbent is also responsible for assuring compliance with bank, regulator and investor guidelines, customer service standards, and communicating with customers, internal staff, brokers, and title companies by responding to inquiries, resolving problems, and obtaining all necessary documentation required for the file. A High School diploma or GED is required. Experience in mortgage, banking, sales, retail, or administrative support is preferred. We offer competitive salaries, a comprehensive benefits program and career development opportunities within an exciting growing company. To join a community bank and rewarding work environment, interested applicants please apply online at: [www.cornerstonebanks.net](http://www.cornerstonebanks.net).

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## Associate Attorney

**Olson & Burns, P.C.** is looking for an accomplished attorney with interpersonal and analytical skills interested in commercial litigation, general corporate law, banking, & real estate areas of law. Financial law is one of our strongest practice areas. We represent more than 40 banks and financial institutions throughout North Dakota. Olson & Burns regularly represents banks on a variety of matters that include contract and document preparation and reviews, employment relationships, contract negotiations, business transactions, bankruptcy, commercial litigation, and advising clients on complex legal matters. Our firm and its members have consistently been ranked highly in Banking/Restructuring by Chambers USA, Best Lawyers and Super Lawyers. Ideal candidate would have strong work ethic, excellent research & writing skills, & solid credentials. Company offers competitive salary & benefits package. Interested applicants should send a cover letter, transcript, resume, two references and writing sample to:

Kaysee Price, Office Manager  
Olson & Burns, P.C.  
P.O. Box 1180  
Minot, ND 58702-1180  
Fax: (701)838-5315  
E-mail: [rpolson@minotlaw.com](mailto:rpolson@minotlaw.com)

Equal Opportunity Employer

## Mortgage Loan Processor

**Western State Bank** is in search of an energetic and experienced Mortgage Loan Processor to join our growing team in West Fargo. This full time position includes a variety of responsibilities including, but not limited to, preparing loan closing documents for in-house and secondary market loans, working with underwriters, and performing file maintenance. A minimum of three years of experience is preferred. If you are seeking to contribute your energy and skills to a dynamic, collaborative, forward-thinking environment, and possess the experience described above, please apply online at [www.westernbanks.com](http://www.westernbanks.com), at the "About us", "Career opportunities" tab.

AA/EEO  
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Just a friendly reminder that if your bank has been the victim of any type of fraud please email the information to Shantel Schuh at [info@icbnd.com](mailto:info@icbnd.com) with as many details as you can so we may in turn alert our fellow community bankers around the state. It seems that there are more counterfeit bills, checks, and suspicious activity including robberies in our state at an increasing rate these days.

Please stay safe and help us to keep all our North Dakota Community banks, customers and employees safe by getting us your information to pass on to our members.



## Ag Lender

**The Bank of Tioga** is looking for a Ag Lender at our Tioga branch. Originate, underwrite and close secured and unsecured commercial and agricultural loans in accordance with established lending objectives, policies and procedures; establish and maintain positive relationships with existing and potential clients, by performing the following duties. If employee performs duties and activities that qualify them as a Mortgage Loan Originator, they will be required to meet all requirements to comply with the SAFE Act. Read the full job description and apply online at

[www.thebankoftioga.com/about-us/careers](http://www.thebankoftioga.com/about-us/careers).

The Bank of Tioga is an EEO Employer/Vet/Disabled Member FDIC

## Client Services Representative

**The Bank of Tioga** is looking for a Client Service Representative at our Crosby branch. Must complete the 90-day onboarding process which includes BAI training. Responsible for processing transactions for clients; Work is performed within the framework of TS Banking Group standard operating policies and procedures. Deviations from normal procedures and/or questions are referred to a more experienced banker or the manager. Read the full job description and apply online at:

[www.thebankoftioga.com/about-us/careers](http://www.thebankoftioga.com/about-us/careers).

The Bank of Tioga is an EEO Employer/Vet/Disabled Member FDIC

## Chief Operations Officer & Information Systems Manager

**Citizens State Bank of Lankin** is currently hiring for the Chief of Operations Officer & Information Systems Manager position. This positions manages the day-to-day functions of the bank in implementing corporate objectives. Responsible to CEO, President and BOD. Responsible for and involved in the supervisions of all direct operating functions of the bank. Develop and communicate policies on operating matters. Responsible for the bank's IT activities. Administers and coordinates IT functions, including computer operations, systems and networks. Provides strategic direction and recommends objectives, policies and procedures. Evaluates the capability and limitation of hardware and software for present and future use and recommends changes. A minimum of 10 years experience in bank operations and IT and demonstrated leadership skills are required.

