



INDEPENDENT **COMMUNITY** BANKS
OF NORTH DAKOTA

COMMUNITY BANKER NEWSLETTER

Official Newsletter of Independent Community Banks of ND

Nov/Dec 2021 Issue

Thank you for your participation
and support in 2021.

Merry Christmas and best wishes for a
prosperous New Year!



ICBND Staff

**Angie, Lacey, Jess, Nanci, Charlene,
Barry, Jessie and Bill**

Inside This Issue:

- 3 Chairman & Presidents Remarks
- 4 Flourish Column: Rebeca Romero
- 5 Rainey, ICBA President and CEO
- 6 From the Top Column: Robert M. Fisher, Chairman of ICBA
- 7 Our Endorsed Associate Members
- 8 Main Street Matters: 4 Ways
- 9 Community Banks can Attract Gen Z Customers, by Tina Giorgio
- 10 Portfolio Management: Jim Reber, President and CEO of ICBA Securities
- 11 ICBA Newswatch Today: Multiple
- 12 Innovation Station: Charles Potts, ICBA Sr Vice President, Chief Innovation Officer
- 14 Leadership at All Levels: Lindsay LaNore, Group Executive Vice President of Community Banker University
- 19 ICBA Newswatch: Multiple
- 20 'Going Contactless During Covid-19' by Teresa Thill, The Advantage Network
- 21 From the Desk of Rebeca Romero Rainey, ICBA President & CEO
- 22 A Special Message from ICB Marketing Solutions
- 24 Live Well, Work Well Video provided by North Risk Partners
- 25 Social Security Administration Letters
- 26&28 'Deepfakes Emerge as a Growing CyberSecurity Concern' provided by CBIZ Benefits & Insurance Services
- 30-31 'Successor Beneficiary Options Post-Secure Act' by Lisa Haberman, Ascensus
- 32 'The 2022 Complete Core Banking Checklist' by Jason Young, CSI
- 34 Office of Attorney General: Multiple
- 35-36 Social Security Administration: Multiple
- 37-40 Office of Attorney General: Multiple
- 41 ICBND Educational Opportunities: Barret School of Banking Graduate School; 2022 ICDND Events
- 42-43 ICBND Members in the News
- 51 ICBND Classifieds
- ICBND Educational Opportunities: Webinars: Aug 2021-January 2022
- ICBND Directory / Our Advertisers



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Chairman's Remarks



Dawn Flaten
Dakota Heritage Bank
Hope
ICBND Chairman



I hope everyone had a nice Thanksgiving Holiday. Following a year with the recommendation of “no gatherings over 10 people” I was blessed and thankful to host Thanksgiving for 25 of my favorite people, don’t feel bad if you didn’t make the cut – it’s my loss not yours. We had lots of great food – some football – hover boards cruising in our garage – and games for all. As I write this I am retiring the last of the left overs, Brad says he’s had enough, it’s time for them to go.

I believe Community Bankers spend more time taking inventory of their blessings and opportunities than they do pondering their frustrations and limitations. As Community Bankers we are blessed to serve and support our communities and the people that live in them. The pandemic has given us many frustrations and limitations but as Community Bankers always do we “gave out” instead of “giving up” providing a record number of PPP loans which provided the necessary support to keep many businesses in our communities open. Then current administration threw another frustration our way with the IRS Tax Reporting proposal. Again Community Bankers

“gave out” instead of “giving up” and got busy rallying the troops to contact our Senators and Representative and voice our concern with this proposal and the proposal was removed from the Budget Reconciliation Bill. It may resurface but be assured we will be ready. As Community Bankers we also have the opportunity to be part of the ICBND organization including ICB Services and ICB Marketing Solutions. From advocating for Community Banks to providing a credit card platform and finding us that perfect customer giveaway we are thankful for the staff and all of your hard work.

With the holiday season upon us many of our Banks are opening up their checkbooks to support various organizations in our communities and I suspect many of my fellow bankers are doing the same. Wishing all of you a very Merry Christmas and a Happy New Year.

Thank you Community Bankers for Keeping North Dakota great.

Dawn

President's Remarks



Barry Haugen
ICBND President



I hope this message finds you recovering from the Thanksgiving holiday. It’s truly my favorite holiday involving good food, family, friends, and football. My favorite part was spending time with my two grandsons as we enjoyed the mild temperatures and sunshine that still prevail in this early winter.

As I look back on 2021, I’m thankful to have had the opportunity to represent you all and the interests of community banking in North Dakota and nationally. And I’m proud of our accomplishments this past year with the 67th Assembly of the North Dakota Legislature which convened on January 5 and adjourned on April 29. In addition to the Regular Session, Governor Burgum called a Special Session of the Legislature that was conducted the week of November 8 adjourning on Friday, November 12.

The primary issues that were dealt with during the Special Session were redistricting and distribution of the American Rescue Plan Act (ARPA) funds. Not surprising, several policy bills were also introduced and heard by the Delayed Bills Committee. We were successful in helping make the bad ideas go away while supporting passage of a bill that provides some structure for the in-state investment application process of the Legacy Funds that resulted from HB 1425 earlier in the year. In addition to passage of HB

1425 during the Regular Session which mandates a portion of the Legacy Fund be invested in or through entities with a presence in North Dakota, ICBND also advocated heavily for liability protections for businesses relative to Covid-related claims. Passage of this bill was very important especially as you all continue to deal with the pandemic which seems as if it is never going away.

Moving forward, I’m thankful for the direction that your ICBND and ICB Services Boards of Directors provide us as we advocate for the best interests of community banking. Over the next several months, we will be addressing our ongoing strategic plan to ensure that we are pursuing initiatives that serve the best interests of community banking in North Dakota. I appreciate the time and effort that these dedicated individuals provide in the process to develop and implement a roadmap for continued success.

Finally, I hope you all have a very Merry Christmas and a Happy New Year.

Until next time,

Barry



**REBECA ROMERO
RAINEY**
PRESIDENT AND
CEO

“While our decisions over the past year have been driven even more by our mission than by our bottom lines, we’ve also achieved good results.”



FLOURISH COLUMN

Winter is upon us. Dec. 21 marks the solstice, the official start of winter and the shortest, darkest day of the year. But as I see it, that milestone also signals a transition to light, as days grow longer from there.

It’s a fitting analogy for community banking in 2021. With all that has happened—from continued uncertainty to the politicization of our world to increased competition—we could have been tempted to look around and see only darkness. But we haven’t. Despite the intense environment, we’ve chosen to not only focus on the light; we’ve helped bring it, too.

In fact, as I look back on this year, I’m struck by how much we were able to make a difference in the lives of our customers. We didn’t allow ourselves to be pulled down. Instead, we rose to the challenge of supporting those who needed us in three critical ways.

1. We prioritized our communities. When times looked difficult over the past year, community banks upped their game. For example, community bank engagement in programs like

the Paycheck Protection Program (PPP) helped small businesses navigate the continued ripple effects of COVID-19. Businesses and consumers were able to rely on the stability of their local community bank to support them in uncertain times.

2. We strove to support our work families, our teams. With uncertainty about branch openings and in-person staffing, we came up with new and creative ways to think about bank work environments. We also explored new ways to recruit and retain with benefits we had never previously thought possible, including flexible and remote work opportunities. We focused our efforts on ensuring employees felt safe, connected and supported.

3. We outperformed as businesses. While our decisions over the past year have been driven even more by our mission than by our bottom lines, we’ve also achieved good results. For community banks, earnings have been strong and balance sheets solid. We’ve been in a place of continued growth and development. As it turns out, doing good is just good all around.

Now we’re heading into the new year positioned well amid continued change. By staying focused on who we are as community bankers, we have flourished. I’m certain that our collective mission of putting community first has helped us weather this year’s storms and will be our guiding light in 2022.

I wish you and yours a very happy, healthy and prosperous holiday season!

Where I’ll be this month

I’m looking forward to gathering with the ICBA team in our various offices and spending time with family and friends as we celebrate holiday festivities.

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



ROBERT M. FISHER
CHAIRMAN, ICBA

“Let’s collectively commit to being more present in all of our interactions. It won’t be long until we recognize what a true gift that is to ourselves and those we serve.”



FROM THE TOP COLUMN

With the holiday season upon us, the concept of “present” takes on a frantic connotation. The quest for the right item can become a daunting task that takes away from its intended spirit of connection. That realization got me thinking about a book, *The Present*, which argues that the act of being in the moment is a gift unto itself.

A friend of mine sent me *The Present* a few years back, precisely because I was going here, there and everywhere. In reading it, I recognized that in my hurry to get the next thing done, I wasn’t present for my family or those at work in the way that I wanted to be. Its message resonated with me, reminding me of the importance of being in the moment with the people in my life.

While not a complicated theory, it can be difficult to practice. As business leaders, we’re focused on planning for the future, and it can be hard to see what’s happening in the now. But little choices can make all the difference. For example, in team meetings, we’ve instituted a policy of checking our devices at the door. We’re more focused with each

other as a result.

But a business can’t thrive by only living moment to moment; you also need to learn from the past and prepare for the future. Think of it like a coach. On the field, you have to focus on the play at hand, because points are scored in the present. On the other hand, your calls are informed by past mistakes and future opportunities, so the key is to consider the past and future in light of what’s right in the moment.

That’s where we need to be as community bankers, listening to our communities’ and customers’ needs and interests in this moment. That active presence will help us uncover issues and truly hear from them in a way that sets us up, not only to address concerns but to prepare for future products and services, too.

Lucky for us, this concept of being present speaks to our missions as community bankers. I can think of no better way of building relationships than to fully engage to our customers and teams. So, let’s collectively commit to being more present in all of our

interactions. It won’t be long until we recognize what a true gift that is to ourselves and those we serve.

Happy holidays and best wishes for a truly present season!

My Top Three

My top three takeaways from Spencer Johnson’s *The Present* are:

1. Learn from the past, but don’t dwell in it.
2. Enjoy the moment you’re in.
3. Plan for the future but be content with the now.

Robert M. Fisher is chairman of ICBA, and president & CEO of Tioga State Bank, Spencer, N.Y.. Connect with Robert @RobertMFisher

ICBND's Endorsed 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!**





4 WAYS COMMUNITY BANKS CAN ATTRACT GEN Z CUSTOMERS

By [Tina Giorgio](#), ICBA Bancard President and CEO.

With the eldest members of Gen Z clocking in at age 24, they represent a market ripe for targeting with banking services. But what they are looking for differs from what Millennials and Gen X required of community banks at the same age.

Gen Z makes up the most tech-savvy generation we have seen. They are [digital natives](#)—never having known a world without online services or smart devices and are comfortable conducting financial matters via their phones. In fact, [80%](#) of Gen Z report having a money transfer app, and over [one-third of their transactions](#) happen on a mobile device.

Gen Z are expected to have more buying power than Millennials and Baby Boomers combined within a decade, but a lack of financial experience amidst a prevalence of self-service options could impede their progress. Overall, [53% believe](#) they can improve their financial literacy but are unsure how, and another [61% say](#) they would like their bank to offer money management advice.

When you combine this thirst for knowledge with the fact that [80% of Gen Z](#) trusts their bank with their data, the opportunity for community banks to help them reach their financial goals is clear. Understanding this audience and how to connect with them will be imperative to responding to their needs.

As you look to compete for next-generation customers, here are four tips to consider:

Meet them where they are with the financial knowledge they need. We've already established that this generation is hungry for financial education, but how and where that information is delivered matters. According to a [September 2021 survey](#), 39% of Gen Zers aged 18-24 learn about personal finance from TikTok, YouTube or other social media outlets—far more than the 23% that learn from parents or family. So, in addition to offering their parents' advice, having a presence on these social channels will help elevate and showcase your financial expertise. In addition, solutions like [Zogo](#), an [ICBA ThinkTECH Accelerator alumni](#), can help you in taking financial literacy efforts even further.

Create a seamless digital experience. With this generation, employing a brick-and-mortar approach to your digital strategy won't fly—not when [68% believe websites](#) should “talk” to each other. Your mobile app should focus on their digital journey and delivering a superior user experience. Thankfully, as new opportunities [with APIs emerge](#), the digital experience you want to offer may be as simple as identifying the right partner.

Structure your payments strategy to attract their business. [Ninety-eight percent of Gen Z reports](#) using mobile payments to transact so it's likely that new offerings, from [faster payments](#) to cryptocurrency, may come into play as you look to woo this generation. Nearly [two-thirds of Gen Z \(62%\)](#) are “significantly more” likely to trust their financial institutions to handle their crypto investments than non-bank cryptocurrency providers. As a leading authority on payments, your bank can provide solutions that combine the safety and security they need with the efficiency they have come to expect—all in line with your payments strategy. (For more on how to develop your payments strategy, review [ICBA Bancard's Payments Strategy Assessment Tools](#).)

Showcase local support and investments in the community as a point of distinction. Gen Z is [twice](#) as likely as any other generation to say that the purpose of business is to serve communities and society. By remaining true to your community-based, service-first mission, you embody the perfect financial partner for this next generation of customers. Now, let's make sure they know it.

Two thirds or [66% of Gen Zers](#) say once they find a brand they like, they stick with them. By providing financial advice, appealing to their digital nature, and leveraging what makes community banking special—personalized service and community ties—you can grow market share while strengthening relationships with current and prospective customers.



Pictured: [Tina Giorgio](#) is ICBA Bancard President and CEO.





