



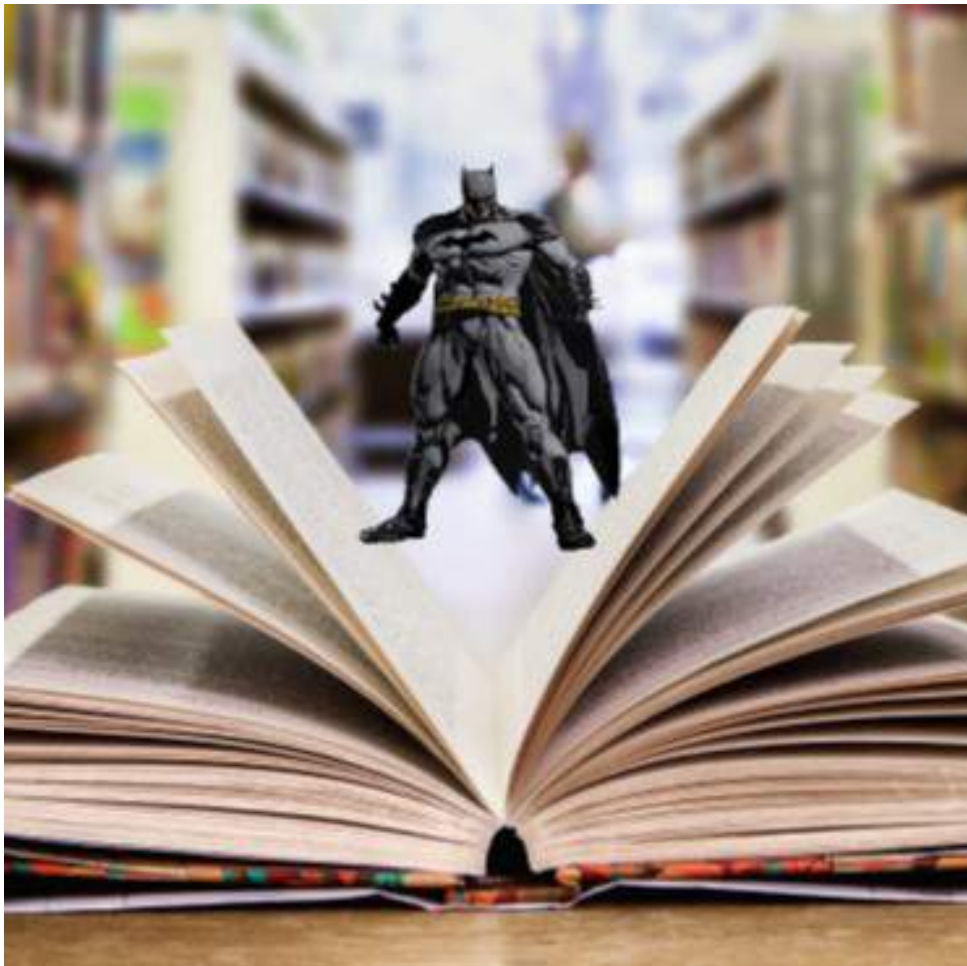
INDEPENDENT **COMMUNITY** BANKS
OF NORTH DAKOTA

COMMUNITY BANKER NEWSLETTER

Official Newsletter of Independent Community Banks of ND

Sept/Oct 2019 Issue

Another great convention...



...in the books!

View convention highlights on our website. Click [HERE](#).

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Chairman's Remarks



David Mason

First International
Bank & Trust
Bismarck
ICBND Chairman

Well, here we are, rolling off from a great convention and now quickly looking into the fall. School has started and the harvest is on. This time of year always makes me appreciate our North Dakota communities. We are all proud of our state and the impact that it makes, especially at this time of year when our farmers are working hard to ensure the crop comes in. This all happens when we work together to make our communities stronger.

Working together to make progress and accomplish the tasks at hand is what we are all about at ICBND. It is a real privilege to be a community banker and I think we shouldn't be bashful about it. We should be encouraging our neighbors to do business with people who do business with them. Just like the farmers'

markets we see on our main streets and the feeling people get when they buy local, we should remind our neighbors that they should bank local too. "Together we prosper" is still our motto at ICBND and community bankers work together with their neighbors better than anyone else.

Thanks for leading the example of "being local". That connection to Main Street is what makes our industry great!

Dave

President's Remarks



Barry Haugen

ICBND President

Hello friends! I'd like to say it's been a beautiful fall, but I'd be lying. Record rainfall and cold temperatures across much of the state are creating a tremendous hardship for our agricultural producers as they try to get crops off the field. After the rain event a couple weekends ago, I was visiting with a number of ag lenders from both member banks and non-member banks. One gentleman made the comment that there were significant challenges getting equipment TO the fields, much less getting IN the fields as several roads were washed out in that particular market area.

This certainly isn't what we needed September and early October to look like in ag country - especially when you pile on the commodity price and tariff-related issues. As I spoke with these community bankers though, I realized again how important relationship banking is to our rural state, especially in challenging times. Community bankers know their customers and are empathetic to the challenges of the times. Good times and rough times ebb and flow in any commodity-driven business, and community bankers have been by their ag customers' sides

through thick and thin. Undoubtedly, there will be some hardships as harvest drags way too far into the calendar. Cross your fingers for some warm, dry, windy October weather to help. And, thanks for everything you do!

Until next time,
Barry



Featuring some of ICBND's **Associate Members**

We appreciate our associate members and encourage all of you, our member banks when looking for a specific product or offering to refer to your associate members *first* to fulfill your growing community bank's needs. Support those that support your association!



[Click Here for all Associate Members](#)



DIGITAL PAYMENTS: DEFINING OPPORTUNITIES FOR COMMUNITY BANKS

The payments landscape continues to evolve. Whereas checks and cash were the dominant payments instruments 40 years ago, today digital payments are becoming an increasingly popular way to pay, and a driving force in the evolution of the relationship between customers and their banks. An estimated 2.1 billion consumers will have used a digital wallet by the end of 2019—up 30 percent from 2017¹. As such, community bankers should fully understand digital payments and the role they play in maintaining and growing your customers by continuing to meet and exceed their expectations.

What are Digital Payments?

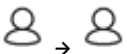
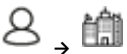


“Digital payments” is an umbrella term to describe payments that are made using electronic instruments, such as mobile devices or laptops. Put simply, digital payments are transactions that are initiated without the use of a physical card or paper currency. Using this definition, digital payments can include:

- online banking payments;
 - ACH/Same-Day ACH;
 - digital currency/cryptocurrency;
 - payments made with a digital wallet, e.g. Apple Pay, Google Pay (wherein the funding mechanism may be a physical debit or credit card, but it's stored in a digital wallet environment);
 - payments made through digital apps, e.g. Zelle, Venmo, PayPal, Cash App (by Square) (wherein the funding mechanism may be a physical debit or credit card, but it's stored in a digital app environment); and,
- real-time payments.

Digital Payments Use Cases and Benefits

Digital payments provide a host of opportunities for community banks to provide additional value to customers. With the introduction and growth of faster payments, digital payments opportunities and use cases have grown too.

From personal to business clients, digital payments can provide convenience and efficiency while enhancing your overall position and value proposition. Following are a few examples of digital payments opportunities.

Retail Payments	Retail Payments		Treasury Management	Treasury Management
Person-to-Person 	Consumer-to-Business 		Business-to-Business 	Business-to-Consumer 
<i>Your Opportunity:</i>	<i>Your Opportunity:</i>		<i>Your Opportunity:</i>	<i>Your Opportunity:</i>
Help consumer customers seeking to quickly and safely pay family or friends using a mobile device by leveraging an existing digital app or your online banking channel.	Allow your customers to make bill payments on or near the due date through your online banking channel or app by leveraging Same-Day ACH or real-time payments	Ensure your debit and credit cards are compatible with the latest technologies, so consumers can add your cards to their mobile wallets for easy and fast e-commerce and in-store transactions.	Offer your business customers a user-friendly, fully integrated way to ensure they can meet the payments needs of their diverse customer base by accepting multiple forms of digital payments, such as: <ul style="list-style-type: none"> • ACH, real-time payments, wire transfers, credit cards, debit cards, mobile payments, and more. 	Ensure your business customers can pay their freelance employee base at the end of each shift with payment options, such as real-time payments and Same-Day ACH, and integrate with online payments platforms, such as ICBA Bancard partners Linked2Pay and PayFi.
<i>The Benefit:</i>	<i>The Benefit:</i>		<i>The Benefit:</i>	<i>The Benefit:</i>
Meet the needs of your customers who prefer to use financial solutions offered by their bank over nonbank providers and keep the bank account and your community bank at the center of the payments relationship.	Meet the needs of your customers who prefer to use financial solutions offered by their bank over nonbank providers and keep the bank account and your community bank at the center of the payments relationship.	Earn the opportunity to be “top of wallet” with your consumer customers to garner a larger share of the \$2 trillion in-store contactless payments projected for 2020. ¹	Position your community bank as the one-stop shop for all your business customers’ needs, building customer confidence, loyalty and retention. Also, be able to build and offer value-added services.	Enhance your business client relationships by meeting the immediacy of the freelance economy and providing services that support your business customers in responding to worker requests.

Continued on page 17

Sept/Oct 2019 Issue



**REBECA ROMERO
RAINEY
PRESIDENT AND
CEO**

***"WHEN COMMUNITY
BANKERS JOIN THEIR VOICES,
THEY ARE A POWERFUL
FORCE, TAKING THE
INDUSTRY TO NEW LEVELS."***



FLOURISH COLUMN

We're in a season of unprecedented industry change, particularly when we look at faster payments. In August, the Federal Reserve announced the launch of FedNow, a round-the-clock, real-time payments and settlement service. For the first time in more than 40 years, the Federal Reserve will be standing up a new payments system, the penultimate example of industry change.

This new payments system has been a long time in the making. For years, ICBA has advocated for the Federal Reserve to play an operational role in real-time payments. Our message has remained consistent and our voices strong. The Fed must have a role in real-time payments for three reasons:

1. To guarantee access for all banks. A Fed-operated real-time settlement system means there will be industry-wide access to real-time payments.

2. To ensure a level playing field for all banks. Fed involvement will eliminate a monopoly in the service, creating healthy competition to the real-time service run by the nation's largest financial institutions.

3. To drive payments innovation. Expanding access to real-time payments will incite innovation and ensure a cohesive market.

With FedNow, the Federal Reserve has responded to our requests—and we have you to thank for it. The countless hours you spent responding to the Fed's initial request for comment, crafting messages for your members of Congress, placing phone calls to the Fed and Congress, conducting meetings on Capitol Hill, and writing op-eds and blog posts ensured our victory. So, thank you for your efforts, and for all that you continue to do to support this important development in real-time payments.

But it's not the time to rest on our laurels. While we are celebrating this victory, we've also begun rolling up our sleeves to make this new system a reality. In the short term, the Fed has asked for input via its public request for comment. ICBA will be responding on behalf of community bankers, and we encourage you to consider a reply from your bank. We're offering resources to help

support that effort through our advocacy team. Responses are due Nov. 7, 2019.

As we look back on this success and the continued triumphs to come, one fact remains crystal clear: When community bankers join their voices, they are a powerful force, taking the industry to new levels. We flourish in times of change, precisely because we're ready to embrace the potential that awaits

Where I'll Be This Month

I will be meeting with the Council of State Community Bank Associations and then gathering with ICBA leadership bankers at our fall meetings in West Virginia.

**Connect with Rebeca
@romerorainey**

Rebeca Romero Rainey is president and CEO of the Independent Community Bankers of America® (ICBA), the leading advocacy organization exclusively representing community banks.



PRESTON L. KENNEDY
CHAIRMAN, ICBA

**"I LOOK FORWARD TO THE
COMPLIANCE AND
REGULATORY ACHIEVEMENTS
TO COME."**



FROM THE TOP COLUMN

Back in the 1980s in my home state of Louisiana, we were faced with a lending crisis that coincided with an oil bust, real estate declines and bank closings. Regulators took a hardline approach back then, which led to very contentious relationships. But that low point led to new beginnings. Today, community bankers have built a working relationship with regulators and legislators based on dialogue. Because of that, bankers benefit from a better appreciation of regulatory and legislative responsibilities, and regulators and lawmakers gain deeper insights into what we face on a daily basis.

This open communication has landed us critical victories. Just look at the success we've had in working with Congress to roll back excessive regulatory burdens through S.2155 and procure significant tax relief for both C corporation and S corporation community banks via the Tax Cuts and Jobs Act.

But our work continues as we explore today's most challenging compliance topics. Take cannabis banking. With the U.S. legal

cannabis market valued at \$11.9 billion in 2018 and anticipated to expand at a compound annual growth rate of 24.1% from 2019 to 2025, the market is vastly outpacing financial services regulation and compliance. Community banks face significant hurdles in banking the legitimate businesses that are involved, and there needs to be a clear path for community banks to service these businesses—one without restrictive, arduous reporting protocols.

Community Reinvestment Act (CRA) modernization is another critical area of interest. We're working with a 42-year-old regulation that feels unnecessary to community bankers. If we don't reinvest in our communities, we don't exist! As years have passed, this regulation's fine print has created a lot of red tape and gray areas. ICBA is advocating revisions that would provide greater transparency during the examination process and consistency in examination and supervision.

Finally, Bank Secrecy Act (BSA) and anti-money laundering (AML) reform is also atop the priority bucket. While community bankers

see these topics as of utmost importance, the weight of excessive reporting needs to be lifted. Our hope is to work with policymakers and law enforcement to find a solution that reduces bank burdens but also increases the effectiveness of our efforts.

As I peruse this month's issue, these themes pervade, and I read it with a renewed sense of optimism fueled by our recent successes. Together, we will spark change, and I look forward to the compliance and regulatory achievements to come.