Please send resume to:

Citizens State Bank of Lankin (Attn: Greg Bauer, President)  
PO Box 128  
Park River, ND 58270

Equal Opportunity Employer  
Member FDIC

## Information Security Officer

Located in our Mandan branch, this position is responsible for the oversight and management in protecting the information assets of the bank. Responsibilities include actively working with business partners and service providers to institutionalize a solid security and overall IT governance framework. This position requires a bachelor's degree in business administration, IT or a related field. Must have a minimum of five years' experience in IT and an understanding of a breadth of information technologies and information security topics such as networking protocols, firewall functionality, and host and network intrusion detection systems. Experience in Fiserv solutions, business continuity software and banking applications is preferred as well as banking and audit experience. Experience in Excel, Word and Outlook is also desired. We offer a competitive salary and a comprehensive employee benefit package. Apply online at [www.starionfinancial.com](http://www.starionfinancial.com)

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- Minot Guaranty & Escrow Co., Minot
- Renville County Guaranty & Title Co., Mohall
- North Dakota Guaranty & Title Co., Williston

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# Emerging Leaders Spring Meeting

The ICBND Emerging Leaders Development Group got together for their Spring Meeting in Jamestown on April 23<sup>rd</sup>. For their community service event each attendee purchased one or more books at the K-5<sup>th</sup> grade level and were split into groups to read at the Jamestown Elementary schools. Some bankers were even part of additional activities after reading with their students. All books were donated to the schools and classrooms they attended.

Searle Swedlund, Executive Director of Tourism for Jamestown and Stutsman County shared his experiences working in the tourism industry. He spoke about what is currently happening in Jamestown both on the business building level and community activity and involvement levels. After a buffet lunch the group went for tours of Dakota Spirit Ag Energy and RealTruck.com. Both were very interesting and educational.

The Emerging Leaders will hold their Summer Conference June 4-5 in Fargo this year. They will enjoy networking, Red Hawks baseball, tours of local businesses, and outstanding speakers that will include:

- Steve D. Scheel, Scheels Corporation
- Mike Allmendinger, Kilbourne Group
- Brandi Malarkey, ND Compass
- Karen Bertrand, FDIC
- John Schwan, Schwan Financial Group
- Featured keynote speaker Chris Heeter, an award winning speaker and wilderness guide that believes that teamwork, leadership and diversity boil down to three simple elements: self-knowledge, compassionate presence, and courageous conversations.



## Emerging Leaders Development Program

# Summer Conference

June 4-5, 2015

The ICBND Emerging Leaders Development Program prepares today's independent bank leaders with the necessary skills to ensure bank profitability.



ICBND proudly presents the 8th Annual Emerging Leaders Development Group Summer Conference. Be a part of this engaging event and network with your community bankers. This event is filled with excellent learning opportunities from leaders in your community. Intelligent speakers from various businesses will share stories, experiences, and philosophies regarding leadership and their involvement in the community.

This event includes meals, tours, and reserved seating at the Red Hawks vs. Wichita baseball game at the Red Hawks Field in Fargo on June 4th, at 7:00 p.m.

[Don't Miss this opportunity to enhance your leadership skills.](#)  
Register Today!



[www.icbnd.com](http://www.icbnd.com)



701-258-7121



[info@icbnd.com](mailto:info@icbnd.com)



**Register Now!**

The Community Banker  
*Together We Prosper*



# Why Webinars and Seminars?

How important is education to you and your organization?

Sometimes life slips away from us and we forget a very crucial part of our career—learning more about them! Educational opportunities are not only important for you as an individual, but they are also very key in the success or failure of your organization. Lack of knowledge on the job can lead to costly and time-consuming errors that harm the image and reputation of your business. But the good news is, you can help to prevent that!

Independent Community Banks of North Dakota (ICBND) partners with the top businesses and professionals in the United States to bring you educational Webinars and Seminars at low, member-discounted pricing. These opportunities can help to educate your employees on current and potential issues they may face in their day-to-day job functions while expanding their knowledge on various topics and real-life situations.