JIM REBER,
PRESIDENT AND
CEO OF ICBA
SECURITIES

EDUCATION ON TAP

Quarterly bank industry update

Vining Sparks' Marty Mosby presents his quarterly Bank Advisory and Strategic Services webinar on Dec. 9 at 10 a.m. Central. Bank profitability, industry risk and the M&A environment will be discussed. One hour of CPE is offered. Visit viningsparks.com to register.

Webinar series for 2022

ICBA Securities and its exclusive broker Vining Sparks have concluded a webinar series. These events have proven very popular among community bankers, and we are planning the 2022 series. If you have topics that you would like to see covered, please contact me or your Vining Sparks sales rep.

PORTFOLIO MANAGEMENT

SHOP TALK 2021

Here is a conversation with our consummate community banker.

"This is Jim Reber."

"Hi Jim, this is Charlie Brown with Community Trust Bank. Do you have a minute?"

"I sure do, Charlie. I don't think I've heard from you since the summer of 2020. How are things at the community bank?"

"I think things are going pretty well. But you know what, as we're getting pretty close to year-end, I believe we need to take a good look at our investment portfolio, and that's why I'm calling. As you may have guessed, we need a refresher about the dos and don'ts for year-end strategies."

"Charlie, this conversation is taking place right now between hundreds of community bankers and their brokers, so your timing is pretty good, but we should get on this project immediately. Liquidity, in the sense of how efficiently your bonds can be sold, starts to dwindle as we get to mid-December, even for generic bonds like mortgage-backed securities (MBS). And municipal bonds are a wholly different story."

"Well Jim, let me start by asking about taking gains versus taking losses. I know most tax accountants preach that we should sell bonds at a loss instead of gains, because that speeds up the income tax liability. Am I saying that right?"

"Yes, and I hasten to add that if you sell bonds you own at a gain, you're almost certainly going to see your overall portfolio yield go down again. And if there's a theme that I've heard this year from your peers, it's that the returns on their

bonds are dreadful. So, you'll be aggravating that situation."

"Most community bankers I know don't like to admit defeat. Are you suggesting I'm supposed to like selling my dogs and taking losses?"

"Charlie, since you brought up the metaphor, let me remind you that the bond portfolio is just a complement to the rest of the balance sheet. It is the proverbial tail of the dog. And I'd guess that your annual earnings number is looking pretty good, right?"

"Yes, but that's because of some events that aren't likely to repeat themselves next year. I mean, we booked a lot of fee income from the Paycheck Protection Program (PPP), and our mortgage department has been ahead of budget all year too. I don't see how we're going to do better next year than we've done in 2021."

"Which is all the more reason to push your earnings out to future periods. And that means taking losses in 2021, buying some replacement bond that have higher yields, and liking your new-and-improved bond portfolio."

"But Jim, why would I do that if interest rates are going to be going up next year? Doesn't that mean my bonds will lose more value by extending their maturities than if I stay put?"

"Let me answer your question by asking one: is Community Trust Bank asset sensitive from an interest rate risk standpoint?"

"The answer is, 'I think so.' That big wave of deposits which showed up last year just won't go away. And even though we're paying next to nothing for them, it's had the effect of making our balance sheet positioned for

rising rates."

"If that's the case, then I wouldn't worry about some selective extensions of your investments. Your overall earnings will be better if rates rise, which isn't a given. And that brings up another point I've been making to community bankers this fall: Don't be so proud of your unrealized gains. What that means by definition is that interest rates have fallen since you bought your collection of bonds. And since you've told me you're asset sensitive, that means margin compression, so I would embrace a modest loss in my bond portfolio."

"Jim, at the moment our portfolio is a little under water since rates have risen in the past few months. What do I do next?"

"Your brokers can identify those which are the best candidates for sale. Economically the most efficient are often those that are shorter, or maybe you have some MBS pools that have smaller block sizes. And circling back to municipals, those with maturities of less than ten years often have market prices that are propped up by retail investors. But be careful: Tax-free munis are the last ones you want to sell at gains."

"Jim, this helps a lot. I'm getting on this project right now. And you've made me feel better about taking losses, and extension swaps. It turns out that 2021 has been a better year than anyone would have thought at the start."

"Charlie, it's always a pleasure. And don't think for a minute that taking losses is 'admitting defeat.' I think it's responsible, pro-active portfolio management. And congratulations for piecing together another successful year at Community Trust Bank."

Jim Reber, CPA, CFA (jreber@icbasecurities.com), is president and CEO of ICBA Securities, ICBA's institutional, fixed-income broker-dealer for community banks.



BILL WOULD BAR SBA 7(A) DIRECT LENDING

Legislation to bar SBA direct lending under its 7(a) loan program was introduced amid an [ICBA grassroots campaign](#) opposing the policy.

Background: The [legislation](#) from House Small Business Committee Ranking Member Blaine Luetkemeyer (R-Mo.) responds to an ICBA-opposed provision of the Build Back Better reconciliation bill that would authorize the SBA to issue direct 7(a) loans.

ICBA Opposition: ICBA and other financial services groups last week [urged](#) congressional leaders to remove the provision, which ICBA has repeatedly spoken out against since it was introduced in September.

Congressional Opposition: In a separate [letter](#) last week, Luetkemeyer and House Financial Services Subcommittee on Housing Ranking Member French Hill (R-Ark.) urged the SBA to halt its direct lending efforts.

Grassroots: Community bankers can use ICBA's [Be Heard](#) grassroots action center to urge Congress to oppose the SBA direct lending plan. [Contact Congress here.](#)

ICBA: SBA PLANS SHOULD INCLUDE COMMUNITY BANK ROLE

ICBA told the SBA it should continue partnering with community banks rather than attempting to remove them from the loan origination process.

Details: In a [comment letter](#) on the agency's fiscal 2022-2026 strategic plan and Enterprise Learning Agenda, ICBA said:

- The Enterprise Learning Agenda fails to cite the key role of community banks in SBA's lending activities.
- The agency should revise its strategic plan and ELA to highlight community banks' critical role in SBA lending to communities without other market lending options.
- Community banks have continually served an integral role in supporting the SBA's lending programs, including 7(a), 504, and the Paycheck Protection Program.
- It opposes efforts to authorize SBA to issue 7(a) loans directly.
- Removing community banks from the SBA lending process would harm them and the communities they serve.

HOUSE PASSES SPENDING BILL WITHOUT IRS REPORTING PLAN

The House passed its version of the Build Back Better reconciliation bill without numerous ICBA-opposed provisions, including the IRS bank reporting proposal.

IRS Plan: ICBA [applauded the exclusion of the IRS plan](#) and pledged to continue vocally opposing the proposal as negotiations proceed in the Senate. Several senators are [reportedly](#) pressing to include the policy in the Senate version of the spending bill.

Quote: "The omission of the IRS plan from the House bill demonstrates the impact community banks and consumers nationwide are having on the debate via ICBA's months-long [#KeepMyBankingPrivate](#) campaign," ICBA President and CEO Rebeca Romero Rainey said following the [220-213 vote](#).

Tax Successes: Following ICBA and community bank advocacy, the House version of the spending plan also excludes numerous other anti-community banking tax provisions to:

- Hike the corporate and capital gains tax rates.
- Limit the 199A deduction for Subchapter S banks.
- Institute taxation of capital gains at death.
- Reduce the estate tax deduction.
- Curb Section 1031 transfers widely used in rural areas.
- Restrict Individual Retirement Account investments.

Outstanding Concerns: Nevertheless, the House bill continues to contain ICBA-opposed provisions, such as:

- Small Business Administration direct lending.
- A new net investment income tax on active S-corp shareholders.
- A surtax on small businesses held in trusts.

Grassroots: With the debate continuing in the Senate, ICBA is encouraging community bankers to weigh in with ICBA resources:

- [Opposing SBA 7\(a\) direct lending.](#)
- [Urging Congress to oppose the IRS plan.](#)
- [Rallying consumers against IRS bank reporting.](#)

[READ ICBA RELEASE](#)



CHARLES POTTS,
ICBA SENIOR VICE
PRESIDENT, CHIEF
INNOVATION
OFFICER

“Community banks of all sizes are no longer talking about innovation; they’re doing it.”

INNOVATION STATION

2021: A YEAR OF AWAKENING

Building on the digital solutions put in place for Paycheck Protection Program (PPP) loans in 2020, community bankers have expanded their digital services and channels to meet their customers’ evolving needs and serve their communities. These achievements are real, impactful and worthy of praise.

But I also wanted to recognize the widespread acceptance of innovation I’ve witnessed among community bankers during 2021, another challenging year.

We tripled the number of bank participants for this year’s ICBA ThinkTECH Accelerator, hosting more than 500 decisionmakers for solutions primed to address member bank needs. In response to bankers’ requests for additional insights, we’ve launched the ICBA ThinkTECH Innovation Series and the Communities of Innovation podcast ([icba.org/podcast](https://www.icba.org/podcast)) to discuss emerging topics such as cryptocurrency and banking as a service (BaaS).

Dispelling myths

This awakening to innovation among community banks continues to spread.

Hundreds of institutions are pursuing strong, proactive growth and focused, tactical lines of business. Aggressive, targeted action by bankers is dispelling the myth that community banks are not engaged or innovative.

Take, for example, Queensborough National Bank & Trust Co. in Augusta, Ga. It created an innovation center to expand product testing before deciding to add Spanish-speaking skills to its interactive teller machines (ITMs).

“I want to leverage technology to create a human experience, and that’s what we did with ITMs,” says Kimberly Kirk, executive vice president and chief operations officer. “It was a leverage of technology, but you still have live human beings on those video screens to be able to support those customers.”

The essence of innovation

While we have some early adopters out there shining bright, I think this coming year, we’re going to see explosive growth as more community banks follow suit. Some are taking baby steps, but they’re still rolling out new lines of business by using digital tools and service channels to address marketplace needs. Community banks of all sizes

are no longer talking about innovation; they’re doing it.

In one episode of our podcast, CEO Eric Sprink of Coastal Community Bank made an important point that bears repeating: Community banks’ awakening to innovation and the subsequent journey forward is an evolution, not a revolution. Rather than one big bang, it’s a steady drumbeat forward. Take that to heart. The essence of the innovation process is iteration, experimentation, testing and review.

Another takeaway from this year is the importance of collaboration. We try to make this a big part of what we do at ICBA, because when community bankers come together to exchange ideas and learn from one another, the whole industry grows stronger.

Community bankers’ awakening to new possibilities has made for an impactful year and will help position community banks to flourish in 2022 and beyond.

Source List:

Queensborough National Bank & Trust Co. info can be confirmed here: <https://www.icba.org/newsroom/blogs/main-street-matters/2021/06/11/three-ways-community-bankers-can-increase-their-innovative-thinking>

Charles Potts is ICBA senior vice president and chief innovation officer. He can be reached at charles.potts@icba.org



LINDSAY LANORE,
GROUP EXECUTIVE
VICE PRESIDENT OF
COMMUNITY BANKER
UNIVERSITY

"Terms like ideation and innovation have become buzzwords in our industry, but it takes great leaders to translate exciting ideas into real value."

LEADERSHIP AT ALL LEVELS

MOVING FROM IDEA TO IMPLEMENTATION

The subject of last month's column was how to brainstorm effectively. In other words, how do you come up with ideas to move your bank forward? This begs the question: Once you have those ideas, what comes next?

It's all about pattern recognition and moving the information you have gathered into neater piles or buckets. You don't want people to leave the brainstorming session feeling uneasy because they were heard but the results seem unorganized and overwhelming. "You want them to feel like you landed somewhere," says Jana Jurukovska, ICBA's vice president of marketing and creative director. "You want recognition that there's a path forward."

Identify and prioritize your next steps. If the session was about coming up with tactics and resulted in a laundry list of things to do, it's important to assign responsibility for those next steps. Create a list of action items with names attached to them.

If, however, the session was about determining a strategy, group items together based on which direction you can go in.

Jurukovska recommends asking your team to take two minutes to choose one, two or three actions that they believe are the most important. That way, you'll have a clear idea of what to prioritize.

Alternatively, ask them to sort ideas into a bar graph of actions that are easiest and hardest to implement, as well as those that are least and most impactful. Look for the easy ones that have the highest impact and get those done first. Plan an initiative for getting the harder steps going next year. Suddenly, the list is much more actionable.

Once ideas have been grouped and patterns recognized, you can identify and discuss potential paths forward.

"That's where potential critics come out, because everybody wants their idea to happen. The phrase that's really useful for unsticking the critics is, 'What would have to be true?'" Jurukovska says.

"For example, you like idea A but not idea B. What would have to be true with idea B for it to be the correct choice for us to take? It automatically turns you from a critic to a creative problem solver. If we had more resources or hired an

additional person, then idea B is workable."

The answer highlights a resource barrier that is of concern, but it doesn't mean that the idea isn't a viable option. Plus, it helps draw out the actual problem that people are seeing with one route or another.

Terms like ideation and innovation have become buzzwords in our industry, but it takes great leaders to translate exciting ideas into real value. Optimize your creative implementation process and make 2022 your most innovative year yet.

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



FED OFFICIALS: FASTER TAPERING MAY BE NEEDED

Federal Reserve officials discussed the potential need to speed up the tapering of asset purchases in response to rising job gains and inflation.

Clarida: Following webcast [remarks](#) to the San Francisco Fed, Vice Chair Richard Clarida [reportedly](#) said updated data may make it appropriate for officials to discuss a faster pace of cuts to purchases of Treasuries and mortgage-backed securities.