My Top Three

The most significant regulatory and compliance advocacy priorities for community banks include:

1. Cannabis banking
2. CRA modernization
3. BSA/AML reform

Connect with Pres
@BankPres

Preston L. Kennedy is chairman of the Independent Community Bankers of America® (ICBA), the only national advocacy organization that exclusively represents community banks and is President and CEO of Zachary Bancshares Inc., in Zachary, La..



JIM REBER,
PRESIDENT AND
CEO OF ICBA
SECURITIES

*"Higher yields mean more
future income"*

PORTFOLIO MANAGEMENT

Why Bonds Are

Riddles, enigmas and other investment mysteries

A best-selling book from the 1990s, "Why Things Are," took a humorous look at curiosities originating from everyday existence, with the modest goal of answering "every essential question in life." This column has a more ambitious purpose: to clarify a few of the phenomena surrounding your investment in bonds. So, put on your seat belts as we head out for a ride on the fixed-income highway.

Why do continuously callable bonds have a higher yield than bonds with only one call date?

An investor in a callable bond actually does two things simultaneously when he or she makes the purchase: 1. the buying of the bond from the issuer, and 2. the selling of the right to prepay the debt early to the issuer. For bonds with multiple call dates, the issuer pays something for each right. In aggregate, the value of all the call options as of the issue date is reflected in the higher yield compared to a non-callable bond, or one with one only call date.

Why do mortgage-backed securities priced at 100.00 have different yields than the stated coupon?

For this answer, we have to do a two-step move. First, let's review what bond-equivalent yield (BEY) means. The yield on a bond has a standard calculation that assumes semi-annual interest payments in arrears (meaning at the end of the period), and principal at maturity date. For example, if you buy a new two-year agency bond, your first interest date will be exactly six months from original settlement date.

Mortgage-backed securities (MBS) differ in two ways. First, some interest payments are received

monthly. That's good from a BEY standpoint. However, MBS also have this nice little convention known as "delay days" before any principal or interest are paid. That's bad for BEY purposes. Most mortgage securities have delay days ranging from 45 to 85 days. Factoring in the delay of both principal and interest over a period of time probably means the bond-equivalent yield for a mortgage will be less than the coupon, at par.

Why do tax-free bonds have lower price volatility than taxable bonds?

Another popular question. The best way to illustrate this is to take a hypothetical taxable bond, like a 10-year Treasury note, and compare it to a 10-year tax-free bond. At the moment, the 10-year Treasury yields (conveniently) 1.50%, and 10-year high-quality munis yield about 1.65% (for a tax-equivalent yield of 2.05%).

If rates rise 100 basis points (1.0%), the Treasury will then yield 2.50% and its price will decline 8.7%. The muni will only have to drop by 6.9% for its tax-equivalent yield to get to the 3.05% that the market will likely require. It's worth noting that the two bonds' volatilities have become more alike since tax reform at the end of 2017. Stated another way, muni price volatilities have increased as tax rates have fallen.

Why is the duration of a bond shorter than its average life?

The most commonly used measurement for price volatility of a fixed-rate security is duration. It is the weighted average period of time to receive all the principal *and* interest on a bond. Average life, on the other hand, is a tool used in many cases to forecast cash flows on mortgage securities and is the weighted-average time to receive principal *only*. Since most MBS are back-loaded with

principal on their paydown schedules, average lives are almost always longer than duration for a given bond.

Duration is useful for estimating how much a bond's value will change given a change to market rates. A duration of 3.0 means that the price will decline about 3%, given a 1% increase in the market yield. Concepts like effective duration and convexity also factor into this discussion, but that's another story for another day.

Why are bankers more inclined to sell at gains than losses?

I'm no shrink, but there is an element to behavior that psychologists refer to as "compartmentalization." It seems to me that taking a loss is seen by the seller as admission of a bad purchase. In fact, the overwhelming majority of losses realized are market-driven, and I think we agree that bankers aren't market-timers. So, by being more inclined to take gains, portfolio managers can neatly stack their aggregate sales in the "win" column.

There are just two problems with this practice: selling the winners means your portfolio yield is probably going down, and you've triggered immediate tax liability. I would suggest, especially in a robust earning year like the present, that a bank work with its tax accountant and brokers to devise an income-deferral strategy. Higher yields mean more future income. And that falls into the "long-term vision" compartment.

Investment school coming soon

Registration is open for the 2019 ICBA Bond Academy, Oct. 21–22, 2019 in Memphis, Tenn. The event caters to new and upcoming portfolio managers, and the course level is beginner. Up to 12 hours of CPE are available. For more information, visit icbasecurities.com.

Jim Reber is president and CEO of ICBA Securities and can be reached at 800-422-6442 or jreber@icbasecurities.com.



ICBA SUPPORTS CAPITAL PLAN FOR FANNIE, FREDDIE

Independent Community Bankers of America® (ICBA) President and CEO Rebeca Romero Rainey issued the following statement on today's Federal Housing Finance Agency announcement that Fannie Mae and Freddie Mac will be allowed to retain a combined \$45 billion in capital.

"ICBA and the nation's community banks strongly support today's [agreement](#) between the Federal Housing Finance Agency and Treasury Department to begin recapitalizing Fannie Mae and Freddie Mac. Allowing the government-sponsored enterprises to retain a combined \$45 billion in earnings is a crucial step in winding down their conservatorship and ending the net-worth sweep of their earnings into government coffers.

"These long-time community bank priorities—as detailed in ICBA's [Principles for GSE Reform](#) white paper—are required by the Housing and Economic Recovery Act to protect taxpayers and increase stability in the housing market.

"Community banks depend on the liquidity provided by the GSEs and competitive access to the secondary market, which permits them to meet the housing needs of their communities without having to sell their loans to Wall Street institutions that compete for their customers.

"As the debate over housing-finance reform continues, ICBA looks forward to continuing to work with the Trump administration, the FHFA and Congress to advance reforms that preserve community bank access to the secondary mortgage market, support the nation's housing market, and benefit local communities nationwide."

About ICBA

The Independent Community Bankers of America®, the nation's voice for nearly 5,700 community banks of all sizes and charter types, is dedicated exclusively to representing the interests of the community banking industry and its membership through effective advocacy, best-in-class education and high-quality products and services. For more information, visit ICBA's website at www.icba.org.

North Dakota Opportunity Fund

Helping North Dakota's small businesses create opportunities

The North Dakota Opportunity Fund leverages private lender financing to help new and expanding small businesses obtain loans for private ventures in a consortium of 38 communities across the state.



Visit www.lcdgroup.org or call (701) 667-7600 to learn more about the North Dakota Opportunity Fund and other business loan, home loan, community grants, and multi-family and development programs.





KEVIN TWEDDLE,
CHIEF OPERATING
OFFICER, ICBA
SERVICES NETWORK

*"Many community banks
are grappling with digital
transformation"*

INNOVATION STATION

HOW TO STAY UP TO SPEED

Many community banks are grappling with digital transformation. While advances in technology are nothing new, the speed at which these shifts are occurring can make it hard to manage. As community bankers, how do we keep up—or even get ahead—of the rapid pace of change? We at ICBA have given considerable thought to these questions and have created and curated several resources to help.

ThinkTECH Network and core processor guide

It is essential to understand that the future of community banking entails engaging with core processors and partnering with fintechs for innovation. To that end, we created the ICBA Core Processor Resource Guide and ICBA ThinkTECH Network.

The guide focuses on helping community banks cultivate strategic partnerships with their core processors. Specifically, it provides practical steps and insights for managing that relationship and ensuring it aligns with your bank's long-term business goals and objectives.

Another valuable tool is the ICBA ThinkTECH Network, a curated directory of community bank-friendly,

vetted fintechs. The resource provides comprehensive company profiles that include solutions, reviews and testimonials to help facilitate partnerships.

ThinkTECH Accelerator

We want to foster dialogue between community bankers and fintechs, especially early stage fintechs that are solving specific problems for banks. With that goal in mind, ICBA launched its first ThinkTECH Accelerator in late 2018 as a means to educate fintechs about community banking and create an outlet for community banks to engage directly with fintechs to identify challenges and potential solutions.

Publications and social media

Reading is another critical tool for educating yourself about industry developments and cultivating innovation. I recommend a two-pronged approach: reading industry publications and Twitter, which I use as an educational source. When I speak at conferences, I include a list of approximately 20 publications and Twitter feeds I read regularly. Included on my list are *American Banker*, FinXTech, the Financial Brand and EPC News, as well as Mobile Business Insights, FMS and

the Community Banking Brief. I follow fintech and thought leaders on Twitter, both inside and outside the industry. A few of my favorites are @Chris_Skinner, @JimMarous, @leewetherington and @rshevin.

ICBA conferences and educational events

ICBA conferences and resources are valuable tools for staying current. Two that are top of mind are our annual conference—ICBA LIVE—and Community Banker University. We also sponsor two conferences: the FinXTech conference, held in September, and the Fi FinTech conference, hosted annually each November, both of which I recommend.

The race toward innovation will only accelerate. Avoidance isn't a strategy. Educate yourself now and continue to educate your team as you look for new ways to innovate.

Kevin Tweddle is chief operating officer of the ICBA Services Network and can be reached kevin.tweddle@icba.org.



LINDSAY LANORE,
GROUP EXECUTIVE
VICE PRESIDENT OF
COMMUNITY BANKER
UNIVERSITY

"you set the tone that allows employees to feel a sense of belonging"

LEADERSHIP AT ALL LEVELS

Ways to be a daring leader

In her book *Dare to Lead*, author Brené Brown writes, "Daring leaders must care for and be connected to the people they lead." It's a simple idea but one that can't be overstated. Again and again, studies have shown that the more invested employees are in an organization, the more productive they will be.

The same is true for leaders. Perhaps even more so, because leaders have a direct effect on the productivity of everyone around them. As a leader, your role is as important for the teams you lead as it is for the customers you serve. It's too easy to spend all your focus and time on customers without enriching the experiences and development of your staff. Remember: You set the tone that allows employees to feel a sense of belonging. And, ultimately, this strengthens a company's culture.

We all know how easy it is to get caught up in the daily grind and forget about company culture. There's enormous pressure to increase productivity, and there are constant fires that need to be put out. However, one of the most important steps you can take toward greater productivity—and

avoiding igniting those fires in the first place—is remembering to connect with your team.

Ways to connect

Start by showing you care. Say hello and smile when you enter a room. It may sound like common sense but when you're busy it's remarkably easy to forget. Then check in with employees. Spend the first 15 minutes of each day doing the rounds of the office, or schedule regular staff meetings to keep everyone in the loop. Meet with new staff and get to know them.

Take the time to connect on a personal level whenever you can. Emails—or, worse still, texts—can be very impersonal. Personalize your responses and add specific messages that you know will motivate the recipient. A handwritten note may be even more effective.

Be intentional with your questions. It may be as simple as asking about somebody's weekend plans or what project they're working on. Then follow up with a question or two after the weekend or project is completed. Remembering names and the things that are important to those around you is invaluable. If it helps, jot down some notes and write relevant dates down in calendars.

Schedule time to talk about professional development. Helping a staff member develop their potential is a key part of effective leadership. Ask your team how they feel about their workloads and if there are new things that they wish to learn or experience.

Finally, give them permission to interact and communicate outside of the day-to-day minutiae. Plan some unstructured time together to let everyone decompress, whether it's a happy hour or an annual retreat. It's easy to see interaction as wasting time, but that chatter can also foster collaboration and creativity. If we want employees to show up fully, it's critical to make them feel like they can be themselves.

Lindsay LaNore is group executive vice president of Community Banker University and can be reached lindsay.lanore@icba.org.



ICBA OFFERS TIPS TO SAFEGUARD DATA DURING CYBERSECURITY MONTH

In recognition of National Cybersecurity Month in October, The Independent Community Bankers of America® (ICBA) reminds consumers of our shared responsibility to practice strong cybersecurity habits while on the go, in the workplace and at home to avoid becoming victimized by a cyberattack.

“To fight the rising number of cybersecurity incidents, estimated to reach [\\$6 trillion in damages by 2021](#), we must diligently defend against these bad actors,” ICBA President and CEO Rebeca Romero Rainey said. “Community banks proactively shore up their systems and are helping Americans arm themselves with practical tips to help strengthen security safeguards and protect their sensitive information.”

Consumers can reduce their chances of being victimized. ICBA encourages consumers to:

- **Stay vigilant.** Lookout for imposter sites and unsolicited emails. Warning signs include spelling or grammatical errors, missing contact information, and suspicious URLs or email addresses.
- **Enable the strongest authentication tools offered** by their bank. Popular authentication methods include biometrics, security keys and single-use codes through apps or mobile devices.
- **Use complex passwords and differentiate them** across multiple platforms. Passwords should be complex and include a combination of letters, numbers and symbols.
- **Do a system check.** Purge unused apps and outdated or sensitive information stored in old files and emails and ensure all software on internet-connected devices is current.
- **Manage social media settings** and minimize information sharing. Just a few data points can create a pathway for exploitation by cybercriminals.
- **Use WiFi judiciously:** Limit the type of business conducted over open public WiFi connections, including logging in to key accounts like banking.

Consumers can also make sure their account has not been compromised by taking the following steps:

- **Read the fine print for online purchases.** Often a website or application will ask for permission to save account information. Never save credit and debit card information on the merchant’s website or app.
- **Strengthen personal networks.** Update your systems with the latest security software, web browser and operating systems available.
- **Invest in a software security suite** that offers real-time protection against existing and emerging malware, including ransomware and viruses to help protect your private and financial data.
- **Monitor account activity regularly** for transaction irregularities and immediately report any discrepancies to your financial institution.
- **Look for special indicators such as web addresses** with https:// that denote extra measures taken to help secure your information. URLs that end in .BANK are also assigned for exclusive use by financial institutions.