ICBND offers several **live seminars** throughout the year to assist our members in competing and flourishing in a constantly changing financial services marketplace. These live seminars include:

- Emerging Leaders Development Group
- Community Bankers for Compliance
- School of Agricultural Lending
- Frontline Program
- Sustainable Success Thru a Process Driven System
- And More!

To learn more about our live seminars, please visit:

[www.icbnd.com/education-events](http://www.icbnd.com/education-events)

When you're training your managers and other top employees, it's critical to maximize the return on time and cost spent. Our professional **webinar series** lets all of your employees benefit from advanced training—from the convenience of your own office.

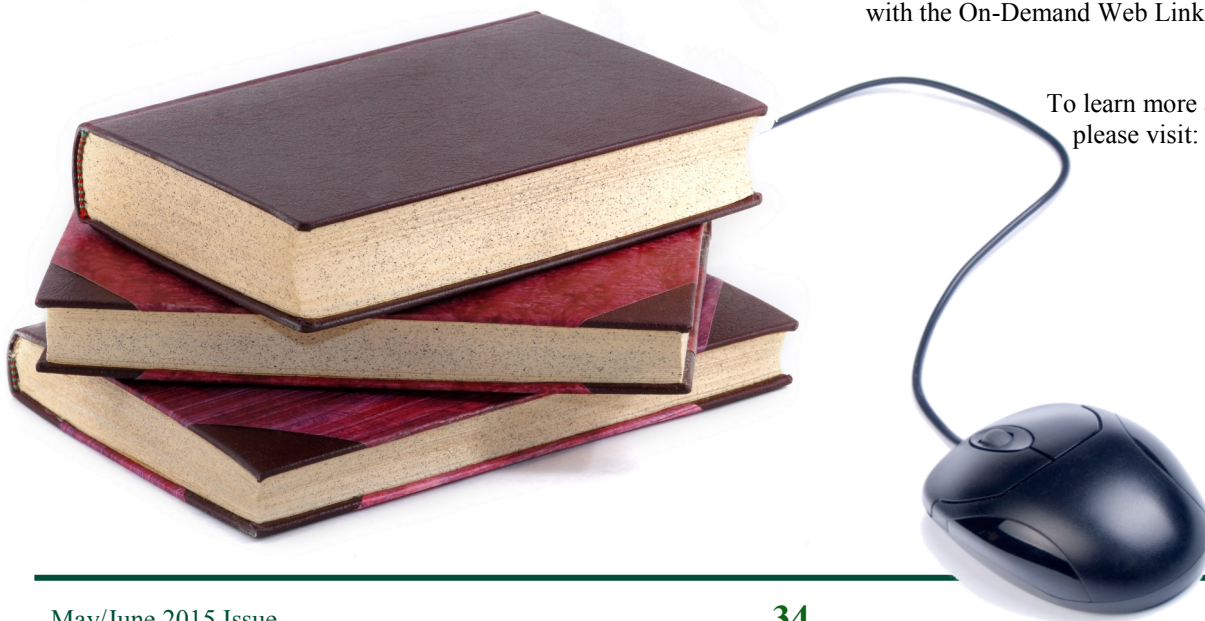
ICBND offers over 130 webinar sessions a year on subjects like regulation changes, required training, and trending financial topics. Train as many individuals as you like, for one set price.\*

\*Please note: Your registration fee includes one telephone connection—and as many people as you like can listen from your office speakerphone. If you register for a webinar, your registration fee includes one Internet connection from a single computer terminal—but as many people as you like may attend from that terminal.

**Can't attend the scheduled training?** Our training sessions can be viewed later! The On-Demand Web Link is a recording of the live event, including audio, visuals, and handouts. We also provide the presenter's email so you may ask follow-up questions. Within six business days following the webinar, you will be provided with a web link that can be viewed any time over the following six months. The link expires six months after the live program date. You'll also receive a free CD-ROM (for PCs only) of the presentation. The CD-ROM includes the original audio/visual presentation, attendee questions and answers, and all of the handouts from the session.

Use the On-Demand Web Link and CD for any employees who cannot attend the live seminar—and for future training! Listen on your iPad, iPhone, or Android. Instructions will be emailed to you with the On-Demand Web Link information when you sign up for the session.