Waller: In a separate [speech](#), Fed Governor Christopher Waller said the rapid improvement in the labor market and deteriorating inflation data have pushed him toward favoring a faster pace of tapering.

Current Rate: The Federal Open Market Committee voted earlier this month to cut the Fed's monthly net asset purchases by \$10 billion for Treasuries and \$5 billion for agency MBS.

OCC NOMINEE FACES TUGH QUESTIONS AT SENATE HEARING

Community bank [opposition](#) to Saule Omarova's nomination to lead the Office of the Comptroller of the Currency took center stage at a contentious Senate Banking Committee [hearing](#).

Background: Omarova—a Cornell University law professor—faced questions following opposition to her nomination from ICBA and 41 affiliated state community banking associations as well as her academic papers and public statements proposing to “end banking as we know it.”

Proposals: Several committee members raised questions about Omarova's calls for transferring private retail banking functions to the Federal Reserve and fully replacing private bank deposits with FedAccounts.

S. 2155: Senators—including Democrats Jon Tester (Mont.) and Mark Warner (Va.)—also expressed concerns with Omarova's opposition to the ICBA-advocated S. 2155, a bipartisan 2018 law that enacted significant regulatory relief targeted at community banks.

Response: In her testimony and responses, Omarova said community banks are crucial to extending credit in local communities, and she pledged that community banks would not find a stronger ally—reflecting community banks' key role at the hearing. However, she did not retract her policy proposals.

Letter: The [letter from ICBA and affiliated state groups](#)—which was entered into the record along with more than 60 other letters of opposition—said the industry's opposition is based on a careful review of Omarova's published scholarship and public statements, which include positions “alarming to community banks.”

Next Steps: The committee will have to vote to approve Omarova's nomination before it can go to the full Senate for a confirmation vote, with several Democratic senators expressing concerns alongside universal Republican opposition.

[READ OPPOSITION LETTER](#)

AGENCIES ISSUE COMPUTER INCIDENT NOTIFICATION FINAL RULE

Federal banking regulators [approved a final rule](#) designed to improve the sharing of information about cyber incidents that may affect the U.S. banking system.

Notification: The final rule requires a banking organization to notify its primary federal regulator of any significant computer-security incident as soon as possible and no later than 36 hours after it determines a cyber incident has occurred.

Material Effect: Notification is required for incidents that have materially affected—or are reasonably likely to materially affect—the viability of a banking organization's operations, its ability to deliver banking products and services, or the stability of the financial sector.

Service Providers: The rule also requires a bank service provider to notify affected banking organization customers as soon as possible when the provider determines it has experienced an incident that has materially affected or is reasonably likely to materially affect banking organization customers for four or more hours.

ICBA Position: In a [comment letter](#) earlier this year, ICBA expressed opposition to the rule, noting that community banks are already required to report incidents under the Gramm-Leach-Bliley Act.

Deadline: Compliance with the final rule is required by May 1, 2022.

ICBA, GROUPS PUSH FOR NCUA OVERSIGHT HEARING

ICBA and other groups called on Congress to hold an oversight hearing on troubling National Credit Union Administration rulemaking activity.

Rulemakings: The [joint letter](#) on behalf of banks and community groups cites NCUA rulemakings to:

- Expand payday and other forms of lending by credit union service organizations.
- Allow national expansion of fields of membership, amplifying the need for credit unions to be covered by the Community Reinvestment Act.

Legal Questions: The letter also:

- Notes that current NCUA Democratic Chairman Todd Harper and former Republican Chairman Mark McWatters have raised questions about whether the efforts are legal.
- Questions the process in which two board members have usurped control of the agency's staff and board agendas from the chairman.

More: ICBA recently ran a USA Today [ad campaign](#) encouraging Congress to investigate credit unions' tax exemption and acquisitions of community banks. More information is on ICBA's [Wake Up page](#).

About ICBA

The Independent Community Bankers of America creates and promotes an environment where community banks flourish. ICBA 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. With nearly 50,000 locations nationwide, community banks constitute 99 percent of all banks, employ more than 700,000 Americans and are the only physical banking presence in one in three U.S. counties. Holding more than \$3.8 trillion in assets, over \$4.8 trillion in deposits, and more than \$3.5 trillion in loans to consumers, small businesses and the agricultural community, community banks channel local deposits into the Main Streets and neighborhoods they serve, spurring job creation, fostering innovation and fueling their customers' dreams in communities throughout America. For more information, visit ICBA's website at www.icba.org.



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Just a friendly reminder that if your bank has been the victim of any type of fraud please email the information to info@icbnd.com with as many details as you can so we may in turn alert our fellow community bankers around the state. Counterfeit bills, checks, senior scams and suspicious activity as well as robberies are always at the forefront of information that should be shared to increase awareness and to minimize the occurrences and frequency of happenings.

Please stay alert and help us to keep all our North Dakota community banks, customers and employees safe by getting the word out timely and efficiently.

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GOING CONTACTLESS DURING COVID-19

By: Teresa Thill, Manager of The Advantage Network

The COVID-19 pandemic has no doubt created challenges for financial institutions across the country. However, one of the hallmarks of community banks is their ability to quickly adapt and overcome the challenges in front of them. With everything we've experienced in the recent months, it's important now more than ever that community banks find innovative ways to continue to serve their customers and keep them safe.

Contactless cards

One of the ways you can protect your customers in the fight against COVID-19 is by offering contactless cards. At a merchant terminal where contactless cards are accepted, customers simply tap their cards instead of swiping or inserting their card in a machine that's been used by hundreds of people.

Not only are contactless cards a safer solution for your customers — it is the quickest, most convenient way for consumers to pay at merchant terminals. Adding this feature may also make your card top of wallet, if it isn't already.

Mobile wallets

Supporting digital wallet programs like Apple Pay, Samsung Pay, or Google Pay is another way you can protect your customers. A digital wallet is a phone app or service that can be used to pay for purchases at participating stores. It's a great way for your customers to make purchases without touching frequently used credit card terminals. When your customers link their debit card to a mobile wallet, their card information is safe and so are they.

Online shopping has increased with the COVID-19 pandemic and having your card uploaded into a mobile wallet will improve your chances of your debit card being used, increasing your non-interest income. Mobile wallets provide a one-step checkout process, allowing the customer to skip having to enter their card and billing information and making the transitions seamless and secure.



Pictured: Teresa Thill, Manager of The Advantage Network

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LIVE WELL. WORK WELL.

MONTHLY HEALTH & WELLNESS NEWSLETTER



IT'S COLD AND FLU SEASON AGAIN

With the fall and winter months comes flu season. According to the Centers for Disease Control and Prevention (CDC), flu activity peaks between December and February, so now's the time to ensure you're prepared. Social distancing and mask mandates significantly prevented a "twindemic" last year as the flu season coincided with the ongoing COVID-19 pandemic.

Those safety measures helped prevent a majority of flu cases. However, as more states and businesses lift mask mandates and other preventive measures, the flu virus may circulate much more freely than it did last year.

PREVENTING THE FLU

The flu vaccine is your best chance of preventing the illness—especially this year. The CDC recommends an annual flu vaccine for anyone 6 months of age or older.

There are more ways to help protect yourself and others during this flu season. Avoid close contact with people who are sick, and stay home when you're ill. It's also critical to continue good hygiene by covering your coughs and sneezes and washing your hands.

The CDC estimates that

12,000 to 61,000 people

die each year from the flu.



GETTING VACCINATED

If you're unsure about getting a flu vaccine, the CDC shares the following reasons why it's crucial to get vaccinated amid the pandemic:

- **Reduces your risk of getting sick with the flu:** The flu vaccine can reduce your risk of having to go to the doctor with the flu by 40% to 60%.
- **Reduces your risk of contracting both COVID-19 and the flu at the same time:** Battling simultaneous flu and COVID-19 infections are much worse than battling either alone and can require extended hospital stays.
- **Reduces strain on the medical system:** The flu and COVID-19 are respiratory illnesses, so they rely on the same life saving hospital equipment.

Since the flu and coronavirus have similar symptoms, it's important to get tested if you're feeling sick. If you're worried about staying healthy during this flu season, please contact your doctor.

Zywave, 2021.

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. © 2021 Zywave, Inc. All rights reserved.



ND BANKS
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LIVE WELL. WORK WELL.

MONTHLY HEALTH & WELLNESS NEWSLETTER



THE IMPORTANCE OF A GOOD NIGHT'S SLEEP

Although we gain an extra hour of sleep with the end of daylight saving time this month, the slight shift could impact your sleep cycle for up to a week. You may wake up earlier, have trouble falling asleep or even wake up often during the night.

Adults should get seven hours or more of sleep each night, according to the CDC. However, only 2 in 3 American adults get enough sleep. Sleep is essential for maintaining a healthy, productive and low-stress lifestyle. Here are a few benefits of getting a good night's sleep:

- **Increased productivity and work performance**—Giving your body enough time to go through all the sleep stages is necessary for energy, muscle repair, improved memory, and the release and regulation of important hormones essential for everyday functions.
- **Boosted immune system**—Consistent sleep strengthens your immune system, allowing for effective immune function. The immune system is critical to overall health, specifically for healing wounds, defending against infections and protecting against chronic illnesses.
- **Improved mental health**—Getting enough sleep can help alleviate feelings of fatigue that may contribute to stress, depression and anxiety. Symptoms of fatigue can be drowsiness, loss of energy and mood swings.

As our clocks fall back one hour, this is a prime opportunity to fall back into good sleep habits. For more information on how to improve your sleep habits or to address sleep issues, contact your doctor today.

3 Steps to Better Sleep



Avoid electronics before bedtime.



Pass up caffeine after midday.



Establish a consistent sleep routine.

A BEGINNER'S GUIDE TO MEAL PREPPING

Meal prepping is the concept of preparing whole meals for the week ahead. It can lead to more nutritious meal choices since you're deciding on meals ahead of time. Consider the following tips to streamline the meal prep process:

- Stick to a schedule for when you plan, grocery shop and prep your meals.
- Pick recipes with varying cooking methods (e.g., oven or stovetop).
- Choose which meals to prepare first based on their cook times.
- Store meals properly in portioned containers. Refrigerate meals you're planning to eat within three to four days and freeze the rest.

Meal prep doesn't have to be intimidating. Try these basic steps to cut down on cooking time and have more time for other activities.

MONTHLY RECIPE

Broccoli Potato Soup

(4 servings)

Ingredients

- 4 cups broccoli (chopped)
- 1 small onion (chopped)
- 4 cups low-sodium chicken or vegetable broth
- 1 cup nonfat evaporated milk
- 1 cup instant mashed potatoes (prepared in water)
- Salt and black pepper, to taste
- ¼ cup shredded cheddar cheese

How to Prep

- 1) Combine broccoli, onion and broth in large saucepan. Bring to a boil.
- 2) Reduce heat. Cover and simmer about 10 minutes or until vegetables are tender.
- 3) Add milk to the soup. Slowly stir in the potatoes.
- 4) Cook, stirring constantly, until bubbly and thickened.
- 5) Season with salt and black pepper. Stir in a little more milk or water if soup becomes too thick.
- 6) Ladle into serving bowls.
- 7) Sprinkle about 1 Tbsp. cheese over each serving.

Nutrition Per Serving (per serving)

Total calories	194
Total fat	5 g
Protein	15 g
Sodium	310 mg
Carbohydrate	26 g
Dietary fiber	3 g
Saturated fat	2 g
Total sugars	10 g

Source: MyPlate



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FROM THE DESK OF

REBECA ROMERO RAINNEY

ICBA PRESIDENT AND CEO



Community bankers like you are effective grassroots advocates, and we need to continue that track record as we target the Consumer Financial Protection Bureau's Section 1071 small-business data collection and reporting proposal.

The Challenge: Dodd-Frank Section 1071 requires financial institutions to collect and report data on credit applications from certain small businesses, which would restrict access to credit, raise borrower privacy concerns, and require costly new third-party relationships. Despite the proposal's significant potential impact, the CFPB is proposing to exempt only institutions that originate fewer than 25 loans per year.

How to Respond: Because the CFPB does not consider form letters, ICBA offers a [comprehensive guide](#) to help community bankers develop, format, and submit truly personalized comments that will maximize our grassroots impact.

Be Heard Today: By using [ICBA's guide to submit comment letters](#), community bankers can help achieve more robust community bank exemptions that will support continued lending to small businesses in our local communities.

[Use ICBA's Guide Today](#)



A SPECIAL MESSAGE FROM ICB MARKETING SOLUTIONS

It has been brought to our attention that a long time local supplier in the banking world has recently retired. We had several banks call and need help sourcing things like envelopes, statement paper, financial forms, tickets, promotional items, office & furniture supplies, apparel etc. and we are here to help you with those things if you need it. We utilize the same source for these items, the difference is beings we are a non-profit association we do not sell at retail pricing, but rather pass our discounts on to our customers. Jess and I have 25 years of financial supply purchasing experience between the 2 of us, and will find your bank the best pricing and highest quality products. If you need pricing, or need us to help you with anything at all, that is what we are here for! We can save you time and money, in addition to exceptional, friendly service. For more information be sure to visit our Facebook page or website. I have also attached a brochure with additional information on items you can source through us at discounted prices.

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Live Well, Work Well Video—December 2021

Learn more about celebrating holidays safely during the pandemic and holiday decorating safety tips with this brief video.