Learn more about how to protect your digital life during National Cybersecurity Awareness Month by visiting the [Stay Safe Online website](#).

ICBA SUPPORTS HOUSE PASSAGE OF SAFE BANKING ACT

Independent Community Bankers of America® (ICBA) President and CEO Rebeca Romero Rainey issued the following statement on today’s House passage of the bipartisan Secure and Fair Enforcement (SAFE) Banking Act (H.R. 1595). The bill would establish a safe harbor from federal sanctions for financial institutions and ancillary companies that serve cannabis-related businesses in states where cannabis is legal.

“ICBA and the nation’s community banks applaud the House of Representatives for advancing legislation to enhance public safety and address regulatory compliance concerns by opening the traditional banking system to cannabis-related businesses. The cannabis-banking safe harbor is a high priority for ICBA—the first national banking trade group to support this legislation and to testify before a congressional committee on its behalf.

“The conflict between state and federal law on cannabis-related businesses has created significant legal and compliance concerns for financial institutions that could provide needed banking services to these companies. This uncertainty has forced cannabis-related businesses to operate mostly in cash, which presents a significant public safety risk. The bipartisan SAFE Banking Act would help eliminate this risk in states where cannabis is already legal.

“Cannabis remains illegal at the federal level, and ICBA does not advocate its legalization. The SAFE Banking Act would apply solely to states that

have legalized cannabis for medical or recreational use.

"ICBA and community bankers nationwide will continue working with Congress to advance this legislation in the Senate."

ICBA: SIMPLIFY CAPITAL REQUIREMENTS FOR COMMUNITY BANKS

Independent Community Bankers of America® (ICBA) President and CEO Rebeca Romero Rainey reiterated calls for federal banking regulators to finalize their rules regarding "Capital Simplification for Qualifying Community Banks" and establish the Community Bank Leverage Ratio or CBLR at 8 percent rather than at 9 percent as proposed, following growing congressional support for more meaningful relief to the nation's community banks as intended by Congress.

"ICBA has long-advocated simplified capital requirements for community banks, whose simplified balance sheets, conservative lending, and common-sense underwriting shield their regulatory capital from the kinds of losses incurred by the largest and riskiest financial institutions," said Romero Rainey.

"We appreciate the strong support by House and Senate leaders on this effort to set an 8 percent CBLR, which would benefit more than 500 additional well-capitalized community banks. We urge regulators to use their statutory authority under the Economic Growth, Regulatory Relief, and Consumer Protection Act (S. 2155) to provide regulatory relief for the greatest number of community banks in support of economic development for thousands of communities nationwide."

Recently, Rep. Denver Riggleman (R-Va.) and a coalition of 18 House Financial Services Committee Republicans called on federal regulators to implement an 8 percent CBLR to further extend the nation's economic recovery and ensure the continued flow of credit during any future downturn. The House letter follows several earlier Senate Banking Committee Republican efforts led by Chairman Mike Crapo (R-Idaho) and member Jerry Moran (R-Kan.) urging bank regulators to do right by community bankers and provide needed community bank relief as authorized by Congress.

ICBA looks forward to continuing to work with policymakers on this issue.

About ICBA

The Independent Community Bankers of America®, the nation's voice for nearly 5,700 community banks of all sizes and charter types, is dedicated exclusively to representing the interests of the community banking industry and its membership through effective advocacy, best-in-class education and high-quality products and services. For more information, visit ICBA's website at www.icba.org.



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ADJUSTABLE RATE MORTGAGES – DISCLOSURE CONSIDERATIONS (PART II)

This article is the second in a two-part series that was introduced in the March 2019 newsletter that addresses areas of common mistakes and concerns with Adjustable Rate Mortgage (ARM) products identified by the FDIC during recent examinations. ARMs are defined as closed-end consumer credit transactions secured by a consumer's principal dwelling in which the annual percentage rate may increase after consummation. Part II discusses three additional areas of common concern.

Failing to timely update index values in core processing systems and software applications.

When index values change, financial institutions should ensure that systems are updated in a timely manner to ensure that disclosures contain accurate information and meet both regulatory requirements and the terms of the loan agreement. For instance, many financial institutions are using the Constant Maturity Treasury (CMT) index values based upon the weekly average. These values are generally published weekly on Mondays. In some cases, examiners have identified financial institutions waiting to update index values on their systems until later in the week, such as on a Thursday or Friday. This practice of delaying the implementation of index changes can cause potential consumer harm, depending upon when a consumer's rate is set to change. For example, let's assume the CMT index changes on Monday; however, the financial institution fails to update their system with the updated index until Friday. If this financial institution has a loan with an interest rate tied to the CMT index that has a rate change date that falls on Wednesday of that same week, the most recent available index would not be applied to the loan (due to the delay in the system update). In this situation, the system would likely apply the index value from the previous week, which could be lower or higher than the correct contract rate.

Additionally, examiners have found instances where financial institutions have used multiple systems, loan platforms, and loan contracts to originate ARMs and failed to update all of the systems or account for variations in contract language. This can result in discrepancies between the loan contract, disclosures, and applied rate changes. The application of an interest rate that is inconsistent with the customer's loan contract or disclosure can lead to customer harm. In these instances, restitution may be due to the customer.

Misinterpreting loan contracts and applying life-of-loan floor rates.

If financial institutions are using numerous versions of loan contracts, it is important to understand the language in each loan contract, specifically pertaining to life-of-loan interest rate limitations. Recently, an issue was discovered with loan contracts disclosing a minimum and maximum interest rate that can be applied at the first change date. However, the contracts only included additional language for a maximum rate on all future rate changes, but did not address a continued minimum or floor rate. Some financial institutions have misinterpreted these contracts to apply the initial floor rate for the entire loan term. This practice has the potential for consumer harm when variable interest rate values decline below the inappropriately applied floor rate. It is important that financial institutions are aware of their contract language and ensure operating system parameters mirror the contract language.

Misunderstanding fully-indexed, discounted, or premium rate ARMs.

Financial institutions often originate ARMs with an initial interest rate that is not based on the fully-indexed interest rate, resulting in a discounted or premium rate transaction. In some instances, the discount or premium is unintentionally created when the bank is attempting to match the initial interest rate in the promissory note to the rate that was disclosed on the customer's Loan Estimate provided at application time. While offering a discount or premium rate transaction is permissible, the calculation of the annual percentage rate and disclosure of these ARMs can be a little more complex than a traditional fully-indexed ARM, sometimes causing confusion that results in inaccurate information being provided to the customer. Examiners have identified instances where the bank was unaware that it originated a discounted or premium ARM, resulting in miscalculations of the annual percentage rate or the failure to properly disclose the fact that the initial rate was not based on the index in the contract.

[Regulation Z](#) 1 states that when creditors use an initial interest rate that is not calculated using the index or formula to be used for later rate adjustments, the disclosures should reflect a composite annual percentage rate based on the initial rate for as long as it is charged and, for the remainder of the term, the rate that would have been applied using the index or formula at the time of consummation. An example of the calculation of a discounted variable rate loan is included below.

A 30-year loan for \$100,000 is extended with no prepaid finance charges and rates determined by the Treasury bill rate plus 2 percent. Rate and payment adjustments are made annually. Although the Treasury bill rate at the time of consummation is 10 percent, the creditor sets the interest rate for one year at 9 percent, instead of 12 percent according to the formula. The disclosures should reflect a composite annual percentage rate of 11.63 percent based on 9 percent for one year and 12 percent for 29 years.

Hopefully, this two-part series of articles provides some helpful perspective on areas where compliance with ARM disclosures can go wrong, so that financial institutions can consider whether it is appropriate to review their programs to ensure that these areas are properly addressed. Maintaining a strong compliance management system that includes effective oversight, procedures, training, and monitoring helps ensure that ARMs are offered in a manner that is compliant with applicable laws and regulations and reduces the risk of consumer harm.

¹ Official Interpretations to § 1026.17(c)(1)-10.



LINES OF CREDIT — FINANCE CHARGE CALCULATION AND DISCLOSURE

Many institutions offer consumer-purpose lines of credit, including home equity lines of credit and personal unsecured lines of credit. Recent reviews by bank examiners have identified issues involving: (1) the finance charge calculation and (2) the finance charge disclosure on periodic statements. These issues result from a misunderstanding of regulatory requirements, as well as bank system parameters that do not accurately reflect the terms of the credit line agreement or account for bank practices.

Issues Involving the Balance Used to Calculate the Finance Charge

Balance determination methods vary by institution, and many line of credit agreements state that unpaid finance charges are subtracted when determining the balance upon which the finance charge (interest) will be calculated. Under the Official Interpretation to Section 1026.4(a)(4), the regulation does not prohibit creditors from assessing finance charges on balances that include prior, unpaid finance charges. However, if the unpaid interest or finance charges are subtracted in calculating the balance, that fact must be reflected in the credit agreement and the computation method used for periodic statements. A review of periodic statements at some institutions revealed that, when closing costs were paid for by an advance on the line, they were included in the balance used to determine the finance charge.¹ Some of these closing costs may be “finance charges” under Regulation Z, such as loan origination fees, life-of-loan flood determination fees, tax service fees, etc. But according to the credit agreements used at these institutions, the fees should be subtracted from the balance used to calculate the finance charge. Additionally, similar issues have been noted when the credit agreement states that “other charges,” such as annual fees, are to be subtracted from the balance used to calculate the finance charge but they are not subtracted.

Issues Involving the Finance Charge Disclosure for Start-Up Fees

Keep in mind, for home equity plans subject to the requirements of Section 1026.40 of Regulation Z, creditors have two options for disclosing finance charges in periodic statements.

1. Under Section 1026.7(a)(6), the creditor must disclose and itemize the amount of any finance charge debited or added to the account during the billing cycle, using the term “finance charge.” Creditors are required to itemize the amounts attributed to periodic interest rates and other finance charge amounts.

2. Under Section 1026.7(b)(6), the creditor is not required to use the term “finance charge.” Finance charges attributable to the periodic interest rate are disclosed using the term “Interest Charge.” The creditor must also disclose interest totals for the statement period and calendar year.

According to the Official Interpretation, if the creditor provides periodic statements under Section 1026.7(a), finance charges related to the opening of the account that are paid out of the first advance must be disclosed as part of the finance charge on the first periodic statement. However, these charges need not be factored into the annual percentage rate.² When these charges are not itemized and identified as a “finance charge,” the finance charge disclosed on the periodic statement is understated.

Corrective Action

If an institution determines that finance charges are not calculated according to credit agreements or that disclosed finance charges are understated, banks should take appropriate corrective action to ensure compliance with Regulation Z. Various options institutions may want to consider for addressing the issues identified may include:

- ☐ Correcting or updating system parameters to match disclosures and agreements. If changing system parameters is not feasible, the institution may choose to collect closing costs in cash (rather than financing the fees through an advance) or, when permissible, follow applicable regulatory requirements for providing revised disclosures to consumers.
- ☐ Determining whether enhancements to the institution's compliance management system are necessary, such as providing staff training and strengthening monitoring of system parameters to ensure consistency with account disclosures.
- ☐ Identifying all adversely affected consumers and providing appropriate restitution in a timely manner.

The institution's self-identification of violations and implementation of full corrective action can be one indicator of an effective compliance management system. Institutions are encouraged to reach out to local examination staff or the Regional Office with additional questions.

¹ See Section 1026.4: *Finance Charge*.

² See Official Interpretation to Section 1026.7(a)(6)(i)-8: *Start-up Fees* (citing 1026.14(c)(3)).

CONSUMER FINANCIAL PROTECTION BUREAU'S FAQs ABOUT THE TRID RULE

Did You Know?

The Consumer Financial Protection Bureau (CFPB) has issued answers to four frequently asked questions (FAQs) about compliance with the TILA-RESPA Integrated Disclosure (TRID) Rule. The first three questions discuss corrected Closing Disclosures and the three-business-day waiting period before consummation. The fourth question addresses a safe harbor provided by the use of model forms.

One of the questions about corrected Closing Disclosures addresses an amendment to the Truth in Lending Act (TILA) made by the Economic Growth, Regulatory Relief, and Consumer Protection Act. Section 109(a) of the Act amends TILA to provide, for certain transactions, that if a creditor extends to a consumer a second offer of credit with a lower annual percentage rate, the transaction may be consummated without regard to a three-business-day waiting period. The answer to the FAQ clarifies that Section 109(a) does not affect the timing for consummating a transaction under the TRID Rule but rather applies to the timing for consummating high-cost mortgage transactions. For information on high-cost mortgages, see 12 C.F.R. § 1026.31, .32, and .34. The other Closing Disclosure FAQs address corrected Closing Disclosures and timing of waiting periods for certain changes of terms, including a decrease in the annual percentage rate, in transactions under the TRID rule.

The final FAQ asks whether a creditor that uses a model form has a safe harbor if the model form does not reflect a TRID Rule change finalized in 2017. The answer explains why the answer is “Yes.”

The [TRID FAQs](#) are available on the CFPB's webpages providing TRID Compliance as part of a collection of other [TRID Guides and Resources](#). You may want to consider whether any adjustments to your policies, procedures, or training are warranted based on the CFPB's answers to the FAQs.



On April 13, 2018, the Strengthening Protections for Social Security Beneficiaries Act of 2018 was signed into law. One of the provisions of the law, Section 201, allows beneficiaries to designate an individual(s) to serve as payee should the need arise, and requires SSA to select the designated individual with certain exemptions. It also requires Social Security to annually notify beneficiaries that have chosen to Advance Designate, under Section 201, of the information provided on their advance designees.