To learn more about the webinars ICBND offers, please visit: [www.icbnd.com/education-events](http://www.icbnd.com/education-events)



# Educational Opportunities

## Webinars

June 2	Collection Call Techniques: Compliant Telephone Scripts & Responses
June 3	Compliance Rules Lenders Must Know
June 4	Commercial Appraisal Review Part 1: Income Approach
June 5	High Volatility Commercial Real Estate (HVCRE) – Definition, Exposure, Capital Concerns & Basel III Issues
June 9	Mastering the SBA 7a Loan Part 1: Eligibility & Program Requirements
June 10	BSA Officer Reports to the Board
June 11	Countdown to the Integrated Disclosure Deadline: August 1, 2015
June 16	Properly Handling Fiduciary Accounts: Authority, Ownership, Access & Liability
June 17	Using the New Fannie Mae Collateral Underwriter for Mortgages
June 18	When a Borrower Dies: Next Steps & Best Practices
June 23	From Frontline to Teller Supervisor: Developing Skills & Making a Smooth Transition
June 24	Stress Testing Your Loan Portfolio: Regulations, Risk & Impact on Value
June 25	Processing IRA Rollovers & Transfers
June 30	Top 10 Deficiencies in Audit Findings from Regulators & External Auditors
July 7	Regulatory Oversight of Third-Party Vendors: Due Diligence, Management & Contracts
July 8	Mandatory Compliance Regulations for the Frontline
July 9	Managing E-SIGN, E-Statements & E-Disclosures
July 14	Understanding the Board's Role in Cyber Security Risk
July 15	Mastering the SBA 7a Loan Part 2: Documentation, Closing & Funding
July 16	Commercial Appraisal Review Part 2: Sales Comparison Approach
July 21	Your Customer Has Filed Bankruptcy, Now What?
July 22	Regulation E Made Easy
July 23	Developing Your UDAAP Program: Policy, Procedures, Risk Assessment & Audit
July 28	Construction to Permanent Lending Compliance with CFPB Rules: Including Changes Impacted by the New Integrated Disclosure Effective August 1, 2015
July 29	Call Reports: Lending Schedules RC-C, RC-N & RI-B
July 30	Does Your Originator Agreement Meet NACHA Rule Requirements?

## Live Seminars

June 4-5 Hilton Garden Inn Fargo, ND	Emerging Leaders Development Program Summer Conference
June 22-26 Bismarck State College Bismarck, ND	School of Agricultural Lending
September 15-16 Radisson Hotel Bismarck, ND	Community Bankers for Compliance Fall Session
September 21-24 Bismarck, ND Minot, ND Grand Forks, ND Jamestown, ND	Fall Frontline Seminar- Tying It All Together- BSA Training and Much More
October 13 Ramada Grand Dakota Dickinson, ND October 14 Kelly Inn Bismarck, ND October 15 Ramada Plaza Suites Fargo, ND	Sustainable Success Thru a Process Driven System

You can register for  
these courses online at

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The *Community Banker* can be an effective advertising vehicle for companies marketing to the financial industry. If your company would like more information on how to place an ad in the *Community Banker*, please contact Shantel Schuh at 701-258-7121.

## ICBND Directory

*Together We Prosper*



*Community Banker* is the official publication of the Independent Community Banks of North Dakota. Deadline for submission and advertisements is the 5th of the month prior to publication.

Send your items to:  
Community Banker  
PO Box 6128  
Bismarck, ND 58506-6128  
tel: 701.258.7121  
800.862.0672

[info@icbnd.com](mailto:info@icbnd.com) [www.icbnd.com](http://www.icbnd.com)

### ICBND Office Hours:

**Regular Business Hours**  
Mon-Fri  
8:30 am to 5 pm

**Summer Hours**  
(Memorial - Labor Day)  
Mon-Fri  
8 am to 4 pm

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### 2014-2015 ICBND Executive Committee

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Bismarck  
[tcporter@nd.gov](mailto:tcporter@nd.gov)  
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Chairman Elect  
David Ludwig, Security First Bank  
of North Dakota, Bismarck  
[davidl@securityfirstbank.com](mailto:davidl@securityfirstbank.com)  
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Velva, Minot  
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Immediate Past Chairman  
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Bank, McClusky  
[blarson@northcountrybanknd.com](mailto:blarson@northcountrybanknd.com)  
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& Trust, Minot  
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