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Letter from SSA Outreach dated November 17, 2021:

As part of our ongoing commitment to help the public protect their identify, I encourage you and your clients to safeguard your Social Security number and Social Security card. The best way to "Guard Your Card" is to keep it in a safe place and share it only when required. Do not carry the card every day. In fact, in most cases, just knowing the Social Security *number* should be enough. For example, when requesting a Real ID, all states, except for Pennsylvania, no longer require seeing your Social Security card.

Your clients should be careful about sharing their Social Security number when asked for it. It's important to always ask why the number is needed, how it will be used, and what will happen if it is not provided.

If your client needs to request a replacement Social Security card, they may be able to use their personal *my Social Security* account to request it on our website. If they live in one of 45 participating states or the District of Columbia, and they do not need any changes to the replacement card, they can request it free [online](#).

Visit our [Social Security Number and Card](#) webpage to learn more about Social Security cards. Read and share our factsheet, [How You Can Help Us Protect Your Social Security Number and Keep Your Information Safe](#), and infographic, [Guard Your Card](#), with your clients, friends, and family. Thank you for sharing this message to help protect against Social Security number misuse and identify theft. Sincerely, Jeffrey Buckner, Associate Commissioner, Office of Strategic and Digital Communications, (T) 410-965-1804 [@SSAO outreach](#)

Letter of November 23, 2021:

The Medicare Open Enrollment deadline of December 7, 2021 is fast approaching. Please remind your clients to review their health and prescription drug coverage and compare it with other plans to ensure they have a plan that best meets their needs.

If your clients are satisfied with their current health care coverage and it will be available in 2022, they do not need to take any action.

Medicare Open Enrollment runs through December 7, 2021, and changes take effect January 1, 2022. For more information, visit [Medicare.gov](#) or call 1-800-MEDICARE.



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DEEPFAKES EMERGE AS A GROWING CYBERSECURITY CONCERN

It sounds like a scene from a science fiction movie: *During a video conference, the CEO asks an employee to transfer millions of dollars into another account. However, upon the transfer, the employee is horrified to learn he was the unwitting pawn in a multi-million dollar criminal heist. The person in the video conference wasn't the CEO—it was a technological illusion pieced together with manipulated audio and video.*

Not only is this outlandish scenario plausible today, given evolving technological advances, it's the new reality in the face of our post-pandemic digital landscape. Across all industries, a large percentage of organizations remain fully remote or hybrid. In-person interactions are becoming more scarce. Teleconference platforms are the new conference rooms. This abrupt shift into a virtual workspace offers a ripe environment for highly-sophisticated cyber attacks.

One of the most dangerous ways cybercriminals use social engineering to gain access to sensitive data, financial information, trade secrets, or other confidential material is through deepfake technology. Combatting this virtual trickery is challenging, but it can be done with the proper guidance and knowledge.

What is Deepfake Technology? Deepfakes are computer-generated images or videos altered to look like real people. When coupled with sophisticated cloned audio of a person's voice, it can create a near-perfect simulation. Deepfake technology is often used for entertainment, but, more increasingly, it is being used for malicious purposes, such as scams or blackmail.

Deepfake technology—whether audio or visual—poses a massive threat to an organization's data and finances by manipulating innocent and unaware employees into participating in criminal activity or fraud. Many employees know if an email sounds like it's phishing for information, they are supposed to report it. But if they receive a phone call or video chat from a supervisor asking for sensitive information, will they still suspect deceit? Probably not, which is what makes deepfake technology such a lucrative weapon for cybercriminals.

Deepfake In the News In the past few years, deepfakes have emerged in cyberattacks hitting organizations around the world.

Forbes recently reported that in early 2020, a bank manager in Hong Kong transferred

\$35 million in funds to another account at the phone call instructions from a company director. Since he recognized the director's voice, he didn't question the legitimacy of the request. However, it turns out the phone call was part of an elaborate heist using deepfake voice technology.

Even earlier, in March 2019, a U.K. energy firm experienced a similar fate. The CEO of the company received a phone call from someone he thought was his boss, asking him to transfer \$243,000 to the account of a Hungarian supplier. The phone call ended up being a deepfake scam.

How Can I Protect My Organization? Legislation is gradually starting to address the threat of deepfakes. Texas and California have banned deepfakes used to influence elections. The U.S. National Defense Authorization Act includes provisions addressing the problem as well.

In the meantime, there are many ways organizations can protect themselves. Knowing what signs to look for in a deepfake is the first step.

Some clues a video may be a deepfake are:

- Unnatural facial expressions, eye movement, or body movement
- Shifts in lighting
- Strange blinking or no blinking
- Awkward body posture
- Lips not synced with speech

Another way to protect your organization is by ensuring your cybersecurity software and procedures are updated. You can also take steps to educate employees about deepfakes and how to spot them.

As deepfakes continue to advance, your organization may want to consider consulting with social engineering professionals to combat the increased threat. Risk advisory experts work closely with your team to create custom, cutting-edge strategies to improve your information security control environment.

For more information about ways to protect your organization from deepfakes or other social engineering threats, please contact us.

Provided by **CBIZ Benefits & Insurance Services**
Insights Articles



The idea of a ‘beneficiary’ initially calls to mind the death of a loved one. For many, it also triggers emotions focused on carrying out the legacy of someone held in high regard. There was a time when the ability to carry out that legacy could be fulfilled over any beneficiary’s lifetime. But times have changed. Carrying out a loved one’s legacy now comes with a deadline for most nonspouse beneficiaries.

In 2020, the Setting Every Community Up for Retirement Enhancement ([SECURE Act](#)) changed many aspects that qualified retirement plan and IRA beneficiaries need to consider, making the administration of beneficiary distributions more complex. While the industry awaits regulatory guidance implementing the statutory changes, one aspect that is straightforward is the distribution options for a successor beneficiary. A successor beneficiary is a beneficiary named by the original beneficiary after the account owner’s death. A successor beneficiary is meant to receive the assets if the original beneficiary dies before receiving all of his or her share of the assets. An original beneficiary naming a successor beneficiary allows for the seamless transition of assets after the original beneficiary’s death.

BEFORE SECURE

While it’s important to understand how the new beneficiary options apply to successor beneficiaries, it’s equally important to know how the options in effect before the SECURE Act applied. It’s not unusual to run into current situations where both the account owner and the original beneficiary died before January 1, 2020, or the account owner died before January 1, 2020, and the original beneficiary died after January 1, 2020. In such cases grandfathering or transition rules apply.

If the account owner *and* original beneficiary died before January 1, 2020, the successor beneficiary must withdraw the assets at least as quickly as the original beneficiary. The original beneficiary may have been receiving withdrawals under the [5-year rule](#) or life expectancy payments based on the original beneficiary’s options. The successor beneficiary may either continue the schedule of payments under either of these options or accelerate payments.

AFTER SECURE

If the account owner died before January 1, 2020, and the original beneficiary died on or after January 1, 2020, the successor beneficiary must withdraw all assets according to the [10-year rule](#) based on the original beneficiary’s death, regardless of whether the original beneficiary was taking single life expectancy payments or payments under the 5-year rule. This means that all assets must be distributed by December 31 of the 10th calendar year after the original beneficiary’s death.

If both the account owner and original beneficiary died on or after January 1, 2020, the successor beneficiary must withdraw all assets according to the 10-year rule. But the length of the 10-year period will depend on what type of beneficiary the original beneficiary was. If the original beneficiary was considered an “eligible designated beneficiary,” the successor beneficiary’s 10-year timeframe is based on the date of the *original beneficiary’s* death. In other words, the successor beneficiary of an eligible designated beneficiary must distribute his entire interest by December 31 of the 10th calendar year after the original beneficiary’s death.

Example

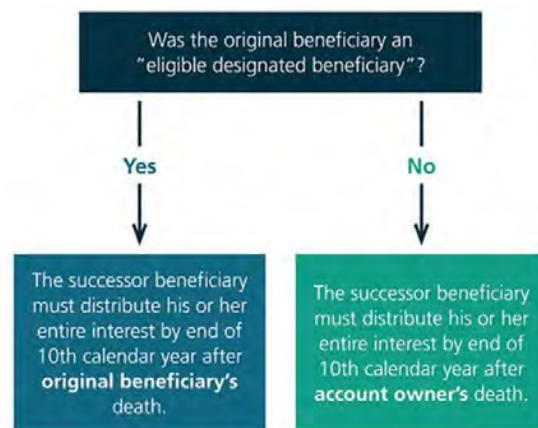
An account owner, Sue, died in July 2020. The original beneficiary was Sue’s brother, John, who was five years younger. John, considered an eligible designated beneficiary, died less than a year later in March 2021. John had named his daughter, Beth, as the successor beneficiary. Beth is required to distribute the assets according to the 10-year rule, based on the date of John’s death (not Sue’s). This means that Beth has until December 31, 2031 (not December 31, 2030), to deplete the assets.

In contrast, if the original beneficiary was *not* considered an eligible designated beneficiary, the successor beneficiary’s 10-year timeframe is based on the *account owner’s* date of death. Thus, the successor beneficiary of a non-eligible designated beneficiary must withdraw his entire interest by December 31 of the 10th calendar year following the account owner’s death. Consequently, these successor beneficiaries generally have less time to distribute what’s left of their interest in an account.

Other examples of successor beneficiary scenarios may help solidify these rules.

ELIGIBLE DESIGNATED BENEFICIARY

The surviving spouse of the deceased account (IRA or retirement plan) owner is considered an “eligible designated beneficiary,” as are minor children of the account owner, disabled or chronically ill individuals, and individuals not more than 10 years younger than the deceased account owner. The distinction between the original beneficiary being considered an eligible designated beneficiary and not an eligible designated beneficiary is important, because—as noted above—it affects the successor beneficiary’s timeframe for distributing the assets.



*Account owner died in 2020 or later.

THE 2022 COMPLETE CORE BANKING CHECKLIST

By Jason Young



Although every bank must seek the [core solution](#) that best fits its strategy and individual needs, there are some must-haves to compete in a digital-first world. While it's essential for search committee members to identify whether specific applications are strategic necessities or nice-to-haves, it's equally critical to stand back and evaluate any core banking solution on its broader characteristics. Our experts agree: evaluate the big picture first, then look at specific applications.

The following elements are all critical for competing in today's financial landscape.

KEY ELEMENTS OF A CORE BANK PROCESSING SYSTEM

1. Flexibility and Configurability

Effective institutions require an enterprise core solution they can tailor to their unique needs without time-consuming, expensive, difficult-to-manage customizations. The system should work "out of the box" but still allow system administrators to tweak the system as needed. Aim to maintain your institution's unique workflows while upgrading to a new, more efficient environment.

Here are some questions to ask to ensure your core technology has ample flexibility:

- Can the solution be configured easily, or does that require a professional services team?
- Will you give us examples of how other banks have configured the solution or made it their own without engaging outside services?

2. API Integration & Open Banking

The core processor should enable an "open banking" approach, taking advantage of [open application programming interfaces](#) (APIs) to easily integrate solutions from the core provider and third-party fintechs. APIs can be used to securely share data between systems in real-time, ensuring customer data is up to date across your entire organization whenever customers interact with your bank. [Open APIs](#) can also facilitate platform banking, opening new potential revenue streams for banks.

Questions to ask around API banking integration include:

- Does the core system use open architecture via accessible APIs?
- What APIs, if any, have you built for use with the core system?
- How does the core system integrate with the software and systems we currently use?

3. Business Intelligence & CRM

A bank's core is a vehicle for [collecting customer data](#). Built-in business intelligence tools and customer relationship management (CRM) solutions ensure that customer data is collected and available across your entire organization. Having consistent access to a customer's data is essential to providing a unified, personalized digital experience no matter where they engage with your bank.

To assess the data capabilities a core bank processor will offer, be sure to ask:

- Does the CRM offer the ability to add relationship data?
- Can you view the information by household as well as individual account holder?
- Can you easily push out customer data and targeted offers to your front-line staff?
- Can you easily segment your customers for focused marketing?
- Does the core solution provide the tools you need to create a customer-centric culture at your institution?
- Does the core system provide a centralized customer view?

4. Ease of Use

Your core solution should be simple to navigate, so your employees can work more efficiently and focus more on the customer. This is where having some front-line and back-office representation on the search team helps in the decision-making process. Let them determine if the core system is easy to navigate and whether it can reduce the steps needed in their daily tasks. Also, consider what tasks the core can automate and how that might improve workflow efficiency.

You can evaluate usability by asking:

- What makes the core system easy to use?
- How fast can new employees typically be trained on the core?
- Is the core system as intuitive from a system administrator perspective and, if so, why?

5. Modern Technology Platform

A more agile, open banking architecture supports a digital-first customer experience. Consider how the core system positions your bank to adapt and keep up in the future. If the system is lacking in the foundational technical platform, you're already behind before you begin.

Have your IT expert ask:

- Can you view the whole banking relationship with a single login?
- How often do you implement platform upgrades?

6. Built-in Compliance Tools

Your bank's core system should aid compliance with [alerts and automation](#) to help you respond to changing regulatory requirements without eroding efficiency. The best banking solutions are also the ones that regulatory auditors embrace because these tools give them the transparency they need to make sure institutions follow regulatory guidelines.

Ask questions like:

- How does your internal compliance team stay on top of new regulations in banking?
- What sort of support/education/webinars do you offer to prepare customers for upcoming changes?



Continued on page 28

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- What kind of alerts or workflow enhancements are built into the system to ensure compliance?