On August 13, 2019, SSA published in the *Federal Register* a Paperwork Reduction Act Notice for our proposed Advance Designation of Representative Payee Internet screens and forms. The notice is available [here](#). To request copies of the draft screens and forms, please contact OR.Reports.Clearance@ssa.gov. If you wish to submit comments on the drafts, you may submit them to the same email address or to [regulations.gov](https://www.regulations.gov). You have until October 15, 2019 to submit comments.

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Please see our [press release](#) for details.



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Continued from Page 5

Getting Started in Growing Your Digital Payments Offerings

Businesses and consumers alike are interested in faster, safer, and more convenient payment methods. Through digital payments, your community bank can provide a means to achieve these desired outcomes and position your institution as a leader and innovator in the digital payments space.

ICBA and ICBA Bancard are here to help you as you develop your digital payments strategy or look to grow it further. ICBA Bancard partnered with Aite Group to create the [ICBA Bancard Digital Payments Strategy GuideSM](#), a tool to help community banks develop or evolve their digital payments strategies. It offers an interactive exercise through a series of questions that tap into specifics around a bank's current consumer products, consumer market base, and existing digital payments offerings. The results reveal the bank's current digital payments maturity and offer

insights for building on the bank's existing foundation.

Learn more today by visiting strategy.icbabancard.com.

For more ICBA Payments tools, courses and resources, [click here](#).

¹ 2018 Global Payments Report: The Digital Wallet Opportunity Across the World. Braintree.

² Contactless Payments: Payment Cards, OEM Pay & Mobile Wallets 2018–2023.



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Office of Attorney General

ATTORNEYS GENERAL URGE ADMINISTRATION TO INSTRUCT CORPS TO WITHDRAW PROPOSED WATER SUPPLY RULE

Attorney General Wayne Stenehjem is leading a bipartisan group of Western Attorneys General in a letter urging the Trump administration to instruct the Army Corps of Engineers to comply with state water laws and withdraw its proposed Water Supply Rule that would usurp the authority of the states over their own water.

In the final weeks of the Obama administration, the Army Corps of Engineers published a proposed Water Supply Rule to clarify its policies governing the use of Corps reservoir projects. The Corps uses some of the polices to justify its moratorium on allowing water withdrawals from Lake Sakakawea and Lake Oahe, which has been an on-going issue in North Dakota for the last decade. The Corps contends that once water in the Missouri River flows into the reservoirs the Corps controls that water and can require prospective users to sign a water supply contract and pay the Corps for the water. This effectively prohibits North Dakotans from accessing 75% of the Missouri River for water supply. Stenehjem contends this is contrary to state and federal law, which clearly delegates water appropriation responsibilities to the State Engineer.

"The notion that the Corps of Engineers can regulate or charge for the use of water that has always belonged to the citizens of North Dakota is unlawful and completely unacceptable," said Stenehjem.

In recent weeks, Stenehjem has learned that the proposed rule is now being reviewed by the Office of Management and Budget, which implies the Corps is moving forward in its efforts to finalize the rule. The letter asks the Trump administration to recognize that the proposed Water Supply Rule exceeds the Corps' statutory authority, expressly violates Congress's declarations, and undermines the rights of states to control their own water resources.

"Congress and the courts have repeatedly held that the states are in the best position to manage their own water resources for their citizens," Stenehjem said. "We stand ready to engage with the Corps in a collaborative government-to-government discussion on how to address our respective interests, but the first step of that discussion must be withdrawal of this unlawful proposal," he continued.

The coalition of attorneys general, led by Attorney General Stenehjem, Idaho Attorney General Lawrence Wasden, and South Dakota Attorney General Jason Ravnsborg, also



includes the Attorneys General from Alaska, Arizona, Colorado, Montana, Oregon, New Mexico, Utah, Washington, and Wyoming.

OLD SCAMS STILL FINDING NEW VICTIMS - Reported losses of \$2.13 million this year to date

Variations of old scams making the rounds across North Dakota are still finding new victims, said Attorney General Wayne Stenehjem. This year to date, 93 North Dakota residents have reported losses of more than \$2.13 million to scams.

Seven victims responded to robocalls supposedly from the Social Security Administration or the IRS. The social security scam message warns individuals that their social security number had been compromised or linked to a crime in another state and they would be arrested if they did not comply with the "agents." When the victims responded, the "agent" informed them that to correct the problem and avoid arrest, they needed to purchase pre-paid cards and provide the number from the back of the card to the case agent, who would then use that information to verify the victim's identity. Once the identity was verified, the so-called agent promised to deliver a refund check and a new social security card. One of the victims reported that when he purchased the pre-paid cards, the retailer tried to warn him that it sounded like a scam. The "IRS call" scam - in which fake IRS agents say there is a problem with the tax returns and threaten the persons with arrest unless they pay overdue taxes and fines immediately with prepaid cards - also hooked a victim. Most victims lost between \$500 and \$1,000, the value of the prepaid cards they had purchased, but one lost \$2,900.

"It doesn't matter who you think the call is from or what reason they give, if you are instructed to send money or purchase prepaid

cards or gift cards, you know it is a scam, every single time," warned Stenehjem. "Prepaid cards are the same as instant cash. All the scammer needs to get the cash are the numbers on the back of the card and an internet connection."

In other instances, there were significantly higher losses, including for seven people who fell victim to the "government grant scam." All but one of those victims were pulled into the scam because they received a message from a "friend" on social media that they were eligible for a government grant. The other victim responded to a telephone message. The scam artists convinced the victims that they were approved for large grants, but certain fees had to be paid before the funds could be released and then those fees would be reimbursed. At first, the victims reported they were told to purchase prepaid gift cards, but as the amounts got larger, some victims sent cash. The seven victims lost a total of \$60,620.

Sixteen victims lost \$129,529 to the "computer tech" scam. One current version involves a message that the user's antivirus software will be automatically renewed unless they take action. When they responded, the victims were told they could get a refund through direct deposit to their bank account. After giving the "technician" access to their bank account, they were sent a fake screenshot showing a deposit to their account for a much larger amount. The technician said he would be fired unless the account holder agreed to return the accidental overpayment, but it had to be in the form of prepaid gift cards.

Two older North Dakotans fell victim to the "grandparent scam," in which the scam artist claims to be a grandchild or young relative involved in a crisis or emergency situation and in desperate need of money so they can resolve the legal situation and come home. The

victims lost **\$140,000**.

The phony “lottery and sweepstakes win scams” claimed 14 victims, for a total of **\$207,400**. Twelve of the victims responded to telephone calls claiming they had won a major prize, but two had received “prize notification” letters. Again, all the victims were told they would receive large sums of money – their winnings – after certain fees had been paid, and that they would be reimbursed for those fees. The victims purchased prepaid cards, mailed money orders, and even sent cash.

“It is alarming to note that many victims sent cash, not just once but repeatedly, even taking out loans to cover the continuing demands from the scam artist. Only after someone else raised concerns did these individuals realize they had been conned,” said Stenehjem. “Often it is a family member who files the report because the victim is reluctant to admit they fell for a scam, let alone disclose the extent of their loss,” he continued.

Unfortunately, every year the consumer protection division also receives dozens of reports from victims of “romance scams.” Con artists create phony identities on dating websites and chat rooms and seek out lonely or vulnerable adults, using the information on the victim’s profile to establish a “connection.” The con artists often pretend to be serving in the military overseas or temporarily working in another country. They spend hours each week communicating via social media or email, until the victim believes it is a real relationship based on common interests and shared experiences. Then the conman springs the trap, claiming a short-term financial crisis such as unexpected legal fees or a medical emergency and promises to pay the money back within a few days. Trusting the emotional bond the scammer has created, the victim sends money. Before long, there is another crisis or need, and the victim sends more and more money, until the victim is broke or finally realizes that there is something wrong. The 16 victims identified so far this year have lost a total of **\$1.3 million**.

Although the majority of these scam victims were over 65, Parrell Grossman, director of the consumer protection division, said the next highest age group of victims were the 18-24 year olds. “It goes to show that anyone, at any age, can be susceptible to a scam artist’s lies. Don’t give a scam artist the chance to con you,” said Grossman. He provided the following tips:

1. Prepaid cards are for gifts, not payments. No legitimate federal, state, or local government agency or official will **ever** ask you to purchase prepaid gift cards or send money. They also will not call out of the blue and

threaten to arrest you.

2. Don’t believe everything you hear from someone you have never met. If the sweepstakes or lottery official claims you need to send money for fees, even if they send you a check to deposit and wire back to them – it is a scam.

3. Tell someone. Before you give up your money or your personal information, talk to a family member, a trusted friend, or call the Consumer Protection division at 701-328-3404 or toll-free 1-800-472-2600.

In addition to the scams detailed above, victims have lost money to the “jury duty” scam, “online classified ad” scam, “warrant for your arrest” scam, and many others. Information about these common scams is available on the Consumer Resources pages of the Attorney General’s website, www.attorneygeneral.nd.gov.

NORTH DAKOTA PART OF MULTISTATE INVESTIGATION INTO GOOGLE’S BUSINESS PRACTICES

Attorney General Wayne Stenehjem confirmed today that North Dakota is participating in a multistate investigation of Google’s business practices.

The coalition of 50 states, led by Texas

Attorney General Ken Paxton, will investigate whether Google’s dominance in online search traffic and advertising markets is a result of anticompetitive behavior that harms consumers. The states will work cooperatively with federal authorities to assess competitive conditions for online services, to ensure all Americans have access to a digital free market.

“Google’s control and flow of information is something that significantly affects all of us in our everyday lives, and this investigation will address any harmful conduct by Google as a result of any inappropriate actions or violation of free market competition,” Stenehjem said.

Past investigations of Google uncovered violations ranging from advertising illegal drugs in the United States as well as three antitrust actions brought by the European Commission. None of these previous investigations, however, fully address the source of Google’s sustained market power and the ability to engage in serial and repeated business practices with the intention to protect and maintain that power.



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2,000 CONSUMERS TOLD US THEIR WORST CYBERSECURITY FEARS

Here's what you can do to help your customers conquer their concerns

by Steve Sanders



Today's consumers are inundated with troubling cybersecurity news, on practically a daily basis. When word of the Capital One data breach broke, consumers again were left scrambling to figure out if their personal information was included in the 106 million exposed records. They are weary, to say the least.

So, how can financial institutions help restore their peace of mind? To find out, [CSI polled more than 2,000 American consumers](#) about the cybersecurity threats and challenges surrounding them and their financial institutions. The result? Consumers (unsurprisingly) want to know how to better protect themselves, and are quite open to their bank showing them how. Almost three-fourths (74 percent) said that they would likely participate in a cybersecurity awareness program if offered by their financial institution.

This insight presents banks with a tremendous, inexpensive opportunity to increase their value and retain more customers.

If You Host It, Customers Will Come

Per our poll, consumers ages 18 to 44 are the most likely (75 percent) to attend a bank-sponsored cybersecurity education program, and interest from those age 45 and older is close behind (73 percent). So if your institution hosts a cybersecurity awareness program, people will come. By doing so, you create a win-win for consumers *and* your institution.

Here are just a few of the benefits:

- Bolster your institution's reputation as an active corporate citizen
- Increase the potential for new business as you share your knowledge
- Create more cyber-aware customers able to thwart malicious cyberactivity
- Reduce your own risk from cybercrime as a result

The Keys to a Successful Event

To really capitalize on this opportunity, you must be intentional and deliberate in your planning:

- **Create a guest list:** Of course you should include your existing customers, but don't stop there. Cement your status as a local hero by inviting the community at large.
- **Save the date:** The bad guys aren't waiting, so don't procrastinate. Host your event as soon as you can properly plan it. If possible, consider scheduling it in October, which is [National Cybersecurity Awareness Month](#) (NCSAM), "a collaborative effort between government and industry to raise awareness about the importance of cybersecurity and to ensure that all Americans have the resources they need to be safer and more secure online."
- **Don't stop at one:** Reach the broadest audience by hosting several sessions conveniently scheduled for various demographics, i.e., mornings for senior citizens and stay-at-home parents, evenings or weekends for working adults.
- **Remember: location, location, location:** Select a venue conducive to a group meeting and one that projects a professional and credible atmosphere. Also make sure the location is conveniently accessible and big enough to comfortably house your entire guest list.
- **Pick a partner:** Pairing up with your local chamber of commerce, an area civic organization or academic institution is a great way to reach the broader community.
- **Give more than advice:** Everyone loves free stuff. This is a great opportunity to hand out bank-branded items like pens, mugs, etc. You could also give away a more valuable door prize.
- **Bring in the experts:** Technology can be a dry and complicated topic, so pick a speaker with the cybersecurity chops to inspire confidence and motivate them to heed the advice.

The Makings of a Useful Message

Beyond the logistical details, ensure you craft an informative message, including these topics:

- **Practicing good cyber hygiene:** [CSO Online](#) shares several basic cyber-hygiene tips that you can share:
 - **Use secure access points:** Only connect devices through private Wi-Fi networks or use a virtual private network (VPN) to encrypt a public Wi-Fi network.
 - **Install updates:** As soon as hardware and software updates are available, download them to protect against known vulnerabilities.
 - **Protect yourself:** Always use strong, unique passwords and incorporate multi-factor authentication whenever it's available.
 - **Practice safe emailing:** Beware of opening links or attachments from unknown or suspicious persons.
 - **Use anti-malware protection:** Explain that this isn't just for computers and laptops anymore. Consumers need to think about mobile and other Internet-connected devices.
- **Protecting Online Footprints:** The [NCSAM 2019 Toolkit](#) is a great resource for anyone hosting a cybersecurity awareness program. It also suggests talking about these online safety tips:
 - Personalize privacy settings
 - Post safely to social media
 - Understand the Internet of Things (IoT)

Continued on page 21



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Continued from previous page, page 20

- Protect from social engineering
- Stay safe with e-commerce
- **Responding to a data breach:** Explain the key actions consumers should do after a data breach, including finding out what information was stolen and if their personal data was included, as well as putting fraud alerts on affected debit and credit cards and credit reports.
- **Dealing with identity theft:** It also is important to discuss [what consumers should do if their identities are stolen](#).
- **Institutional defenses:** Finally, take the opportunity to discuss how your institution protects itself and its customers and their personal data from cyber intrusion.

