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Skimming and Card Cloning

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Howard & Howard—Embracing Change for More Than 150 Years

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The Baker Group's *Interest Rate Risk and Investment Strategies Seminar* was developed specifically for managers of financial institutions. Designed to meet the market challenges of today, it is an in-depth examination of current topics including:

- Economic Conditions, Interest Rate Outlook, and Fed Policy
- Investment Strategies to Protect Yield and Fight Margin Compression
- Liquidity and Interest Rate Risk – Thoughts on Current Conditions
- Security Selection for the Bond Portfolio - Finding Relative Value
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APR

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855.741.2777

Thursday	Friday
Breakfast	Breakfast
Seminar	Seminar
Lunch	Conclusion
Seminar	Golf Included
Dinner	

Guest Speaker
Dr. Lacy H. Hunt
Executive Vice President of Hoisington Investment Management Company

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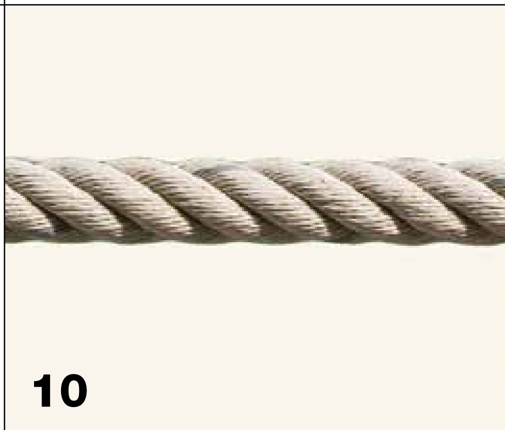
Who Should Attend
Financial institutions' CEOs, CFOs, investment officers, board members, and those who are directly or indirectly responsible for financial management functions will benefit from this seminar. ***There is no cost for this seminar.***

For your convenience, register online at GoBaker.com/florida. Call Skoshi Heron at 888.990.0010 for more information.

11 hours of Economics and Finance CPE credits will be earned for your attendance.

The Baker Group



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2020 Group Meeting Tour Set to Go!

CBAI LEADERS AND EXECUTIVE STAFF are visiting 11 locations on the 2020 Group Meeting Tour this spring. Bankers from nearly 200 banks participate in these enjoyable and informative events each year. Consisting of an informative, hot topic presentation, as well as association reports, Group Meetings provide an excellent opportunity to get the latest information on key banking issues and catch up with friends and peers. See the schedule of Group Meetings that follows and make plans now to attend!

The Group 1 & 2 Meeting will be held in a Guaranteed Rate Field's Upper Terrace Suite in Chicago. After the meeting, watch the Chicago White Sox take on the Cleveland Indians! The private indoor space overlooking left field offers a beautiful outdoor terrace, a skyline view of downtown Chicago, private bar, HD televisions and private restrooms. Enjoy unlimited well drinks, beer, wine and non-alcoholic drinks, and a menu featuring traditional ballpark snacks, tasty appetizers and an assortment of desserts.

The remaining Group Meetings consist of an optional golf tournament at a local course and a dinner meeting. Enjoy an afternoon at the links while taking advantage of networking opportunities with your peers.

Hot Topic Presentation
Skimming and Card Cloning
Across the country, skimmers and cloned cards are costing financial institutions millions of dollars in fraudulent transactions and re-issued cards. This program covers the anatomy of a debit card and how fraudsters are stealing this information with the use of skimming devices at ATM's, Points of Sale (POS) and fuel dispensers. The presenters share images of these devices and short videos to demonstrate how skimmers work, how these devices are installed, how data is collected, and how easy it is to clone a card from the collected data. A card will be cloned during this presentation.

Mike Burke is the senior robbery and crisis management consultant at SHAZAM. Burke came to SHAZAM in January, 2016, with more than 30 years of experience in retail loss prevention, criminal justice education, law enforcement and homeland security. During his law enforcement career as a sergeant detective, Burke was a case agent for financial institution robberies, drug investigations and homicides. Burke is currently a member of the Midwest Financial Fraud Investigators Association (MFFI) to ensure SHAZAM clients are receiving relevant, timely and accurate training. Burke also conducts skimming and card cloning training for the Iowa Law Enforcement Academy Basic Training classes in Johnston, Iowa.

Ben Hayden, risk services manager, has been a law enforcement official and a bank security officer. Currently, he is a SHAZAM cybersecurity expert. Hayden identifies the most critical areas of risk for your institution and allows you to walk away with practical advice and new perspectives on your role in protecting your institution from physical and virtual risks.

Guaranteed Rate Field, Chicago

Ann Briar Golf Course, Waterloo

He helps financial institutions mitigate risks in information technology, cybersecurity, physical security and BSA compliance. Hayden holds master's degrees in both computer engineering and information assurance, is a certified anti-money laundering specialist, and is a member of the Association of Certified Anti-Money Laundering Specialists. He has additional certifications and extensive training in electronic investigations, digital forensics and active shooter response.