7. Security

Cyberattacks are an increasingly common threat for all financial institutions, as high-profile breaches steal data and headlines more often each day. Hosted banking solutions should have an [enterprise-wide security framework](#) in place to protect the bank and its customers, not just safeguards around individual parts of the system.

Evaluate the core's security with questions like:

- What are your security protocols?
- How do you [monitor/guard against new types of attacks](#)?
- What sort of backup and business continuity do you offer?
- How experienced is your security team and what are their credentials?

8. Open Cloud-Based Platform

A cloud-based core presents numerous benefits that better position your institution. Cloud-based systems are easier to scale as your bank grows. They are also generally more secure against cyberthreats than on-premises data centers. Finally, they are more flexible than traditional core banking systems, designed from the ground up with open banking APIs and other versatile tools in mind.

Consider asking the following:

- Does the cloud-based core meet our compliance requirements?
- How much support can we expect from the core provider?
- How does the specific public cloud align with our existing systems?

9. Remote Workforce Capability

Even before COVID-19, remote work was becoming more and more common. The pandemic has only accelerated this trend, and will likely leave the lasting impact of increased remote work. A core processor should facilitate that shift, eliminating technological barriers wherever possible and giving the bank the flexibility to respond to changing circumstances with minimal disruption.

Some questions to ask include:

- Is your core system designed to facilitate remote work for employees?
- What does the process for transitioning from on-site to remote work look like?

10. Exceptional Service

Don't forget the human element when seeking out an enterprise core solution. After all, a core solution is among the top three line items on a bank's budget, and you'll be spending a long time with your core provider. So, if you don't get the service and support level that expenditure warrants, it's time to find a new core banking partner.

Important questions to ask include:

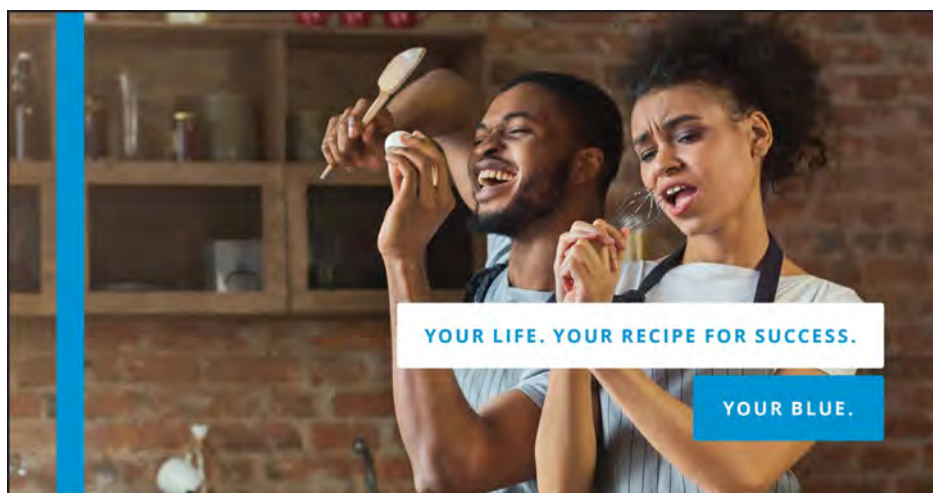
- Are you actively investing in this core system?
- What is your average contract length?
- How many tickets do you log each week, and how many are resolved the same day?
- How do you measure the quality of your customer service?
- How many customers does each account manager support, and how often would we expect to interact with them?

FIND A CORE PARTNER, NOT A PROVIDER

Your bank's core system is the heart of your banking operations and dictates the success of everything from customer interactions to employee workflows. It should maximize your ability to compete in the evolving banking market and deliver a mix of innovative, flexible and secure technologies customized to your unique needs. But that success also requires a true technology partner, not just a provider.

To see a holistic, cloud-based core paired with a service-first mindset, refer to our [interactive Enterprise Banking brochure](#).

Jason Young serves as CSI's senior director of enterprise banking.




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OFFICE OF ATTORNEY GENERAL

\$1,000,000 POWERBALL PRIZE CLAIMED

A North Dakota Powerball player took a long drive to Bismarck to claim the \$1,000,000 Powerball prize won on October 13th's draw. The lucky winner from Stillwater, MN, who chose to remain anonymous, hit it big with a quick pick ticket. The lucky winner had no immediate plans for the prize winnings but is sure to figure out something on the long drive back.

The winning numbers were 23, 29, 47, 59, 60 and the Powerball was 15. The Power Play multiplier was 2. The lucky ticket was sold at the Cenex C-Store, 2019 9th St N Hwy 210 Bypass in Wahpeton. The Cenex C-Store will receive a \$5,000 bonus for selling the winning Powerball ticket. Luck has struck twice at this location, as it sold a million dollar Powerball ticket for the March 13, 2013 draw.

UNLICENSED CONTRACTOR BANNED FROM DOING BUSINESS IN NORTH DAKOTA

George Williamson Stewart has international history of fraudulent conduct.

Attorney General Wayne Stenehjem issued a Cease and Desist Order banning an unlicensed contractor from conducting any further business in the state. George Williamson Stewart, who uses addresses in Minot, ND, and Mesa, Arizona, has violated the state's consumer fraud and contractor licensing laws.

In addition to being banned from doing business in this state by the Attorney General, Stewart, doing business as Stewart Home Improvements, has criminal charges pending in McLean County, for alleged exploitation of an eligible adult, construction fraud, operating as a contractor without a license, and failure to possess a business license. The victims ranged in age from 72 to 87. Stewart solicited large advance deposits of thousands of dollars from elderly consumers in North Dakota representing that he would treat the roofs of their homes with sealant, and that he instead used a completely different product. Stewart's claims about the product he was hawking and the duration of the supposed protection varied depending on the amount of advance payment he was able to take from the victim.

According to investigators, Stewart has run similar scams in other states, Canada, and New Zealand.

UNLICENSED CONTRACTOR IGNORED PREVIOUS ORDER BANNING HIM FROM DOING BUSINESS IN ND

Attorney General Wayne Stenehjem issued a Cease and Desist Order banning John Moser III, of Minot, ND from conducting any further business in the state. Moser, doing business as J3 Construction, LLC, has a history of fraudulent business practices in North Dakota.

In 2017, after investigating numerous complaints that he had taken advance payments from consumers totaling more than \$30,000 to do contracting work, but failed to complete the jobs, the Consumer Protection division obtained a civil judgment. Moser was banned from engaging in contracting work or obtaining a contractor's license for five years and until he had repaid the amounts owed to consumers. The amounts owed to consumers under the 2017 civil judgment remain unpaid.

In 2020, Moser submitted an application to the Secretary of State's office for a contractor's license, in which he falsely claimed that there were no outstanding judgments against him and that he had not been a party to a civil lawsuit in which fraud was alleged. Moser solicited and accepted an advance payment of \$7,500 from a consumer but failed to complete the contracting job. In February 2021, Moser submitted an application to renew his contractor's license, again making false statements. The Consumer Protection division took legal action to protect consumers, obtaining a civil judgment banning Moser from obtaining a contractor's license or engaging in any contracting. In addition, Moser was ordered to pay civil penalties in the amount of \$2,000.

Read the 2021 Cease & Desist Order: <https://attorneygeneral.nd.gov/sites/ag/files/documents/RecentActions/2021-10-15-Judgment-J3.pdf>

Read the 2017 information: <https://attorneygeneral.nd.gov/news/john-moser-iii-dba-j3-construction-llc-banned>.

MULTIPLE BIG LOTTERY PRIZES WON IN NORTH DAKOTA

North Dakota Powerball players continue their lucky streak, as another player won big! A \$50,000 Powerball ticket for October 27th's draw won by matching four white balls and the Powerball. The winning numbers were 3, 6, 26, 35, 51 and the Powerball was 17. The Power Play multiplier was 4.

The lucky ticket was sold at Stamart, 3936 East Divide Avenue, in Bismarck. The retailer will receive a \$1,000 bonus commission for selling the large tier ticket.

The lucky North Dakota Powerball player, from Bismarck, visited the North Dakota Lottery office to claim the \$50,000 Powerball prize, initially thinking the prize was only worth a few hundred dollars. Much to his surprise, he was holding the \$50,000 winning ticket. The winner has no immediate plans for the winnings, as he is still trying to wrap his head around the fact he won tens-of-thousands of dollars.

Another North Dakota Lottery player hit it big, matching all four numbers to win the \$22,000 2by2 jackpot in October 27th's draw. The winning numbers were Red: 1 and 7; White: 1 and 24. The lucky ticket was sold via the North Dakota Lottery's Pick & Click online play service in Minot. The prize has yet to be claimed.

"North Dakota Lottery players have had a lot of luck this year," said Randy Miller, director of the North Dakota Lottery. "This is the ninth winner of \$50,000, or more and the thirty-second \$22,000 2by2 jackpot winner since, January 1, 2021."

Winners have 180 days from the date of the drawing to claim their prize. Prizes over \$599 must be claimed at the North Dakota Lottery office, which recently moved and is now located at 1720 Burlington Drive in Bismarck.

NORTH DAKOTA JOINS 11 STATE COALITION IN FILING SUIT TO HALT FEDERAL VACCINE MANDATE

Attorney General Wayne Stenehjem November 5th joined an eleven-state coalition that includes Missouri, Montana, Arizona, and Nebraska in filing a lawsuit against the Biden Administration to halt the vaccine mandate on private employers with more than 100 employees. Five private employers joined the challenge as well. [A Petition for Judicial Review](#) was filed in the United States 8th Circuit Court of Appeals earlier this morning, and a Motion for Stay is expected to be filed early next week.

"This lawsuit is not about whether people should get vaccinated, it is about opposing yet another federal overreach, this time an attempt by the federal government to commandeer private employers to require their employees to get vaccinated," said Stenehjem. "We contend the mandate violates the United States Constitution, including the 10th Amendment. We will be seeking an injunction to prohibit the

Continued on page 31

implementation of this unlawful requirement,” he continued.

The lawsuit challenges the Emergency Temporary Standard promulgated by the Occupational Safety and Health Administration (OSHA) which purports to require private employers with 100 or more employees to mandate their employees to be vaccinated or implement weekly testing and mask requirements. Non-compliant businesses could face steep fines.

“We wholeheartedly support the attorney general’s challenge to this illegal, misguided and unfairly applied rule. It’s not the role of the federal government – or the states – to force a vaccine mandate on private businesses,” Gov. Doug Burgum said. “North Dakota has been a leader in making safe, effective vaccines available to all residents who want them, and we encourage those who haven’t received the vaccine to consult with their trusted medical provider. The Biden administration’s overreaching mandate will only add to vaccine skepticism and resistance and exacerbate labor challenges while intruding on states’ rights and personal freedoms. The courts should immediately block this OSHA emergency rule and protect the freedom of private employers to make decisions on vaccinations that are right for them and their businesses.”

The petition states, “This mandate is unconstitutional, unlawful, and unwise. The federal government lacks constitutional authority under its enumerated powers to issue this mandate, and its attempt to do so unconstitutionally infringes on the States’ powers expressly reserved by the Tenth Amendment. OSHA also lacks statutory authority to issue this mandate, which it shoe-horned into statutes that govern workplace safety, and which were never intended to federalize public-health policy.”

The petition also states, “For over a century, the U.S. Supreme Court has recognized that policies on compulsory vaccination lie within the police powers of the States, and that ‘they are matters that do not ordinarily concern the national government.’ Until quite recently, the Biden Administration agreed. The White House stated on July 23 of this year that mandating vaccines is ‘not the role of the federal government.’ But on September 9, 2021, that position underwent a dramatic reversal. The President announced several sweeping vaccine mandates, including a vaccine mandate to be issued by OSHA that applies to all employers who employ more than 100 employees. OSHA published this ‘emergency’ mandate two months later, crafting an elaborate post hoc justification for a policy that the President had already dictated that it would impose.”

In addition to North Dakota, attorneys general from Missouri, Arizona, Montana, Nebraska, Arkansas, Iowa, South Dakota, Alaska, New Hampshire, and Wyoming also joined the challenge.

US SUPREME AGREES TO HEAR NORTH DAKOTA ARGUMENT TO REINSTATE THE AFFORDABLE CLEAN ENERGY RULE AND PROTECT NORTH DAKOTA’S ECONOMY

Attorney General Wayne Stenehjem announced today that the US Supreme Court has granted the State’s request to hear its challenge seeking to reinstate the Affordable Energy (ACE) Rule and reasonable regulation of the State’s power generation sector.

The ACE Rule replaced the Obama Administration’s Clean Power Plan, after the Supreme Court stopped the Clean Power Plan from going into effect in 2016, when North Dakota and other States demonstrated it was illegal and would also have stripped the State of its long-standing role in regulating its energy generation sector. “The Clean Power Plan would have been bad for all North Dakotans, led to higher energy costs, and would have been particularly devastating for many energy producing communities in North Dakota,” Stenehjem said.

In 2019, the EPA issued the ACE Rule, which repealed the Clean Power Plan and replaced it with a reasonable framework for controlling and reducing emissions from power plants while also respecting North Dakota’s rights. Earlier this year, the federal appeals court in Washington DC invalidated the ACE Rule. Stenehjem said “The federal court in Washington got it wrong, so we have to go back to the Supreme Court to preserve the State’s authority to regulate energy and protect the environment and reject command-and-control micro-managing from federal bureaucrats in Washington DC.”