More Helpful Insight from CSI's Consumer Cybersecurity Poll

Consumer receptivity to a bank-sponsored cybersecurity education program is just one of the takeaways from our survey. Download CSI's [2019 Consumer Cybersecurity Poll Executive Report](#) to gain valuable insight about consumers' thoughts surrounding cybersecurity.



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September 2019

Health and Wellness Tips for Your Work and Life
Provided by ND BANKS Benefit Trust



Getting Outside May Be the Key to Boosting Your Physical and Psychological Well-being

A recent study published in Scientific Reports revealed that spending 120 minutes a week outdoors can improve your health and psychological well-being. Remember, well-being refers to feeling good and living both safely and healthily. And, the concept of well-being can have implications on your overall quality of life, health and happiness.

What are the benefits of spending time outside?

Exercising in nature has been proven to improve one's mental and physical health. Being outside also helps to promote higher vitamin D levels, a vitamin the body makes when skin is directly exposed to the sun. Many people are deficient in vitamin D, so exercising outside can be a great way to correct that.

In addition, outdoor activity can help you maintain a healthy weight, boost immunity and lower stress. Exercising outside can feel less routine than working out in a gym.

What counts as spending time outdoors?

Visiting town parks, greenspaces, woodlands and beaches all count as spending time outdoors. Here are two simple activities that you can do outside:

1. Walking or hiking—Hiking and walking have been proven to improve heart health and can help you maintain a healthy waistline.
2. Riding your bike—Riding a bike helps improve balance and endurance, and it's an exercise that's easy on your joints.

Be Prepared

Before you head outside and start improving your health today, you need to make sure that you're properly prepared. This means that you should pack water, first-aid supplies, sun protection and, if you're spending a significant amount of time outside, a healthy snack to help you refuel.

This article is intended for informational purposes only and is not intended to be exhaustive, nor should any discussion or opinions be construed as professional advice. Readers should contact a health professional for appropriate advice. © 2019 Zywave, Inc. All rights reserved.

Potato and Ham Skillet With Eggs

2 potatoes (peeled and diced)
2 Tbsp. vegetable oil
2 onions (small, chopped)
1 green pepper (chopped)
6 eggs (beaten)
¼ tsp. black pepper
6 ounces frozen ham (thawed and chopped, about 1 cup)
1 cup reduced-fat cheddar cheese (shredded)

Preparations

1. In a medium-size skillet, cook potatoes in oil over medium heat until just soft, about 5 to 10 minutes.
2. Stir in onion, green peppers and ham, and cook 5 minutes.
3. Pour eggs and black pepper over potato mixture in pan, and sprinkle with cheese.
4. Cook for 5 minutes, stirring occasionally, or until eggs are firm and cheese is melted.

Makes: 6 servings

Nutritional Information (per serving)

Total Calories	290
Total Fat	15 g
Protein	19 g
Carbohydrates	19 g
Dietary Fiber	3 g
Saturated Fat	5 g
Sodium	540 mg
Total Sugars	4 g

Source: USDA

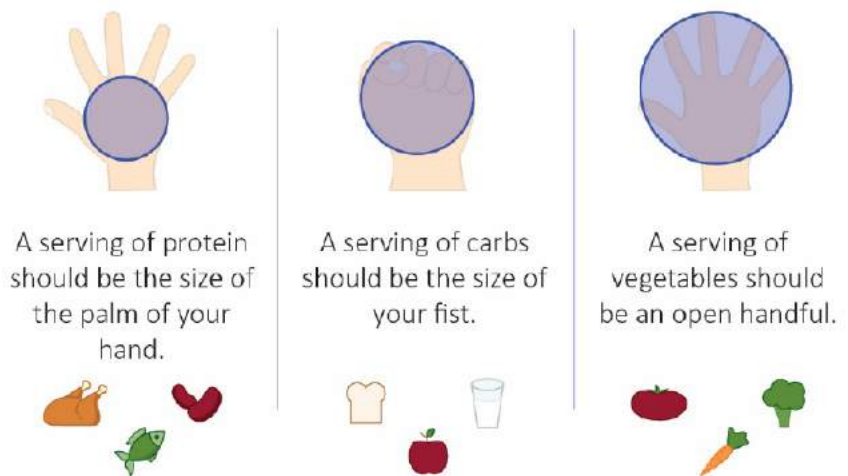
Making Smart Food Choices at a Restaurant

Eating healthy doesn't always mean sacrificing your favorite meals. Although it may not seem like it, you can still stay on track with your diet when enjoying a meal out with friends and family.

Since restaurants—especially fast food chains—tend to use more fat, salt and sugar than home-cooked meals, you just need to be smart about what you order from the menu. To make it simple, here are some things to keep in mind next time you're eating out:

- Avoid fried and carb-heavy options, like fried chicken or macaroni and cheese.
- Watch your portion size, as many restaurants give you more than one serving.
- Be mindful of your beverage choice, since there are many hidden calories in sugary sodas and alcoholic drinks.

A Handy Guide to Portion Control



An Increasing Number of Americans Are Making the Switch to Veganism

While veganism isn't a new concept, it has grown in popularity over the past few years. In fact, according to GlobalData, the number of vegans in the United States grew from 1% to 6% between 2014 and 2017.

Those who are vegan do not eat anything containing animal products (such as dairy and eggs), and prefer not to use products made of fur, leather, wool or down feathers. People who choose to follow a vegan diet do so for various reasons, including environmental, ethical or health reasons.

Making the switch from animal-based products is something you can do on your own. Making the switch in your diet, though, is a more involved process. Every person is different. That's why it's important to discuss your desire to become a vegan with your doctor before you change your diet.



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SBA AWARDS NORTH DAKOTA \$326,865 STATE TRADE EXPANSION PROGRAM GRANT

The [U.S. Small Business Administration](#) announced that the North Dakota Trade Office (NDTO) will receive a \$326,865 grant to support export growth among small businesses through SBA's competitive State Trade Expansion Program (STEP). This year's grant amount is a \$79,251 increase over the dollars awarded in 2018.

"This year's increase in STEP grant funding allows additional opportunities for companies to either begin exporting or expand their current export operations," said Lindsey Warner, NDTO's director of marketing and events. "STEP grant funding helps companies travel to international markets as well as obtain access to in-depth market research provided by the U.S. Commercial Service office in Fargo."

The NDTO's STEP ND 2019 program will reimburse eligible North Dakota companies for expenses paid during international business activities, including foreign market sales trips, research and NDTO-led trade missions.

"SBA is proud to partner with the STEP grant winners and provide much-needed resources that help small businesses increase their sales by exporting," said Acting Administrator Chris Pilkerton. "These grants are especially helpful as our country is in the midst of negotiating a number of trade agreements, including one between the United States-Mexico-Canada (USMCA). All of the Administration's work is aimed at modernizing and creating a better deal for America's consumers, businesses, including small businesses, and workers. The SBA's STEP partners not only help entrepreneurs increase and diversify their customer base; they also help to create and retain local jobs."

Today, trade represents nearly 58% of the world's \$80 trillion economy, and 95% of the world's consumers are located outside the United States. Exporting is an important way for U.S. small businesses to grow revenue and boost local economies. STEP is designed to assist states with increasing the number of small businesses that export and the value of those exports.

"It is a little known fact that 98 percent of America's exports are driven by small firms that sell their products and services globally," said SBA Regional Administrator Dan Nordberg. "This federal STEP grant ensures that small businesses in North Dakota will have the tools necessary to expand and market their home grown products and services to international markets. North Dakota has been a leader in supporting the export potential of small businesses and we're honored to partner with them once again on this important endeavor."

The 2019 STEP awards will help North Dakota assist their small businesses with the information and tools they need to succeed in export-related activities. Exporting activities include: participating in foreign trade missions and foreign market sales trips, obtaining services provided by the U.S. Department of Commerce, accessing expertise in designing international marketing campaigns and export trade show exhibits, and participating in training workshops, as well as other important means of engagement.

"I'm glad to see the North Dakota Trade Office receive another STEP Grant to assist North Dakota companies with expansion in the global marketplace," said SBA North Dakota District Director Al Haut. "The increased award shows SBA's commitment to helping our rural small businesses succeed."

Expanding the base of small business exporters and improving the process to explore new trade opportunities is a key component of SBA's small business strategy. Since 2011, the STEP program has awarded approximately \$157 million in grants to fund export opportunities and increase the footprint of small businesses in countries all over the world.

Individual STEP awards are managed at the local level by state government organizations. The [U.S. Small Business Administration's Office of International Trade](#) administers the STEP awards at the national level.

How to Apply

The program will accept applications for activities occurring from September 30, 2019 through September 29, 2021. Selection of companies will be first-come-first-served, based on pre-approval of their STEP ND program application and export expansion plan. Any North Dakota small business as defined under SBA guidelines is eligible to apply. Information and applications for STEP ND 2019 will be available by September 30, 2019 on the NDTO website at www.ndto.com.

NDTO will facilitate STEP ND 2019 with the help of partners including North Dakota District Office of the SBA, North Dakota Small Business Development Center (SBDC), North Dakota Department of Agriculture, North Dakota Department of Commerce and the U.S. Commercial Service.

About the North Dakota Trade Office and Small Business Administration

The North Dakota Trade Office is a membership-based, private/public partnership that provides education, research, advocacy, organization, and leadership so that NDTO members and North Dakota companies can increase exports and grow their international business.

The U.S. Small Business Administration makes the American dream of business ownership a reality. As the only go-to resource and voice for small businesses backed by the strength of the federal government, the SBA empowers entrepreneurs and small business owners with the resources and support they need to start, grow or expand their businesses, or recover from a declared disaster. It delivers services through an extensive network of SBA field offices and partnerships with public and private organizations. To learn more visit www.sba.gov.



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NORTH DAKOTA'S FIRST ETHANOL FOCUSED TRADE MISSION COMPLETED

Agriculture Commissioner Doug Goehring led North Dakota ethanol organizations and an NDSU biofuel research professor on a trade mission to Brazil this month with the goal of increasing North Dakota's share of Brazil's ethanol fuel market. Meetings and events took place August 5-9 and introduced North Dakota ethanol producers to Brazilian importers and the country's biofuel infrastructure. This was North Dakota's first ethanol-focused trade mission.

The North Dakota Trade Office (NDTO) partnered with U.S. Commercial Service (USCS) offices in Fargo, São Paulo and Recife, as well as with the Foreign Ag Service, to make this trade mission a success. In addition to Commissioner Goehring, delegates included personnel from Midwest Ag Energy, Red Trail Energy, the North Dakota Ethanol Council, NDSU, USCS and NDTO.

Brazil was the number one importer of U.S. ethanol in 2018. The trade mission occurred as Brazilian authorities debate on lifting ethanol trade barriers, which include a 20% tariff on imported ethanol after an annual quota of 158 million gallons is reached. That decision is expected August 31.

"The Brazilian market is quite promising, especially if the 20% duty is eliminated, and this trade mission helped us build mutually beneficial relationships with ethanol industry leaders," said Commissioner Goehring. "Brazil has aggressive goals for biofuel use-97% of cars produced in Brazil are already using flex fuel-and exporting to Brazil serves both the state's ethanol companies and North Dakota corn producers, who supply more than 80% of the corn processed into ethanol in North Dakota."

During the trade mission, delegates traveled to both São Paulo and Recife, where they attended briefings on Brazil's burgeoning ethanol market and met with ethanol importers and distributors.

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Deana Wiese is the executive director of the North Dakota Ethanol Council and participated in the trade mission. "It was a valuable trip for North Dakota's ethanol industry," said Wiese. "With the significant increases in demand predicted in Brazil over the next decade, we're optimistic that our companies will be able to help fulfill that need."

The mission was enhanced by the temporary assignment of USCS International Trade Specialist Heather Ranck, who typically works out of the USCS -Fargo office but was placed in Recife in July and August. The USCS teams in Fargo, São Paulo and Recife played a central role and were able to secure top-level meetings for North Dakota companies.

"It was fascinating to spend a month working as the Principal Commercial Officer in Recife, Brazil, working to advance the North Dakota Ethanol Trade Mission and learn how the U.S. Commercial Service supports companies seeking business connections overseas," said Ranck. "When we can leverage U.S. government resources to build high-level connections with the right people in-country, everybody wins."

NDTO Director of Marketing & Events Lindsey Warner organized the mission and guided the group in Brazil. She predicts future visits to North Dakota from Brazilian ethanol companies.

"We know of one Brazilian ethanol company that's already planning to visit the area and meet with North Dakota ethanol producers," said Warner. "We see the most success for our members and exporters when we follow up a trade mission with an invitation to potential buyers to visit the region and tour the facilities. In this way, we're able to foster those relationships, and companies on both sides do business with people they trust."

Eligible trade mission participants were able receive reimbursement for approved travel expenses through North Dakota's State Trade Expansion Program (STEP ND). STEP ND is a financial reimbursement program designed to assist small North Dakota businesses in growing their international exports. STEP ND funds are provided by a grant from the U.S. Small Business Administration (SBA) and administered through NDTO.

The North Dakota Trade Office is a membership-based, private/public partnership that provides education, research, advocacy, organization, and leadership so that NDTO members and North Dakota companies can increase exports and grow their international business.

SOUTH SIDE OF CAPITOL TO RECEIVE UPGRADES

The south side of the North Dakota State Capitol Building will be getting a couple of upgrades. The North Dakota Capitol sign that is located on the south capitol mall area will be replaced, and the south capitol entrance will be remodeled.

"Both of these projects are significant due to their visibility to the public, but the entrance remodeling will actually affect how the public and employees can access the building during the construction phase," Director of Facility Management John Boyle stated.

South Capitol Sign Replacement Project

The south capitol sign replacement project will begin September 16th, 2019. Plans indicate that the project will be finished by the end of the year.

The current state capitol sign has been in place since the 1960s and has seen significant erosion and discoloration. The new sign will be larger and composed of granite and limestone. It will be located between the current sign and the Prairie Family statue.

South Capitol Entrance Remodeling Project

The south capitol entrance remodeling project has already begun with preliminary planning. The architectural team will present schematic designs to the Capitol Grounds Planning Commission in October 2019. Construction will begin in April 2020, with plans to finish by the end of that year.

During the construction phase of the south capitol entrance remodeling project, the public will be asked to use a different entrance. State employees will not be able to use the south entrance either, and will be provided with a new fire evacuation plan to utilize during construction.

"The updates to the south entrance will allow the state capitol building to be more accessible to the public," Boyle added. "This entrance has not been changed since the capitol building was constructed in 1934."

The south capitol entrance remodeling project will include the removal of the existing tunnel and drive lanes that lead to the entrance, a redesign of the interior to include an area for citizens to conduct business with the state, the addition of an Americans with Disabilities Act (ADA) pathway leading to the entrance, and landscaping enhancements.

HERRINGTON NAMED DIRECTOR OF LEADERSHIP AND LEARNING

The Office of Management and Budget on September 16, 2019 named Molly Herrington as the Director of Leadership and Learning.

"In this high-impact role, Molly's experience and expertise will help us continue to support our mission of developing strong leaders in state government," Office of Management and Budget Director Joe Morrisette said. "We are thrilled to have her join Team ND."

A native of New Rockford, North Dakota, Herrington brings over a decade of leadership and training experience. In Herrington's most recent position as Young Professional Development Program Manager at KLJ, she designed and implemented a progressive three-year training program that targeted, trained and retained top talent.

"Molly is the perfect candidate to help foster an environment of forward-thinking team members," Chief People Officer Lisa Kudelka stated. "Her experience will be an asset to the state as we continue to provide opportunities to inspire and develop all members of Team ND."

"I am excited to serve the employees and agencies of North Dakota in this capacity," Herrington said. "With a focused approach on leadership and learning, the state of North Dakota will continue to be a destination employer where team members can establish and grow their careers."

The Director of Leadership and Learning, a position previously held by Chris Thompson, is responsible for implementing strategic initiatives that help engage and grow North Dakota leaders within state government through training and learning opportunities.

Herrington will assume her new role on September 23.



Pictured: Molly Herrington

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MORE THAN 100 INTERNATIONAL VISITORS ARRIVE FOR BIG IRON INTERNATIONAL VISITORS PROGRAM

North Dakota is hosting a large number of international visitors from more than 15 countries during the Big Iron International Visitors Program, the portion of the Big Iron Farm Show connecting international agriculture equipment buyers with North Dakota businesses. The International Visitors Program (IVP) runs Sept. 9-12 and is organized by the North Dakota Trade Office (NDTO) with the cooperation of the U.S. Commercial Service.

International delegates were welcomed on Monday, September 9 by Lieutenant Governor Brent Sanford, who is also the chairman of the NDTO Board of Directors, and North Dakota companies at a lunch and exhibition at the Delta in Fargo. In the afternoon, delegates attended a farm tour and welcome reception. The Big Iron IVP continues throughout the week with participants meeting one-on-one with North Dakota companies and attending the Big Iron Farm Show, dealership tours and educational sessions.

Delegations from countries including Russia, Romania, Ethiopia, Uruguay, Kenya, Liberia and Australia are currently meeting with equipment dealers and agribusiness professionals to learn more about North Dakota agricultural practices and technology, and purchase equipment. This year's Big Iron International Visitors Program has the highest number of international participants since 2013.

"We're excited to welcome more than 100 international visitors to learn about the innovation happening in our state's agricultural sector and to introduce them to North Dakota ag products and equipment," said Lieutenant Governor Sanford. "From specialty crops to machinery, we continue to find success by promoting our state's high-quality products to global markets with growing demand, and we look forward to forming new partnerships and strengthening existing relationships over these next three days at Big Iron."

Big Iron international visitors are recruited through the U.S. Commercial Service's office in Fargo and via their branch locations throughout the world.

"The U.S. Commercial Service takes the lead on Big Iron international recruiting efforts by leveraging its network of offices at U.S. Embassies and Consulates all over the world," said Heather Ranck, Director of the U.S. Commercial Service in Fargo, ND. "This year, our multilingual team member Joshua Erickson sent hundreds of personalized and timely messages and reminders to our vast network of contacts, and due to the effectiveness of this strategy, we expect strong participation."

North Dakota company participants include agricultural equipment manufacturers and dealers, agriculture service providers, commodity storage and processing equipment manufacturers, educational institutions and research specialists.

NDTO is a member-based, public-private organization dedicated to expanding North Dakota's exports through advocacy, education and expertise. All trade missions and reverse trade missions are designed to assist North Dakota companies in finding potential partners and making overseas sales; these initiatives are open to the public.

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This year's Frontline session was attended by 96 community banking staff in three locations around the state. Our session highlighted the high cost of negativity in the workplace which can include turnover, lack of trust, burnout, and lethargy just to mention a few. The attendees learned how to deal with negativity coming from their co-workers, superiors, customers and even sometimes from themselves. Our presenter Jenny Nolen, who is also known as "that one funny lady", did a magnificent job of empowering and energizing our attendees to bring about change in their own lives as well as their work life.



2019 Fall Frontline Winners

Bismarck:

Portfolio	DeeAnn Portra	Bank of Turtle Lake
Insulated Mug	Lindsay Hoff	Farmers Security Bank
Insulated Mug	Shantel Hellman	Cornerstone Bank
\$100 Target	Shailyn Wolf	Cornerstone Bank

Minot:

Portfolio	Kylene Hornberger	State Bank & Trust of Kenmare
Insulated Mug	Dani Kennedy	State Bank & Trust of Kenmare
Insulated Mug	Brittany Haats	State Bank & Trust of Kenmare
\$100 Target	Sydney Kalvick	First International Bank & Trust

Grand Forks:

Portfolio	Steph Nelson	Farmers & Merchants State Bank
Insulated Mug	Becky Lewis	Farmers & Merchants State Bank
Insulated Mug	Karen Stremick	Farmers & Merchants State Bank
\$100 Target	Thomas Silewski	KodaBank

WHAT'S NEXT IN ICBND'S 2019 LIVE EDUCATION OPPORTUNITIES LINE-UP

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WATCH FOR UPDATES ON OUR WEBSITE EDUCATION CALENDAR

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If you have a story you would like to see featured, please contact us at info@icbnd.com or 701-258-7121

CBIZ

CBIZ Wellbeing Solutions

Each month, CBIZ Wellbeing Solutions distributes its newsletter, *Wellbeing Insights*, which includes articles designed to help busy professionals make simple changes to enhance the quality of their work and life. *Wellbeing Insights* is a quick read filled with practical tips and gentle reminders to reinforce healthy habits. Here's a glance at this month's issue:

September

- Keep Calm and Age On
- On the Menu: Chia Seeds
- Yoga Classes Decoded
- Planning a Sweet & Successful Day at the Orchard
- Parenting Corner: Parental Self-Care for the Back-to-School Bustle

CBIZ Wellbeing Insights
September 2019

UNITED COMMUNITY BANK

United Community Bank (UCB) has announced the promotion of **Ryan Pederson** to senior vice president. Pederson joined UCB in 2016 and provides the bank with 22 years of lending experience. In this new position, he will continue to serve his customers as a lender and will be taking on an expanded leadership role within credit development and management at UCB.



United Community Bank is pleased to announce a new hire to the Leeds location. **Josh Haagenson** recently joined UCB as a loan officer, taking on the responsibility of maintaining current and developing new business and agricultural lending relationships. Haagenson joins UCB with 12 years of previous banking experience.



United Community Bank has announced that **Megan Hiatt** has been promoted to VP – deposit operations. Hiatt began her employment with United Community Bank in 2015 as a customer service representative and has most recently served as the financial services specialist. In her new position, Megan will be responsible for overseeing deposit operation responsibilities, training and assigning tasks.



BELL BANK

Mike Pate has been hired as SVP/ correspondent banking business development officer at **Bell Bank**. Pate will work from his home office in Omaha, Neb. In his new position, Pate will source loan participation and bank stock loans in Nebraska.



Mike has been in the banking field for 44 years.



Montana, Wyoming and Idaho. Craig has been in correspondent banking for 28 years.

Craig McCandless has been hired as SVP/ correspondent banking business development officer at **Bell Bank**. In his new position, based in Billings, Mont., McCandless will build correspondent banking relationships with banks in

WESTERN STATE BANK



2015 as an Internal Auditor.

Erin Erickstad was recently promoted to senior internal auditor at **Western State Bank** in Devils Lake, ND. Her primary responsibilities will include auditing bank-wide procedures to ensure they are in compliance with company policy. She joined Western in

BANK OF NORTH DAKOTA



Jerrett Grimes joined **BND** as a student loan performance associate. Grimes comes to BND with general manager experience.



Tammy Olson joined **BND** as a teller in retail services. Olson comes to BND with experience of an assistant branch manager.



Shirley Willoughby joined **BND** as an application support specialist. Willoughby worked as a field services engineer.



Sara Schumacher accepted the executive administrative assistant position at **BND**. Schumacher began her career with BND in May 2014 and had previously worked as an administrative assistant in the financial market and as a teller.



Jaden Evanger accepted the computer and network specialist position at **BND**. Evanger has worked as a temporary employee in tech services since September 2017.



Tyler Giffey accepted the student loan quality assurance coordinator position at **BND**. Giffey has been with BND since November 2014 and has worked as a collections officer and a support specialist in student loans.



Sarah Jangula accepted the financial market administrative assistant position at **BND**. Jangula has worked as a student loans collection officer at BND since November 2017.

FIRST WESTERN BANK & TRUST



Kevin Bohl, vice president of **First Western Bank & Trust**, graduated July 25, 2019 from the Graduate School of Banking at Colorado's 59th Annual School Session hosted at the University of Colorado in Boulder, Colo. The Graduate

School of Banking at Colorado (GSBC) annually hosts this 25-month school of higher education that provides management and leadership training for community bank professionals. Bohl was among 156 graduates of the class of 2019. He was also recognized as an "honor student" as he finished in the top 10% of his class.



Adrianna Wetzel has been promoted to executive assistant/corporate secretary for **First Western Bank & Trust**. She has been with the bank since 2017 and previously held the title of assistant customer relations manager in our Minot location.

Wetzel has over five years of experience in customer service in a financial setting.



First Western Insurance welcomes **Stacey MacClennan** as an insurance agent. She has over 12 years of experience in the insurance industry and started with the agency in June of 2019.



First Western Insurance is excited to welcome **Peggy Lindbo** as an insurance account executive. Lindbo has a variety of experience in bookkeeping, accounting and customer service, she started with the

agency in July of 2019.



First Western Insurance is excited to welcome **Shelly Peterson** as a senior loan administrator. Peterson has over 10 years of experience in the banking industry, she started with the bank in September of 2019.



Lisa Hiatt joins the **First Western Bank & Trust** team as a retail operations manager. Hiatt has over 12 years of banking knowledge that she brings to this role for First Western.



Zachary Burdick joins the **First Western Bank & Trust** team as a vice president of commercial lending. Burdick has over 12 years of banking knowledge that he brings to his role for First Western.



Audra Wyman joins **First Western Bank & Trust** bringing over 13 years of banking experience to her role as a business banking officer.

DAKOTA BUSINESS LENDING



Dakota Business Lending is pleased to welcome **Paige McQuade** to the team as a Credit and Underwriting Specialist, working to ensure compliance with Agency rules and regulations, develop and complete new credit requests,

and monitor and review all loans within our Corporate risk rate model. McQuade comes to Dakota Business Lending with five years of experience as a Teller, Relationship Banker, and Credit Analyst.

WIDMER ROEL



Matthew Nelson has been promoted to a supervisor in the tax department of **Widmer Roel**, a regional public accounting and business advisory firm. Nelson provides tax and accounting services to a wide range of clients. He joined Widmer Roel in 2014 and has five years of experience.



Andrew Schell has been promoted to manager in the audit department of **Widmer Roel**, a regional public accounting and business advisory firm. Schell provides audit and accounting services to a wide range of clients, while maintaining a focus in the agribusiness field. He joined Widmer Roel in 2014 and has five years of experience.



Nick Evin has been promoted to a senior staff accountant in the audit department of **Widmer Roel**, a regional public accounting and business advisory firm. Evin provides audit and accounting services to a wide range of clients. He

joined Widmer Roel in 2017 and has two years of experience.

Juan Martinez has been promoted to a supervisor in the audit department of **Widmer Roel**, a regional public accounting and



business advisory firm. Martinez provides audit and accounting services to a wide range of clients, while maintaining a focus in the construction and employee benefit plan industries. He joined Widmer Roel in 2016 and has

three years of experience.

First International Bank & Trust

FIRST INTERNATIONAL BANK AND TRUST CONGRATULATES AMANDA GEINERT

First International Bank & Trust (FIB&T) congratulates **Amanda Geinert** on her recent award from the Minot Board of Realtors. Amanda is the board's 2019 Realtor Affiliate of the Year. Amanda is well known in her profession as someone who goes above and beyond to ensure her clients and business partners are well-informed in an ever-changing industry. Amanda has been part of the First International Bank & Trust for the past 11 years.