Read the [Petition for Writ of Certiorari](#)

\$100,000 POWERBALL WITH POWER PLAY PRIZE WON IN FARGO

North Dakota Powerball players continue their lucky streak, as another player won big! A \$100,000 Powerball with Power Play ticket for November 6th’s draw won by matching four white balls and the Powerball. The winning numbers were 8, 30, 48, 57, 64 and the Powerball was 9. The Power Play multiplier was 2.

The lucky ticket was sold at Cash Wise Fuel, 4907 Timber Parkway South, in Fargo. The prize was \$50,000, but as the player had also purchased the Power Play option, the ticket is worth \$100,000. The retailer will receive a \$2,000 bonus commission for selling the large tier ticket. No one has contacted the Lottery office to claim the prize.

Another North Dakota Lottery player hit it big, matching all four numbers to win the \$22,000 2by2 jackpot in November 6th’s draw. The winning numbers for the draw were Red: 6 and 11; White: 7 and 11. The lucky ticket was sold via the North Dakota Lottery’s Pick & Click online play service in Lincoln. The prize has yet to be claimed.

“North Dakota Lottery players have been very lucky as of late,” said Randy Miller, director of the North Dakota Lottery. “Players have won over \$1.3 million in large tier prizes since October 4, 2021.”

Winners have 180 days from the date of the drawing to claim their prize. Prizes over \$599 must be claimed at the **North Dakota Lottery office**, which recently moved and is **now located at 1720 Burlington Drive in Bismarck**.



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SOCIAL SECURITY ANNOUNCING BENEFIT PAYMENTS INCREASE

October 18, 2021, SSA announced that monthly Social Security benefits and Supplemental Security Income payments for approximately 70 million Americans will increase by 5.9% in 2022. Visit the [blog](#) for details about the COLA and other important news.

LETTER OF OCTOBER 28, 2021

People who struggle with low-income, limited English proficiency, homelessness, mental illness, and other challenges have historically relied on getting help in person from Social Security.

During much of the pandemic, our offices have been open only for in-person appointments for limited, critical situations, depending upon local office conditions. These measures help protect the health and safety of our employees and the public they serve.

We have continued to offer many services on our website that are secure and easy to use. And our representatives have continued to help people by telephone on our National 800 Number and when calling a local office. Many underserved people face barriers to service when unable to access or use the internet or telephones to get the help they need. We understand this and are asking for your help.

If you know someone who cannot use Social Security's online services at www.ssa.gov, please encourage them to [call their local office or the National 800 Number for assistance](#). If we cannot help them by phone, the local office can determine if an in-person appointment or other options may be available to help.

To serve those who need more help, we are partnering with community and faith-based groups on a national outreach campaign. The goal of the campaign is to increase public awareness of the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefit programs and to support third-party groups that can help others apply for benefits. The SSI and SSDI programs provide critical financial assistance, and, in many cases, grant access to healthcare and the Supplemental Nutrition Assistance Program, also known as SNAP.

Key components of our outreach campaign include:

Working with community and faith-based groups: Your group can make all the difference in the lives of people in your community. You can assist with taking applications for SSI or refer people to Social Security. Interested in helping someone submit a claim for SSI? Please [contact the Social Security Regional Communications Director](#) for your state to learn how.

Online tools and informational pages that your organization can use and refer to, including:

Resources for people helping others access Social Security services at www.ssa.gov/thirdparty.

Outreach materials for partner groups working with people who face barriers to service at www.ssa.gov/thirdparty/groups/vulnerable-populations.html.

Updated information for faith-based and community groups, including a new toolkit and fact sheets about SSI and SSDI, at www.ssa.gov/thirdparty/groups/faithandcommunity.html.

A national advertising campaign on TV, radio, and social media, with emphasis on benefits for children with disabilities.

We collaborated with members of the claimant advocacy community on this campaign. Their voice is reflected throughout the campaign, ensuring support groups like yours have the resources needed to be successful and help those you care about.

In addition to the valuable resources above, we encourage you to also visit our [Information for Groups and Organizations web page](#) and related [What's New web page](#) for groups and organizations. Subscribe to get updates and stay informed.

I encourage you to visit and subscribe to Social Security's blog at blog.ssa.gov to receive alerts when we publish new articles from our partners and share the latest information about our national outreach campaign.

Sincerely, Jeffrey Buckner, Associate Commissioner, Office of Strategic & Digital Communications (T) 410-965-1804 [@SSAOutreach](#)



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ICBND Legislative Voice

Independent Community Banks of North Dakota (ICBND) exclusively represents the interests of community banks in the North Dakota Legislative and works closely with our national association, Independent Community Banks of American (ICBA), to support and promote shared interests in Washington, DC.

ICBND, in conjunction with ICBA, closely monitors state and federal activities that affect community banks, their customers and their communities.

ICBND is recognized for its community focus with our state legislators, congressional delegation, state and federal regulators and agencies, and policy-setting boards. Through work with these bodies we ensure the needs of community bankers are heard and met.

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INDEPENDENT COMMUNITY BANKS
OF NORTH DAKOTA

OFFICE OF ATTORNEY GENERAL

NORTH DAKOTA JOINS LAWSUIT CHALLENGING CMS VACCINE MANDATE

Attorney General Wayne Stenehjem November 10, 2021 joined a lawsuit challenging the vaccine mandate that the Biden Administration's Centers for Medicare and Medicaid Services (CMS) seeks to impose on healthcare workers.

According to the lawsuit, the CMS vaccine mandate "imposes an unprecedented federal vaccine mandate on nearly every full- or part-time employee, volunteer, and contractor working at a wide range of healthcare facilities receiving Medicaid or Medicare funding."

"Yet again, this lawsuit is not about whether people should get vaccinated. Instead, it is about federal overreach and the federal government using an unconstitutional mandate to force front-line health care workers to choose between a vaccination or unemployment. North Dakota is already experiencing a shortage of healthcare workers, and this mandate will only exacerbate the situation," said Stenehjem.

The lawsuit documents CMS' contradictions in this vaccine mandate, stating, in part, "CMS never considered other important aspects of imposing its mandate. Among those are the liberty interests of healthcare workers who—for any number of varying personal reasons—do not want to take one of the currently authorized vaccines."

"This isn't about whether COVID-19 vaccines work – they do – or whether they're important in health care settings – they are. Rather, this misguided CMS mandate will only breed additional vaccine resistance and workforce challenges. We fully support the attorney general joining this lawsuit and urge the court to immediately block this intrusive and illegal mandate," said Governor Doug Burgum.

The lawsuit incorporates nine counts, including substantive and procedural violations of the Administrative Procedures Act (APA), an unconstitutional exercise of the spending power, a violation of the Anti-Commandeering Doctrine, and a violation of the Tenth Amendment to the United States Constitution.

Stenehjem said the lawsuit asks the Court to declare that the vaccine mandate violates the APA and to prohibit the CMS from enforcing the mandate.

In addition to North Dakota, attorneys general from Missouri, Nebraska, Arkansas, Kansas, Iowa, Wyoming, Alaska, South Dakota, and New Hampshire also joined the lawsuit. [READ the Complaint.](#)

HANSON ELEVATOR SERVICE BANNED FROM DOING WORK IN NORTH DAKOTA

On November 16, 2021, the Cass County District Court entered judgment against Dave Hansen, doing business as Hansen Elevator Service, after determining that he had engaged in violations of the consumer protection law. Attorney General Wayne Stenehjem's consumer protection division initiated legal action against Hansen after receiving consumer complaints that Hansen had contracted to perform elevator maintenance services for four North Dakota businesses, solicited large advance payments, and then failed to provide materials or return to perform the work.

In addition to finding Hansen had engaged in fraudulent acts, the Court concluded that he had misrepresented that his business was registered in North Dakota and that also he held insurance.

The Court banned Hansen from engaging in contracting work in North Dakota for at least five years and until he refunds \$102,128.92 to the businesses he defrauded. Hansen was also ordered to reimburse \$6,332.00 in costs to the State.

Read the [Judgment](#)

COURT HALTS CMS FROM ENFORCING VACCINE MANDATE

This morning, the United States District Court, Eastern District of Missouri, issued a preliminary injunction halting the Biden Administration from enforcing its vaccine mandate on healthcare workers.

On November 10, 2021, North Dakota joined a coalition of 10 states in filing a lawsuit to stop that mandate, which was issued by Center for Medicare and Medicaid Services.

"This is significant for healthcare workers in North Dakota, especially rural hospitals who were facing serious impacts due to this mandate," said Attorney General Stenehjem. "While today's ruling is a hopeful moment, there's more work to be done, and we will continue fighting to push back on this unprecedented federal overreach."

The court's preliminary injunction enjoined the Biden Administration from enforcing the vaccine mandate on any "Medicare- and Medicaid-certified [healthcare] providers and suppliers within the States of Alaska, Arkansas, Iowa, Kansas, Missouri, Nebraska, New Hampshire, North Dakota, South Dakota, and Wyoming." The court concluded that CMS did not have the authority to issue the mandate and that its decision was arbitrary and capricious.

"The court's conclusion that CMS 'likely did not enact the mandate at issue lawfully' supports what we've said all along about these misguided vaccine mandates: They are blatant federal overreach by the Biden administration," Gov. Doug Burgum said. "Safe, effective vaccines remain our best defense against COVID-19, but imposing unlawful mandates isn't the solution. We appreciate the court for granting the preliminary injunction and urge that this rule be blocked permanently."

"As I said before, this lawsuit is not about whether people should get vaccinated," Stenehjem said. "Instead, it is about federal overreach and the federal government using an unconstitutional mandate to force front-line health care workers to choose between a vaccination or unemployment. North Dakota is already experiencing a shortage of healthcare workers, and this mandate will only exacerbate the situation."





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Barret Graduate School Curriculum in Brief

One week per year for three years • 130 hours of classroom study • Nine on-campus case studies • Eight home study problems

Year One

Financial Institutions & Markets
Boosting Bank Profitability* **
Financial Statements***
Human Behavior* **
Developing a Sales Culture
Mktg & Business Dvp.***
Compliance Management
Operations Management
Technology, Payments, &
Cybersecurity

Total Hours: 43

Exam at week's end:
*Home Study Problem
**Case Study

Year Two

Asset/Liability Management
Bank Performance Mgmt***
Banking Industry Update
Commercial Lending***
Economic Environ. of Banking* **
Investment Portfolio Management
Emotional Intelligence***
Strategic Planning

Total Hours: 43

Exam at week's end:
*Home Study Problem
**Case Study

Year Three

Balance Sheet Management
Loan Portfolio Management
Risk Management
Bank Simulation**
Leadership Development
Digital Marketing**
Executive Learning Lab
Bank Management

Total Hours: 44

**Case Study

Barret's Annual Graduate School program: **May 22-27, 2022**

Barret School of Banking • 650 East Parkway South • Memphis, TN 38104 • (901) 321-4000 • Fax: (901) 321-4099 • barret@barretbanking.org

2022 ICBND Events		
Feb 25	Emerging Leaders Development Group Winter Session	Grand Forks
Mar 4	Community Bankers for Compliance Regulatory Update	Virtual
Apr 19-20	Community Bankers for Compliance Spring Session	Ramkota Hotel, Bismarck
Apr 27-28	Women in Community Banking Summit	Ramada, Bismarck
May 11	FDIC Directors College	Bismarck Event Center
May 12	FDIC Directors College	Hilton Garden Inn, Fargo
Jun 1-2	Emerging Leaders Development Group Summer Conference	Lake Metigoshe
Jun 3	Community Bankers for Compliance Regulatory Update	Virtual
Jun 13-17	School of Agricultural Lending	BSC, Bismarck
Aug 8-10	ICBND Annual Convention	Ramkota Hotel, Bismarck
Sep 9	Community Bankers for Compliance Regulatory Update	Virtual
Sep 14	Emerging Leaders Development Group Fall Session	Regent, ND
Oct 4-5	Community Bankers for Compliance Fall Session	Holiday Inn, Bismarck
Dec 2	Community Bankers for Compliance Regulatory Update	Virtual

BANK OF NORTH DAKOTA



Krystall Atkinson joined **BND** as a loan operations specialist II. Atkinson has over twelve years of banking experience and comes to BND with previous product operations manager experience.



Rob Pfennig was promoted to chief financial officer and senior vice president of accounting and treasury. Pfennig has been with **BND** since 2018 and has worked as the controller and trust manager.



Annie Bergrud was promoted to controller and trust manager. Bergrud started with **BND** in December 2017 where she worked as a credit underwriter III and most recently held the position of accounting manager.



Justina Schuchard was promoted to trust administrator I. Schuchard has been with **BND** since December 2018 and has worked in student loans as a customer service representative and as a processing specialist.



Jacey Chmielewski accepted the student loan processing specialist position. Chmielewski has been a customer service representative in student loans since she started at **BND** in January 2020.

BANK OF NORTH DAKOTA



Sarah Crutchfield accepted the collateral valuation analyst II position. Crutchfield has been working as a loan servicing associate III and has been with **BND** since June 2011.

DAKOTA BUSINESS LENDING



Dakota Business Lending is pleased to welcome **Rochelle Cross** to the team as a loan specialist, working to assist with loan processing, interact with internal and external customers to develop and submit quality loan applications, and

manage the process for ultimate loan approval. Overall, she will provide a high level of administrative support to the Dakota Business Lending team. Originally from central Minnesota, Cross has spent the last 20 years in North Dakota and has gained valuable experience in the banking and finance industry. She brings with her close to five years of knowledge and expertise in mortgage lending and financing, as well as a desire to make an impact.