Congratulations Amanda!

Pictured: Amanda Geinert



FIRST INTERNATIONAL BANK & TRUST RECEIVES TOP HONORS AT BANKY™ AWARDS

First International Bank & Trust was just named among the top extraordinary banks in the United States by The Institute for Extraordinary Banking™ presented at the 2019 Extraordinary Banking™ Awards.

First International Bank & Trust was recognized with the Institute's highest and most exclusive honor, being inducted into the Hall of Fame, for exemplary commitment to community banking.

In addition, the bank was recognized with the Institute's Banky™ Award; recognition given to top community banks across the country to help people find the best banks in their communities. Awards for company culture, community giving, and extraordinary bank practices were also presented to First International Bank & Trust.



The Extraordinary Banking™ Awards recognize the best of what community banks offer to our cities, towns, and nation: a true commitment to the success of the small businesses and local community they serve.

"First International Bank & Trust started as a single branch in Arnegard, North Dakota, and over 109 years has evolved into a financial institution with 28 locations spanning three states. I'm proud to carry on a tradition of community-committed banking which started with my great-grandfather, and I'm excited for our continued evolution as the landscape of banking changes," says Peter Stenehjelm, First International Bank & Trust President.

Roxanne Emmerich, Chair and Founder of The Institute for Extraordinary Banking, proclaimed during the awards ceremony: "Community banks are the backbone of America: They are what keeps a community thriving. When a community bank leaves a community, small businesses often struggle to stay, and jobs leave. Every robust community has a strong community bank that understands how to help that community thrive and grow."

Dakota Business Lending

KAUTZMAN AND HOLMSTROM ELECTED TO BOARD

Kim Kautzman and Tonya Holmstrom join the Dakota Business Lending Board of Directors

Dakota Business Lending is pleased to welcome two new members to their Board of Directors, Kim Kautzman and Tonya Holmstrom. Kautzman and Holmstrom were elected at the board meeting on June 5, 2019 and attended their first meeting as official directors on July 10, 2019.

Kautzman is a business banker at Bank of North Dakota, where she works to develop and maintain partnerships with lenders, business owners, community leaders, and economic development groups around the state. She brings with her over 20 years of experience in the banking industry and a passion to promote economic development and utilize all the financial tools available to help business grow and reach their full potential.

Holmstrom is a Certified Public Accountant (CPA) and current partner of Schmitz-Holmstrom in Bismarck, North Dakota, serving business and individual clients through tax consulting, planning, preparation, and much more. She brings to the table over 15 years of public accounting experience in various industries and business sizes, as well as expertise from several other boards that she serves on throughout the state, including Greater North Dakota Chamber, the Missouri Family YMCA, and the University of Jamestown Alumni Association.



Pictured: Tonya Holmstrom

Dakota Business Lending also bids farewell to two outgoing directors, Marlowe Johnson and Lori Gabriel. First elected in 1997, Johnson has served on Dakota Business Lending's Board of Directors for over 22 years, making him the longest-standing director on the board. Gabriel retired after seven years as a director. Both were valued members of the board and provided significant contributions to the ongoing success of the company.

The Dakota Business Lending Board is made up of Directors strategically represented throughout the entire state of North Dakota and western Minnesota, who are committed to small business lending and economic growth in Dakota Business Lending's entire service area. Other current directors include Chair Dan Jacobson, Vice Chair Jim Hambrick, Secretary/Treasurer Rich Becker, as well as Mike Connor, John Phillips, Andy Maragos, and Jim Stai.

Founded in 1982, Dakota Business Lending is the oldest, largest, and most experienced 504 CDC in North Dakota. With staff throughout North Dakota and in Lewistown, Montana, Dakota Business Lending serves North Dakota, Montana, and five counties in western Minnesota. The mission of this private, not-for-profit entity is to provide small business financing solutions through collaborative partnerships in a supportive, creative environment that grows the economy and creates or preserves quality jobs. Since inception, Dakota Business Lending has provided over \$500 million in loans with total project impact exceeding \$1 billion to small businesses and local economies.



Pictured: Kim Kautzman

United Banker's Bank

DWIGHT LARSEN IS NAMED NEW CEO AND PRESIDENT OF UNITED BANKERS' BANK

After Extensive National Search, Board Cites Broad Background, Community Bank Experience and Vision as Key Drivers in Selecting Larsen

Dwight R. Larsen, with more than 30-plus years of experience in bank management, regulatory affairs and education, will become the new CEO and President of United Bankers' Bank (UBB) and its holding company, United Bankers' Bancorporation, Inc. (UBBI), according to an announcement today by the bank's Board of Directors.

"Dwight is an outstanding fit for UBB's culture of product excellence and customer service – not only for the UBB we see today but also for where we believe the bank must go to meet the challenges of tomorrow," said Bryan Grove, Chairman of the UBB Board and President of American State Bank in Grygla, Minn. "He has built his career on the highest levels of integrity, an openness to new ideas and opportunity for others, and outstanding communication skills."

Larsen, 56, will be the third president to take the helm at UBB since it was founded in 1975 as the nation's first bankers' bank providing correspondent services exclusively to independent community banks. The appointment culminates an extensive national search to replace William Rosacker, who retired in April after leading UBB for 34 years.

Larsen is already a familiar name and face to many in the banking community.

He held several positions at UBB from 2000 to 2016, including roles overseeing compliance services, trust services, HR consulting services and the stock valuation services of BankValue Advisory Services.

Larsen will dedicate his first 30 days on the job, which officially starts on Monday, Aug. 26, to "listening, listening and listening again," he said, "including a series of meetings with staff and executive leadership at UBB, our Board of Directors, our customers and community bank leadership."



Pictured: Dwight Larsen

Starion Bank

STARION BANK NAMED TO PRAIRIE BUSINESS 50 BEST



Pictured: Craig Larson

For the fourth consecutive year, Starion Bank has been named one of Prairie Business magazine's 50 Best Places to Work.

"Starion is honored to be named a best place to work in the region," said Craig Larson, Starion Bank CEO. "As a family-owned community bank, we strive to be a place people want to have a career and take pride in being part of their community."

This award is given based on anonymous employee nominations that address workplace benefits, culture and personal job satisfaction, with consideration given to the number of nominations a company received. Prairie Business received more than 1,400 nominations from employees in North Dakota, South Dakota and western Minnesota. The September issue of the magazine honors the businesses.

Larson believes something that sets Starion apart as an employer is its belief in career track planning for employees at all levels and a commitment to promoting from within. Along with highly-competitive salary and benefit packages, these help employees feel valued, knowing they have a future in the organization.

Employees also appreciate the bank's core value of giving back to the community. Employees are encouraged to be engaged in the community, both with their time and, when possible, financially. In fact, for the bank's 50th anniversary in 2019, each employee received two days of volunteer time off and gets to choose a charity to receive a \$500 donation from the bank.

"This recognition would not be possible without the commitment and dedication of our employees," added Larson. "We thank those who submitted nominations and every Starion employee for their hard work – at the bank and in the community. Our employees live out the bank's values in everything they do."



American Bank Center

AMERICAN BROKE GROUND ON NEW DOWNTOWN DICKINSON LOCATION

In order to provide more convenience for its customers, American is building a new three-floor building that will include Bank, Trust, Insurance and the holding company staff located at 220 1st Ave. W., Dickinson, N.D. (north of the existing building on the empty lot). The targeted completion date is the end of 2020.

By having American Insurance Center, American Trust Center and American Bank Center in one building, business development and collaboration is more efficient allowing American to better serve its customers. This investment in downtown Dickinson will feature American's 'Branch of Tomorrow' concept which includes industry-leading technology and a new model of service to give customers a seamless interaction between all of American's services.

The current building north of the alley will be torn down and the lot will be converted to employee parking. The existing building will be accessible until the new build is completed.

North Dakota Housing Finance Agency

SHEEHAN APPOINTED TO HOUSING FINANCE AGENCY BOARD

The North Dakota Industrial Commission has appointed Joe Sheehan of Bismarck, ND, to North Dakota Housing Finance Agency's (NDHFA) citizen advisory board.

Nominated by the Independent Community Bankers of North Dakota, Sheehan has 20 years of mortgage lending experience. He is currently a branch manager at Benchmark Mortgage.

"We are pleased to welcome Joe to our board," said Dave Flohr, NDHFA interim executive director. "He has a long history of supporting North Dakota Housing Finance Agency's homeownership programs. We are eager to receive his input on all of the affordable housing matters managed by the agency."

Made up of representatives of the mortgage lending, residential real estate, and mobile home and manufactured housing industries, along with homeowner and buyer representatives, the board advises the Industrial Commission on the state agency's business activities. Sheehan was appointed to a three-year term as a lender representative.



Pictured: Joe Sheehan

DEMAND FOR AFFORDABLE SENIOR HOUSING REMAINS STRONG

Beyond Shelter to Mark Completion of Second Phase of HomeField Apartments

Beyond Shelter Inc. (BSI) is set to mark the completion of the second phase of HomeField Apartments by hosting a Grand Opening Celebration and Ribbon Cutting at the property, 4235 28th Ave S, in Fargo, ND, on Aug. 22, 2019, at 11 a.m. The nonprofit continues to see strong demand for the affordable senior housing it has developed in the community. HomeField 2 is the fifth such project completed over the last six years.

"Providing affordable senior housing is about more than a roof overhead," said Dan Madler, BSI's CEO. "We are providing a home where our aging community members live safely with opportunities for social interaction and personal care services that keep them healthier."

Tenancy at HomeField 2 is restricted to income-qualified households age 55 and older with rents ranging from \$422 to \$760. Of HomeField 2's 39 apartments, 33 are one-bedroom with most of the apartments occupied by single individuals. To rent a one-bedroom for \$422, an individual's annual income must be \$17,670 or less per year.

Resident-led activities, congregate or home-delivered meals, and supportive services including transportation, case management, homemaker and personal care are all available to the property's tenants.

MetroPlains Management, HomeField's property manager, reports that 21 of the new tenants signed a lease without ever entering the building. With the occupancy rate at similar properties that it manages currently at 98 percent, many with waiting lists, MetroPlains expects HomeField 2 to be fully rented by September.

North Dakota Housing Finance Agency (NDHFA) allocated \$640,984 in federal Low Income Housing Tax Credits to the project. Through syndication by Wells Fargo Affordable Housing CDC, the credits brought \$5.77 million in equity to HomeField 2.

"When you combine affordable housing with supportive services, you allow seniors to comfortably age-in-place," said NDHFA Housing Development Officer William Hourigan. "We appreciate the good work Beyond Shelter has done, and we are also appreciative of our project partners who recognized that seniors living independently is a good investment in their health and well-being."

The City of Fargo committed \$200,000 in HOME funds to the project, approved a Payment in Lieu of Taxes valued at \$667,928, and waived the building permit fees. The City considers affordable senior housing to be a critical need for the community, especially housing for extremely low-income seniors.

Support was also provided by North Dakota Department of Commerce Division of Community Services which committed \$453,000 in HOME funding.

If funding can be secured, BSI hopes to add a third building at the site within the next two years.

Individuals who would like to learn more about apartments can call MetroPlains Management at (701) 232-1887. Information is also available online at www.metroplains.com.

Harwood State Bank

THREE GENERATIONS GUIDE HARWOOD STATE BANK TO 100TH YEAR ANNIVERSARY

Harwood State Bank celebrated its 100th Anniversary of August 29th fittingly during the Harwood Community Days on September 7th.

Founded in 1919, it is remarkable the Harwood State Bank is one of only two state banks in North Dakota to have achieved the century-old designation (the other being the Bank of North Dakota which turned 100 in July). But, equally notable is the fact that throughout its 100 year history, the bank has only had three presidents; a position passed down through three generations.

Today, Tom Stennes is Harwood State Bank's president. Before him, his father Gordon held the position and when Harwood State Bank was founded, it was Tom's grandfather John, who was hired to run the newly formed bank.

Tom said his grandfather J.C. Stennes (John) began his banking career in Haynes, N.D., in 1913. With concerns of being drafted he and his wife moved to Hendrum so she could be with her family. After the war was over and in 1919, John was contacted by some people who were looking at starting a bank in the town of Harwood with a population at that time of 75.

On August 18th John received a \$10,000 bond and the bank was opened with humble beginnings of nine investors purchasing stock in the new corporation located in the back of the Store and Post Office on August 29th. They ended the year with \$38,000 in assets which was comprised of \$20,000 in deposits and \$18,000 in capital.

Tom still has the Copy of Articles of Association, showing the names of the original nine shareholders and the number of shares held by each.

By the time the Great Depression hit in the 1930's, many banks in the area closed. Tom is proud of the fact that under his grandfather's guidance Harwood State Bank survived.

The bank went under the leadership of Tom's dad, Gordon in 1967 to 1983. Tom attended NDSU for mechanical engineering switching his major to business economics three years into his education. He was hired at the bank in 1976. During the first seven years Tom worked at the bank, he learned every aspect of the banking industry. In 1983 his father passed away unexpectedly and Tom was appointed by the board to fill his position.

During Tom's leadership many changes have been experienced and with the advent of technology, on-line banking has become more popular. Although the services it provides are convenient, Tom says there is a price to pay for that convenience. "Convenience drives almost everything today and it diminishes personal relationships."

Considering Harwood State Bank prides itself at being exceptional in providing personal and friendly service, there is becoming a lesser demand for those services as technology assumes a larger role in the industry.

For example, even something as convenient as a drive-through affected how business transactions were completed. The bank's first two locations -- the one inside the post office and the second location built in 1960 at 108 Main Street -- did not have a drive-through.

"When we built our current location at 501 Dakota Ave one of the primary considerations was being able to have drive-through service. When we did that it cut our lobby traffic down 70 percent."

The third generation bank president shared the statistic while tying it to the effect it has had on what has always been the bank's biggest strength: personalized service.

In a recent interview with a national industry magazine that featured the bank for being among one of America's oldest community banks, Tom said, "We have survived by being conservative in nature and having belief in the people of our community," Tom said. "We have always tried to support our communities, because without the communities, we wouldn't be here."

In celebration of the bank's long-standing presence in the community, the bank participated in the Harwood Community Days parade as well as sponsoring a Community Days meal. During the celebration the bank sponsored a 'Through the years' wedding dress style show. A pie auction was held and cookbooks were sold with the proceeds from each being donated to charity.

The involvement in Community Days seems an appropriate reminder of the Stennes' number one management rule: Know your customer.

"We are looking forward to continue serving our customers and meeting their ever changing needs in the future," Tom said.



Harwood State Bank formed in 1919 began operating in the back of the Store and Post Office.



J.C. (John) Stennes with his wife Hilda. (1960)

Construction of the new bank building 108 Main Street Harwood began in 1960. The day before it opened, it was burglarized during the night and \$11 was stolen from a desk. The thieves were unable to open any of the vaults to gain access to the bank's cash.



Harwood State Bank's second president was John's son, Gordon Stennes, pictured with his wife Anne.



Harwood State Bank's third president, Gordon's son, Tom Stennes, pictured with wife Karen, son John and daughters Mariell and Tatian.



Pictured: John Stennes



The present day Harwood State Bank located at 501 Dakota Avenue Harwood was built in 2008 and was the first time the bank had drive-through capability.

North Dakota Housing Finance Agency

DEVELOPERS MARK COMPLETION OF DACOTAH RIDGE REDEVELOPMENT

Affordable Housing Developers Inc. (AHDI) and its development partner, Mountain Plains Equity Group (MPEG), marked the completion of the Dacotah Ridge Apartments redevelopment today by hosting an Open House. AHDI purchased the property from The ARC of Dickinson in 2017. Local, state and federal dollars supported the acquisition and rehab of the rental property that is occupied primarily by elderly and disabled households.

"Many of Dacotah Ridge's tenants have very limited incomes," said Andrea Diede, AHDI executive director. "When we discovered that part of the rehab project was going to become a demolition project, we were very concerned about securing the resources needed and relocating the tenants for an extended period. Our priority was to make the buildings safe so that these individuals could continue to call Dacotah Ridge home. Fortunately, we were able to secure additional assistance from the state and we had great local support."

Dacotah Ridge is made up of an eight-plex that completed redevelopment in March 2018 and a 16-plex that had to be demolished due to structural issues and reconstructed. Construction wrapped on the second building in September. The original project estimate was pegged at \$4.16 million. The final cost was \$6.18 million.

"Our purpose is to provide a safe, quality place to live that is affordable. We were proud to team with Affordable Housing Developers and offer our sincere thanks to the organizations that helped make this project possible," said Don Sterhan, MPEG president and CEO.

North Dakota Housing Finance Agency (NDHFA) was the project's primary funding source, providing \$411,761 in federal Low Income Housing Tax Credits that were syndicated by WNC Inc. bringing \$ 3.5 million in equity to the property. The agency also provided \$400,000 through the North Dakota Housing Incentive Fund.

"By affordably housing our most vulnerable state residents, we strengthen and stabilize our communities," said Jennifer Henderson, NDHFA planning and housing development division director. "We are pleased to be able to provide the support that will allow this valuable housing resource to continue serving Dickinson for years to come."

The North Dakota Department of Commerce Division of Community Services awarded \$1,216,258 in HOME Investment Funds to the project to support construction. Stark Development Corp. provided the local match, \$185,874, required to secure a FlexPACE program loan, valued at \$531,070, from Bank of North Dakota. Project financing was provided by Security First Bank of North Dakota.

Located at 560 and 580 8th Street SE, Dacotah Ridge's eight-plex has one studio and seven one-bedroom units, two units are ADA accessible. The apartments in the 16-plex are all two-bedroom, six of these units are accessible.

Tenancy at Dacotah Ridge is restricted to income-qualified households with the property's monthly rents ranging from \$581 to \$617. Housing Assistance Payment contracts further reduce rents through Section 8 tenant-based assistance under the U.S. Department of Housing and Urban Development's Housing Choice Voucher Program.

As part of the redevelopment, health and safety issues were mitigated, the buildings were brought up to current code, and elevators were installed. In addition, the apartments were outfitted with energy-efficient appliances, economical heating/cooling units, new bathroom fixtures and window coverings.

Individuals who would like to learn more about the apartments can contact MetroPlains Management at (701) 483-1474. Information is also available online at www.metroplains.com.

Media Contacts: Andrea Diede, AHDI, (701) 483-4432 or andread@ahdi-nd.org; Don Sterhan, MPEG, (406) 254-1677 or sterhan@mpequity.com; or Sarah Mudder, NDHFA, (701) 328-8056 or smudder@nd.gov.

Affordable Housing Developers Inc. is a 501(c)(3) non-profit organization whose mission is dedicated to the development, preservation and management of decent, safe and affordable housing for lower income households in North Dakota.

Mountain Plains Equity Group (MPEG) is dedicated to the development of affordable housing units. By providing equity investment capital and other key resources to project developers, MPEG is working to enhance the quality of life and to promote sustainable growth in our communities.

North Dakota Housing Finance Agency is a self-supporting state agency that finances the creation and rehabilitation of affordable housing across North Dakota. The North Dakota Industrial Commission, consisting of Governor Doug Burgum as chairman, Agriculture Commissioner Doug Goehring and Attorney General Wayne Stenehjem, oversees the agency.

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CornerStone Bank

LAKESIDE INSURANCE AGENCY BECOMES CORNERSTONE INSURANCE SERVICES

Lakeside Insurance Agency, Inc. has roots back to 1952, the year New Town was established. That rich history will carry on with Cornerstone Insurance Services, Inc. The insurance agency will continue to be located in New Town's Cornerstone Bank while serving not only New Town, but also the surrounding areas of Parshall, Plaza, Makoti, Ryder, Stanley, Keene, and Watford City.

Cornerstone Bank Chairman Gary Petersen says, "Our clients will continue to receive the great local service that they deserve. We are excited to bring the insurance services under the Cornerstone umbrella."

Cindy Peterson is the Insurance Agent at Cornerstone Insurance Services. She recently came back to the insurance industry after working as a banking assistant at Cornerstone Bank in Parshall. She brings 10 years of insurance experience and holds a degree from North Dakota State University. Cindy farms and ranches with her husband David Peterson of Ryder on their 4th generation family farm. Eugenia Anton will continue to be an associate with Cornerstone Insurance.

Cornerstone Insurance Services will continue to provide the same full-range of insurance services as Lakeside Insurance Agency did including everything from auto insurance to homeowners insurance, to farm and commercial insurance, along with insurance for recreational vehicles and watercraft, and more.

Peterson says, "We work with many different insurance companies, which gives us great options to find you the best insurance company and coverage to fit your needs."

ICBND Classifieds

Starion Bank

Systems Administrator—Mandan Location

Starion Bank is a \$1.3 billion bank providing local leadership, personalized service and community loyalty. We recognize that our employees are the key to our success and foster a culture where you can grow professionally and personally. Starion is family-owned, so we understand the importance of work-life balance. We offer flexible work hours, generous PTO schedules and other competitive benefits.

We are currently seeking a **Systems Administrator** to join our progressive IT team! This position will support and maintain the server infrastructure, solving a wide array of problems with various types of hardware and software in time-sensitive situations.

This position will communicate with all levels of personnel, helping support more than 250 employees at 16 locations in North Dakota and Wisconsin.

Responsibilities:

- Responsible for making recommendations for implementation of hardware and software. Assist in identifying software and hardware requirements. Evaluate hardware and software products and technologies. Determine required hardware and software upgrade requirements: analyze impact of functionality changes, availability, security, and business continuity requirements.
- Organize, configure and troubleshoot network resources, manage user rights and security. Implement and apply backup solutions and security standards to ensure data integrity, protection and recovery.
- Responsible to develop and maintain documentation and technical diagrams training purposes. Write and present technical articles and whitepapers; provide presentations on technical issues. Provide direction and future vision of technology by researching new technologies, advanced system functionality, and industry trends. Providing leadership in enterprise architecture and other technical committees.
- Responsible for monitoring and analyzing system performance data. Utilize server management utilities. Identify and implement measures to monitor system functionality and availability. Conduct business analysis and make recommendations for appropriate technical solutions. Assist in designing technical architecture to meet requirements for functionality, availability, security, and business continuity.

Specific requirements:

- Associate's degree in IT (or equivalent experience)
 - 2+ years of experience in a Systems Administration role
- Starion Bank offers a competitive salary and a full comprehensive benefit package including health, life, dental, vision, 401(k) match as well as contributing to HSA funds, profit sharing, paid time off and holidays, and other unique benefits. Apply online at www.starionbank.com/careers.

Starion Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities.

ICBND Educational Opportunities

ICBND Webinars

		10/10/2019	Regulation E Series: Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation Michele L. Barlow, PAR/WACHA
9/4/2019	Auditing E-Policies & Procedures: Risks, Rules & Records Nancy Flynn, The ePolicy Institute™	10/16/2019	POD Account Documentation, Compliance, Beneficiaries & Closing Elizabeth Fast, Spencer Fane LLP
9/5/2019	Official Demands Part 2: Handling Garnishments, Levies & Judgment Liens Elizabeth Fast, Spencer Fane LLP	10/17/2019	New BSA Officer Training Part 2: Reviews, SARs, CDD, Technical Aspects & Real-Life Scenarios Bill Elliott, Young & Associates, Inc.
9/10/2019	Conducting the 2019 ACH Audit Jen Kirk, EPCOR	10/22/2019	Medallion & Signature Guarantee Risks, Rules & Best Practices Elizabeth Fast, Spencer Fane LLP
9/11/2019	Mortgage Lending Hot Spots Series: Appraisal & Evaluation Guidance on Collateral Valuation S. Wayne Linder, Young & Associates, Inc.	10/24/2019	Commercial Loan Annual Credit Review S. Wayne Linder, Young & Associates, Inc.
9/12/2019	Managing Minor Accounts: Withdrawals, Transfers, CDD, Closing & Best Practices Susan Costonis, Compliance Consulting and Training for Financial Institutions	10/29/2019	12 Key Elements of an Effective Digital Marketing Strategy Eric C. Cook, WSI Internet Consulting
9/16/2019	IRA Series: Handling IRA Required Minimum Distributions & Roth Distributions Frank J. LaLoggia, LaLoggia Consulting, Inc.	10/30/2019	Personal Accounts: Ownership, Authorization, Titling & Documentation Susan Costonis, Compliance Consulting and Training for Financial Institutions
Monday		10/31/2019	1099 Reporting: Foreclosures, Repossessions & Debt Settlements Elizabeth Fast, Spencer Fane LLP
9/17/2019	Regulation E Series: Auditing for Reg E Compliance Elizabeth Fast, Spencer Fane LLP	11/6/2019	Closing or Changing Accounts for Consumers & Businesses Susan Costonis, Compliance Consulting and Training for Financial Institutions
9/18/2019	Mitigating a Data Breach: Forensics & Incident Response Randall J. Romes, CliftonLarsonAllen LLP	11/7/2019	Top 10 Compliance Mistakes in Advertising Steven Van Beek, Howard & Howard Attorneys PLLC
9/19/2019	New Compliance Officer Boot Camp Molly Stull, Brode Consulting Services, Inc.	11/12/2019	Mortgage Lending Hot Spots Series: Critical Timing Requirements in the Mortgage Lending Lifecycle Molly Stull, Brode Consulting Services, Inc.
9/24/2019	Hiring in the Digital Age: What Every HR Manager Needs to Know About Social Media Diane Pape Reed, CU Doctor	11/13/2019	Year-End Compliance Checklist Molly Stull, Brode Consulting Services, Inc.
9/25/2019	What Directors Should Know About CECL, ALLL & the New Credit Impairment Standards Bob Viering, Young & Associates, Inc.	11/14/2019	Regulation E Series: Provisional Credit Under Reg E: Rules, Best Practices & FAQs Elizabeth Fast, Spencer Fane LLP
9/26/2019 S	SPECIAL EDITION New ACH Return Reason Codes R11 & R17: Proper Use, Impact & Deadlines Shelly Sipple, EPCOR	11/19/2019	Robbery Preparedness: Meeting Your Annual Compliance Requirement Carol S. Dodgen, Dodgen Security Consulting, LLC
10/1/2019	SPECIAL EDITION SAR Hot Spots & New Guidance: Email Compromise, Hemp, Elder Abuse & More Dawn Kincaid, Brode Consulting Services, Inc.	11/20/2019	BSA Special Risks: Policy, Law Enforcement & Regulator Issues Susan Costonis, Compliance Consulting and Training for Financial Institutions
10/3/2019	New BSA Officer Training Part 1: Compliance, Risk Assessment, CTRs, Exemptions, Forms & Regulator Expectations Bill Elliott, Young & Associates, Inc.	11/21/2019	When a Borrower Dies: Rules, Procedures & Liabilities Elizabeth Fast, Spencer Fane LLP
10/7/2019	Mortgage Lending Hot Spots Series: Demystifying Rules for TRID Tolerances Steven Van Beek, Howard & Howard Attorneys PLLC	11/26/2019	Understanding & Navigating ACH Rules for ODFIs Shelly Sipple, EPCOR
Monday		12/3/2019	IRS Reporting Requirements: 1098s, 1099s, TINs & Backup Withholding David A. Reed, Reed & Jolly, PLLC
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