WIDMER ROEL PC



Erik Sell, Certified Public Accountant, has joined **Widmer Roel**, a local public accounting and business advisory firm, assisting the tax department. Erik, as a senior tax manager, provides tax and accounting services for individuals, businesses, and non-

profit organizations. Erik previously worked for Widmer Roel from 2006-2013 and has over 15 years of experience.

THE BANK OF TIOGA

After a successful career in community banking, **David Grubb**, President of **The Bank of Tioga**, a community bank located in Tioga and Crosby, ND, has announced his official retirement as of December 31, 2021.



A Tioga native, Grubb joined The Bank of Tioga in 1982. He is a graduate of both North Dakota School of Banking and the University of Wisconsin's Graduate School of Banking.

In his 39-year banking career, Grubb has served in numerous banking and management roles, including accounting, agricultural, commercial and consumer lending. Additionally, he has served on the bank's Board of Directors for 30 years and as President for 18 years.

Under Grubb's leadership, The Bank of Tioga has grown to a strong community bank in Tioga and Crosby, ND with \$350 million in assets. The bank has been a leader in personal, business and investment offerings with a full suite of services to meet the financial needs of individuals, families and businesses in the surrounding communities.

Grubb has been actively involved in community service throughout his career. He served as Chairman of the Tioga Fund Advisory Board for 26 consecutive years, Chairman of the Tioga Farm Festival Committee for 16 years, the Tioga Medical Center Board for 12 years. Additionally, he has been a long-term board member and past President of both the Tioga Area Economic Development Corporation and the Tioga Chamber of Commerce. He has also been an active member of St. Thomas Catholic Church. David and his wife, June have two adult married sons each of whom have a daughter. David enjoys all sports, especially boating and fishing and spending time with family.

Please join us in congratulating David Grubb on his retirement at an open house on Friday, December 3rd from 2-4 p.m. in the Tioga lobby. If you are unable to attend in person, you may also send your best wishes and salutations to 7 N Main St, P.O. Box 429 Tioga, ND 58852.



STARION BANK



Starion Bank is pleased to announce a promotion and two new hires in its Virtual Banking Hub.

Sydney Braun joined **Starion** as a virtual banking representative I. Sydney comes to Starion with prior customer service experience.



Bodinoe (Bodi) Hyland joined **Starion** as a virtual banking representative I. Bodi comes to Starion with prior financial services and customer service experience.

As a virtual banking representative I, both Hyland and Braun help customers with a variety of banking needs such as: transferring funds, renewing certificates of deposit, assisting with online banking access, ordering checks, ordering debit cards, assisting when cards are lost or stolen, and other general questions.



Starion also promoted **Tracey Williams** to virtual banking representative II. Tracey joined **Starion** in March 2021 as a virtual banking representative I with six years of prior banking experience. In her new role, Williams assists customers with general virtual

banking needs, as well as consumer loans and online account openings.

FIRST INTERNATIONAL BANK & TRUST



First International Bank & Trust (FIBT) is proud to announce **Dave Mason** as our new director of mortgage. Dave will oversee our growing Mortgage Division, ensuring strategic and developmental goals are achieved. In this role, he will supervise all facets of mortgage lending, including secondary market transactions, in-house mortgage loans, and our consumer-direct department. He has nearly two decades of experience in community banking, including six-and-a-half years as FIBT's Bismarck President. Under his leadership, the Bismarck location quickly became a staple in the community and one of the bank's best-performing locations. His past mortgage experience and community banking expertise will allow the company to put our clients' dream home within reach.



First International Bank & Trust (FIBT) is proud to announce **D. Patrick Franklin** has been promoted to Director of Wealth Management. Patrick will manage FIBT's Wealth Management teams, including Trust, Investments, Mineral and Land Services

operations, as well as Enterprise Retirement Services. Patrick joined FIBT in May of 2020 as Wealth Management Operations Manager and is a veteran in the trust, wealth, and retirement operations space, with thirty years of experience in managing business operations, systems administration, client relationship management and strategic planning. He also has more than a decade of experience in the oil & gas industry.

NEWCLEUS

Newcleus, a company that designs, administers, and services creative compensation, benefit, investment, and finance strategies, announced that **Steve McMaster** joined the company as chief financial officer. McMaster is a business executive with 15+ years of experience in corporate finance, operations, human resources, and financial reporting. In addition to his role with Newcleus, he currently serves as an Innovation Advisor at Princeton University, where he advises campus-based startups through the Keller Center for Innovation and Engineering Education. He is a multiple-discipline executive leader and advisor with a concentration in corporate finance, employment law, executive strategy, risk management, and enterprise IT systems. McMaster's success in advising firms in a wide range of fields has given him the ability to understand strategic shifts and help guide companies to grow tremendously.



Merry
Christmas

Starion Bank

STARION BANKERS ATTEND AGRICULTURE SCHOOL, EXPAND SUPPORT FOR PRODUCERS

Three Starion business banking officers attended a three-day holistic agriculture school given by Seek First Ranch. Barbara Mothershead, Nevada Silha and Kordel Wolfe took part in order to learn more about upcoming holistic trends, as well as understand the questions and concerns of North Dakota farmers and ranchers.

The Holistic Management School, held near Menoken on October 19th-21st, 2021, was also attended by local agriculture producers, county extension agents and representatives from state agencies. The school was sponsored by the Burleigh County Soil Conservation District and the North Dakota Grazing Lands Coalition.

After attending, Barbara Mothershead and Kordel Wolfe stressed that Starion's support of all producers is stronger than ever. "While Starion is a pioneering financial partner in this new holistic arena, we're still dedicated to producers who maintain more traditional farm and ranch practices," says Wolfe. Mothershead adds, "This expanded learning helps us add more tools to help producers who are in the experimental, transitional, and established stages of holistic management. We want producers to know we are here to support them whether they are holistic, traditional, or a mix"

Seek First Ranch is run by Josh and Tara Dukart. They are local North Dakota ranchers and sought-after agricultural educators who run holistic management schools around the U.S., as well as in Canada and Australia. The schools aim to give producers new decision-making frameworks they can use to improve soil health, yields, and overall quality of life.

Nevada Silha said the school ultimately centered on one crucial, foundational fact. "Soil health benefits so many things in our lives. The better soil health and soil biology gets, the more moisture is retained and more productive it becomes," he says, "That means you can reduce costs while increasing productivity. This, in turn, can increase profit margins, which can reduce stress while creating a healthier life."

Starion Bank is trailblazing a new range of agricultural financing products that are tailored to the needs of producers who may be curious about, or already using, holistic farm and ranch practices. In addition, Starion will partner with the Dukarts to offer new schools and seminars that focus on the four key pillars of a healthy agricultural operation: soil health, lifestyle, finances, and succession planning. The first of this series is expected to run in summer of 2022.



Pictured top right: Barbara Mothershead

Bottom from left to right: Nevada Silha and Kordel Wolfe.

Bravera Bank

AMERICAN BANK CENTER BECOMES BRAVERA BANK

American Bank Center is now Bravera Bank [Brah-VEHR-uh]. The rebrand involves a new name, logo, tagline and visual identity. This is strictly a name change and not a change in ownership. Bravera will continue to be an employee- and director-owned business.

All locations that were branded as American, Prairie Mountain Bank, Beartooth Bank, Central Insurance Agency, Citizens State Bank or Citizens Insurance Agency are now visibly unified under the name Bravera. American Bank Center is now Bravera Bank, American Trust Center becomes Bravera Wealth and American Insurance Center is Bravera Insurance.

After 100 years of serving the families and businesses of North Dakota with a full range of banking, trust, investment and insurance services, American Bank Center has several reasons for making this change. The company has grown in recent years, expanding its network of branches across North Dakota and Montana. The rebrand to Bravera contributes to the continued growth of the company by setting it apart from the many other companies that use American in their names. Additionally, Bravera is a name that can be trademark in the U.S. to protect the company's brand and grow its footprint.

"We are proud to become Bravera, because it's a change that helps further our mission of being a financial institution that supports the growth of the region's future," said David Ehlis, Bravera president and CEO.

The new name is a combination of the words bravery and truth ('vera' translates to 'true' in Latin). These values have ties to the pioneering spirit and honesty found in the company's Midwestern roots.



bravera.bank

Dakota Carrier Network (DCN)

ARNDORFER ELECTED INDATEL OFFICER

Seth Arndorfer, CEO of Dakota Carrier Network (DCN), was elected vice president of the INDATEL Services Board of Managers at the organization's fall meeting in Minneapolis.

INDATEL is a nationwide fiber optic network, comprised of 31 members that are statewide networks like DCN, dedicated to providing best-in-class connectivity to communities in rural and metro areas. INDATEL members partner to deliver connectivity services to businesses and government entities that have a broad footprint. For example, if an organization in another state needs connectivity in North Dakota, INDATEL works with DCN to deliver services to the customer's specific location(s).

"Our partnership with INDATEL not only enhances DCN's visibility on a national scale, it also helps us offer industry-leading products and user experiences for North Dakota businesses and government entities," explains Arndorfer.

The INDATEL seven-member Board of Managers is elected from the member companies around the United States. The board establishes the network's strategic direction by assessing the connectivity needs of communities it serves and creating opportunities to bring fiber to underserved and unserved populations. As vice president of the board, Arndorfer provides leadership including filling in as acting board president as needed. Arndorfer was first elected to the board in 2018.

"It was a landslide approval in appointing Seth as the board vice president," said INDATEL CEO Mel Wagner Jr. "I couldn't be more pleased with the selection and continuing to work with Seth in a board officer role."

About DCN:

Dakota Carrier Network, created in 1996, is owned by 14 North Dakota-based independent broadband services providers representing 85 percent of all telephone exchanges in North Dakota and more than 90 percent of the state's total surface area. They serve more than 164,000 customers in approximately 250 communities. The DCN companies currently have more than 40,000 miles of fiber optic cable in service. DCN's corporate headquarters is located in Fargo, N.D., and its Network Operations Center (NOC) is located in Bismarck, N.D.

DCN Owner companies include: BEK Communications, Consolidated Telcom, Dakota Central Telecom, Dickey Rural Communications, Midstate Communications, MLGC, North Dakota Telephone, Northwest Communications, Polar Communications, Red River Technologies, Reservation Telephone, SRT Communications, United Communications, and West River Telephone.

About INDATEL Services:

INDATEL Services provides fiber connectivity utilizing its unique independent member-owned network. INDATEL's members represent more than 400,000 miles of fiber optics and over 1.5 million serviceable buildings primarily focused on rural and suburban America. INDATEL serves its customers through its national aggregation PoPs, reaching over 700 independent providers currently operating in 47 states. For more information about INDATEL Services, visit www.indatel.com.



Pictured: Seth Arndorfer, CEO, Dakota Carrier Network (DCN)

Main Street, Inc.

MAIN STREET, INC. ANNOUNCES JEFF GLEASON AS CHIEF FINANCIAL OFFICER (CFO)

Main Street, Inc., a leading provider of data-driven print and communication solutions to community financial institutions across the nation, is pleased to announce Jeff Gleason as our Chief Financial Officer (CFO).

As CFO, Jeff joins the Leadership Team and will be responsible for leading and directing all accounting and corporate finance, overseeing tax, managing financial audits and product inventory as well as lending strategic insights towards diversifying the company for long-term growth for our Main Street Checks, Onovative and Ecommerce divisions.

Ted Walton, President of Main Street, Inc. said, "Everyone is excited to have Jeff join as Main Street's CFO. I'm confident he will provide valuable thought leadership regarding financial, operational and strategic decisions to continue our strong upward trajectory. More importantly, he is a great cultural fit for us with positive beliefs about people, integrity and growth."

"Main Street Inc. has an impressive history and I plan on leveraging my financial and operational background to help drive overall performance and create value to continue the company's legacy," Chief Financial Officer Jeff Gleason said. "I'm fortunate to join a team of smart and dedicated individuals and look forward to working with them on executing our company's goals and objectives."

Prior to joining Main Street, Jeff served as Chief Financial Officer for Food Sales East, Insight Card Services and Amsher Collection Services, Inc. He was responsible for developing and implementing all accounting functions, including increasing EBITDA, financial reporting, budgets, cost reduction solutions, profitability and valuation models. He is a strategic change agent with more than 20 years of experience in accounting and finance. Jeff holds his CPA and is a graduate of Mississippi College for his bachelor's degree and University of Alabama Birmingham for his MBA.

About Main Street, Inc.

Main Street, Inc. is a leading provider of data-driven print and communication solutions through its Main Street Checks, Onovative and Ecommerce divisions. In 1998, the company established an affordable, simple, and efficient checking program that has impacted thousands of community financial institutions nationwide. The foundation this family-owned company created decades ago continues to provide more than 2,100 financial institutions with superior customer service, program performance and growth solutions to meet their unique needs. Main Street, Inc. is headquartered in Birmingham, AL. For more information, visit www.mainstreetinc.com or follow Main Street, Inc. on [LinkedIn](#) or [Twitter](#).



Starion Bank

PRIVATE BANKING OFFICER

Are you a disciplined leader driven to know your customers and meet their needs? Do your get-'er-done attitude, high ethical standards, and community involvement inspire others? If so, you may be an excellent fit at Starion Bank!

We are seeking a **Private Banking Officer** in Bismarck.

In this role, you will:

Identify, develop and manage personal and business relationships with high net-worth clients in the professional and executive sector through:

- Proactive sales calls, community engagement, and collaboration with Starion colleagues, and
- Diligent, data-driven administration of portfolios that complies with all bank policies and regulatory standards.

You should be:

- Customer-focused—happy to help others, genuinely curious about an array of industries, and hungry to learn new sales best practices at any stage of your career
- In the know—always keeping up with both local business news and philanthropic projects, as well as national economic trends
- Self-Motivated—have an internal drive to achieve, produce, develop, and keep moving forward
- Self-aware—highly intentional about your decision-making processes, and skilled in communicating them to diverse colleagues and customers

For more, [Click Here](#).

For other job postings for Starion, please see our [website](#).

First Western Bank & Trust

Job Title: **BUSINESS BANKING OFFICER**

Department: **Lending**

Reports To: **Market President**

Classification: **Exempt, Officer**

Status: **Full-time**

Reviewed: **November 2021**

Position Overview

Develop new commercial loan business for First Western Bank & Trust through securing, structuring, and closing loans. Maintain and service existing commercial lending portfolio.

Essential Job Functions

- Conduct sales calls and meet with prospective and existing customers to establish new loan business
- Represent the bank in local community at meetings and events to market the bank's products and services
- Administer individual loan portfolio including commercial and other assigned loans
- Interview loan customers to determine lending needs
- Work with the Small Business Administration and Bank of North Dakota to qualify customers for participation lending programs
- Negotiate direct lending terms as well as collateral and payment structures
- Maintain customer relationships through regular communication and follow up contact
- Meet with customers to request information for loan applications, including appraisals, credit reports, background checks and other information needed for loan evaluation

For more, please [Click Here](#)

First State Bank Insurance

First State Bank/Full Service Insurance Agency is a locally owned institution with multiple locations in the Red River Valley of East Central North Dakota.

We are seeking an INSURANCE AGENT to take over and expand an existing book of business in the Grand Forks area.

- Servicing an active book of business
- Building and maintaining customer relationships, retaining accounts, cross sales and referrals with bank.
- Reviewing and updating customer coverages
- Provide customers with various insurance products
- Team Player

For more, please [Click Here](#)



ICBND Educational Opportunities

ICBND Webinars—Live, On-Demand or Both

8/4/2021 Morning	The TRID Dirty Dozen: Navigating the Landmines Dawn Kincaid, Brode Consulting Services, Inc.	9/15/2021	Liabilities & Responsibilities of New & Experienced Directors
8/4/2021	New Accounts Series: Regulatory Alphabet for Deposit Accounts Michael Christians, Michael Christians Consulting, LLC	9/16/2021	Ann Brode-Harmer, Brode Consulting Services, Inc.
8/5/2021	Comparing Regulation E with Visa & Mastercard Rules Diana Kern, SHAZAM, Inc.	9/17/2021	Job-Specific BSA Series: Job-Specific BSA Training for Lenders
8/6/2021	Construction Loans: Cost Overruns, Delays & Occasional Disasters	9/20/2021	Susan Costonis, Compliance Training & Consulting for Financial Institutions
60 min AM	Bill Elliott, Young & Associates, Inc.	Mon. a.m.	Effective Management of Credit Report Disputes: ACDVs, AUDs & Joint Credit
8/9/2021	New ACH Meaningful Modernization Rules Effective September 17, 2021	9/21/2021	David A. Reed, Reed & Jolly, PLLC
Mon. 60 Min.	Michele L. Barlow, Macha/PAR	9/22/2021	Real Estate Foreclosure Compliance & Limitations
8/10/2021	Credit Analyst Series: Debt Service Coverage Calculations in Underwriting	9/23/2021	Elizabeth Fast, Spencer Fane LLP
8/11/2021	Aaron Lewis, Young & Associates, Inc.	9/27/2021	Hot Topics in Social Media Engagement for Community Banks
8/12/2021	Handling POAs & Living Trust Documents on Deposit Accounts & Loans	Mon. 60 Min.	Eric C. Cook, WSI Internet Consulting
8/16/2021	Elizabeth Fast, Spencer Fane LLP	9/28/2021	Bankruptcy for Lenders: Chapter 11 & Subchapter V, The Small Business Reorganization Act
Monday	Record Retention: What to Keep and Why!	9/29/2021	Eric Johnson, Spencer Fane LLP
8/17/2021	Phillip Buffington, Adams and Reese, LLP	9/30/2021	New Accounts Series: Business Account Documentation
8/18/2021	New Mortgage Servicing Rule Changes Effective August 31, 2021	10/4/2021	Dawn Kincaid, Brode Consulting Services, Inc.
Morning	Molly Stull, Brode Consulting Services, Inc.	Monday, AM	HMDA Reporting Part 1: Application Basics
8/19/2021	Maximizing Cyber Security Soundness & Minimizing Incidents	10/5/2021	Susan Costonis, Compliance Training & Consulting for Financial Institutions
8/23/2021	John Moeller & Mark Shaffer, CLA	10/6/2021	Conducting In-House Evaluations: Guidance, Rules & Technological Tools
Monday	Critical CIP & CDD Issues: Compliance, Beneficial Ownership & FAQs	10/13/2021	Aaron Lewis, Young & Associates, Inc.
8/24/2021	Deborah Crawford, Gettechnical Inc.	10/14/2021	Strategic Planning for Community Banks Marcia Malzahn, Malzahn Strategic
8/25/2021	Improving Call Report Efficiency: Documentation, Accuracy & Common Errors	10/15/2021	Understanding TRID Tolerance Cures
8/26/2021	Michael Gordon & Kris Trainor, Mauldin & Jenkins, LLC	Morning	Steven Van Beek, Howard & Howard Attorneys PLLC
8/31/2021	Credit Risk Management First Aid Kit	10/19/2021	New AML Act: Update, Impact, Insight
9/8/2021	Jeffery W. Johnson, Bankers Insight Group, LLC	10/20/2021	Dawn Kincaid, Brode Consulting Services, Inc.
Morning	Job-Specific BSA Series: Job-Specific BSA Training for the Frontline	10/21/2021	New Accounts Series:
9/9/2021	Mary-Lou Heighes, Compliance Plus, Inc.	10/26/2021	Opening Accounts for Nonprofit Organizations
9/14/2021	Dealing with Difficult Customers: 5 Foolproof Techniques	10/27/2021	Susan Costonis, Compliance Training & Consulting for Financial Institutions
	David A. Reed, Reed & Jolly, PLLC		SAR Decision-Making
	Survey Says! The Top 10 Reasons Businesses Move Their Accounts		Deborah Crawford, Gettechnical Inc.
	Bruce Paul & Brian Rivel, Rivel, Inc.		Notary Compliance, Including Virtual Notarization
	Loan Underwriting 101: Interviewing, Credit Reports, Debt Ratios & Regulation B		Elizabeth Fast, Spencer Fane LLP
	Aaron Lewis, Young & Associates, Inc.		Denied Loan Requirements A to Z
	New Accounts Series:		Molly Stull, Brode Consulting Services, Inc.
	20 Legal Types of Accounts: Ownership, Documentation & CIP		Required Compliance for Commercial Loans Secured by Real Estate
	Deborah Crawford, Gettechnical Inc.		Susan Costonis, Compliance Training & Consulting for Financial Institutions
	ACH Payment Reclamations & Garnishments		Job-Specific BSA Series: Job-Specific BSA Training for Senior Management & Directors
	Shelly Sipple, EPCOR		Mary-Lou Heighes, Compliance Plus, Inc.
	Dormant Accounts, Unclaimed Property & Escheatment		Top 10 IRA Rollover Mistakes
	Elizabeth Fast, Spencer Fane LLP		Frank J. LaLoggia, LaLoggia Consulting, Inc.
	Completing the CTR Line-by-Line Mary-Lou Heighes, Compliance Plus, Inc.		Reg E Investigation & Requirements for Debit Card Error Resolution
			Michele L. Barlow, Macha/PAR
			New Accounts Series: Adverse Action at Account Opening: Reporting & Documentation
			Elizabeth Fast, Spencer Fane LLP
			HMDA Reporting Part 2: Collecting Demographic Information
			Susan Costonis, Compliance Training & Consulting for Financial Institutions

ICBND Educational Opportunities

11/2/2021	Mastercard Debit Card Chargebacks Diana Kern, SHAZAM, Inc.	1/10/2022	Call Report Series: Monday Call Report Update 2022 Michael Gordon & Kris Trainor, Mauldin & Jenkins, LLC
11/3/2021	Board Secretary Training: Documenting Minutes, Corrections & Disagreements Dawn Kincaid, Brode Consulting Services, Inc.	1/11/2022	A Cookie Diet: Privacy, Restricted Data Access & Building Online Visibility Beyond 2022 Eric C. Cook, WSI Internet Consulting
11/4/2021	Robbery Prevention, Response & Resilience Barry Thompson, Thompson Consulting Group, LLC	1/12/2022	Deposit Ops Series: Interest Reporting for Nonresident Aliens: Foreign & US Taxpayer ID Numbers Deborah L. Crawford, Gettechnical Inc.
11/8/2021	Countdown to New Debt Collection Rules: Deadline November 30, 2021 Elizabeth Fast, Spencer Fane LLP	Morning	New Employee Required Training Molly Stull, Brode Consulting Services, Inc.
Mon. a.m.	The FFIEC's 13 Exam Objectives for Business Continuity & Resilience Molly Stull, Brode Consulting Services, Inc.	1/13/2022	2022 IRA & HSA Update: Staying Compliant Frank J. LaLoggia, LaLoggia Consulting, Inc.
11/8/2021	HMDA Reporting Part 3: Commercial Lending Issues Susan Costonis, Compliance Training & Consulting for Financial Institutions	1/18/2022	Provisional Credit Under Reg E: Rules, Best Practices & FAQs Elizabeth Fast, Spencer Fane LLP
Monday	New Accounts Series: Morning Opening Accounts for Nonresident Aliens Deborah Crawford, Gettechnical Inc.	Morning	Dealing with ACH Tax Refunds: Exceptions, Posting & Liabilities Michele L. Barlow, Macha/PAR
11/9/2021	Opening & Managing Certificates of Deposit Deborah Crawford, Gettechnical Inc.	1/19/2022	Understanding the Current M&A Market for Community Banks Philip K. Smith, Gerrish Smith Tuck
60 Minutes	Regulator Issues & Update for the Credit Analyst Aaron Lewis, Young & Associates, Inc.	60 Minutes	Lending Regulatory Roundup: Avoiding Violations & Preparing for Changes Dawn Kincaid, Brode Consulting Services, Inc.
11/10/2021	Seven Keys to Effective Succession Planning Greyson E. Tuck, Gerrish Smith Tuck	1/20/2022	2021 HMDA Submission Due March 1, 2022: Updates & Challenges Susan Costonis, Compliance Training and Consulting for Financial Institutions
11/15/2021	1099 Reporting: Foreclosures, Repossessions & Debt Settlements Elizabeth Fast, Spencer Fane LLP	1/25/2022	Loan Documentation for All Legal Entities Elizabeth Fast, Spencer Fane LLP
Monday a.m.	Completing the SAR Line-by-Line Mary-Lou Heighes, Compliance Plus, Inc.	Morning	
11/16/2021	IRA Overview: Traditional, Roth & SEP Plans Frank J. LaLoggia, LaLoggia Consulting, Inc.	1/26/2022	
11/17/2021	Partnering with Fintech Companies: Due Diligence, Evaluation & Risks Elizabeth Fast, Spencer Fane LLP	60 Min. a.m.	
Morning	Your Depositor Has Died: Actions to Take, Mistakes to Avoid Deborah Crawford, Gettechnical Inc.	1/27/2022	
11/17/2021	The Legal Side of Remote Deposit Capture: Risks & Liability Elizabeth Fast, Spencer Fane LLP	Morning	
11/18/2021	Security Officer Reports to the Board: Timing, Contents & Requirements Barry Thompson, Thompson Consulting Group, LLC		
11/30/2021	Visa Debit Card Chargebacks Diana Kern, SHAZAM, Inc.		
Morning	Commercial Loan Annual Credit Review Aaron Lewis, Young & Associates, Inc.		
11/30/2021	Opening Multi-Tiered Business Accounts Deborah Crawford, Gettechnical Inc.		
12/1/2021	Head Teller Development: Improving Teller Performance Molly Stull, Brode Consulting Services, Inc.		
Morning	ACH Series: Quick Start Guide to ACH for the Frontline Michele L. Barlow, Macha/PAR		
12/2/2021	A Year in the Life of a Compliance Officer Dawn Kincaid, Brode Consulting Services, Inc.		
12/7/2021			
12/9/2021			
12/14/2021			
12/16/2021			
1/4/2022			
1/5/2022			
1/6/2022			



Live webinars include unlimited connections within your institution; handouts and take-away toolkit and presenter's contact info for any follow-up.

Most webinars are scheduled from 2:00-3:30 PM Central Time unless otherwise indicated.

Director Series webinars are scheduled from 10:00-11:30 AM Central Time Please check the brochure copy to confirm the time.

On-Demand webinars are available two days following the live date and include a free digital download—yours to keep indefinitely! Share the link with anyone at your institution. Handouts and take-away toolkit and presenter's contact info for follow-up also included. On-Demand webinars are available for six months after the live date.

Remember for every 10 live webinar and/or on-demand webinar + free digital download you purchase you will get one webinar FREE!

Independent Community Banks of North Dakota

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www.icbnd.com



ICBND Office Hours:

Business Hours

Mon-Fri
8:00am to 5:00pm

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