Skins and Mulligans

The CBAI Career Development Division (CDD) will conduct the "skins" game and sell mulligans at each of the golf tournaments with the proceeds benefitting Community BancPac. You can join the fun by contributing so your foursome can participate in the skins game and perhaps win the pot at the end of the tournament. You may also purchase one or two mulligans, just in case you need that extra shot to improve your team's score. Remember, this is all in fun and to raise money for a great cause, your Community BancPac.

Association Reports

The opening portion of each Group Meeting focuses on critical legislative and association issues. CBAI President Kraig Lounsberry provides updates on Association projects and community banking in general, and Senior Vice President of Governmental Relations Jerry Peck offers an up-to-the-minute report of banking-related legislative activities. As always, you can expect a candid assessment of current political campaigns and a perspective on those campaigns from the community-bank point of view.

Door Prizes

CBAI will also hold drawings throughout the evening. At the beginning of each Group Meeting, one banker's name will be drawn from the list of registered bankers to receive a crisp $100 bill. At the conclusion of each meeting, CBAI will draw nine more names. The first five selected will each receive $50; the sixth and seventh individuals will receive $100; and the eighth person selected will receive $250 cash. The final individual chosen will win $500! You must be present to win all prizes.

Golf Prizes

One-hundred-dollar gift certificates from the pro shop will be awarded at the host course to first-place team members as well as $50 gift certificates for the longest drive and longest putt at each Group Meeting. If more than 10 teams participate in a tournament, additional $50 gift certificates will be awarded to second-place team members and one for closest-to-the-pin.

Group Meeting Schedule

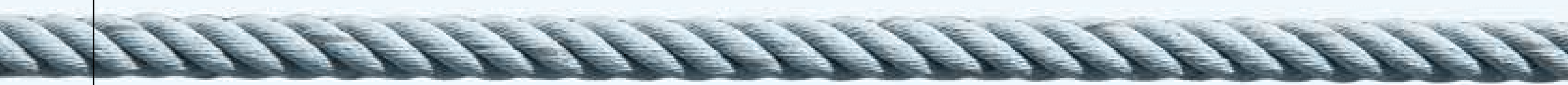
If the meeting in your designated group does not work with your schedule, feel free to attend any of the other 10 meetings. Check out the schedule below and find the date and location that best fit your schedule! ■

Group Meeting Schedule For 2020

Date	Group(s)	Location
Monday, May 4	10	Annbriar Golf Course, Waterloo
Tuesday, May 5	12	Franklin County Country Club, West Frankfort
Wednesday, May 6	11*	Effingham Country Club
Monday, May 11	9*	Jacksonville Country Club
Tuesday, May 12	7*	Crestwicke Country Club, Bloomington
Monday, May 18	4	Pontiac Elks Country Club
Monday, June 1	8	Mattoon Country Club
Monday, June 8	3*	Lake Carroll Golf Course, Lanark
Tuesday, June 9	5*	Soangetaha Country Club, Galesburg
Thursday, June 11	1* & 2	Guaranteed Rate Field, Chicago
Monday, June 15	6	Spring Lake Country Club, Quincy

*Odd-numbered CBAI Groups will hold an election for the Group Director; term of office is two years. The procedure for nominating Group Directors will be sent to all banks in each CBAI Group with the first mailing. Banks with multiple attendees must designate one person to vote.

Don’t Hitch Your Strategy to a Rate Forecast



Lester Murray, Associate Partner, The Baker Group, Oklahoma City, OK

Fate Has Earned Its Reputation

2019 may best be remembered as the year when things that weren’t supposed to happen, happened anyway. The world’s major economies weren’t supposed to have spiraled downwards, but they did. Bond yields were not supposed to have fallen, but that’s what happens when growth decelerates. The Fed was not supposed to have reversed monetary policy and cut rates, but that happened, too – three times. The presence of these conditions would be less significant were it not for the fact that most community banks had been readying their balance sheets for rising interest rates ever since the end of the Great Recession almost 11 years ago.

And who could blame them? Since the beginning of the current growth cycle in mid-2009, regulatory authorities of all ilk have been loudly and repeatedly sounding the alarm of higher interest rates couched in their concern that this inexorable fate would harm earnings and impair capital. Risk, though, is a tricky thing. Its genesis does not typically spring from what is expected; rather, it comes from the unexpected things that sneak up on us.

As a result, most community banks are very well prepared for rising rates, a condition that doesn’t exist, but less well prepared for low and falling rates; circa 2019. Preparing a bank’s risk profile for only one environmental condition is the perfect strategy to employ as long as one’s prescience is also perfect. But, managing interest rate risk and/or an investment portfolio should not be about outguessing the market. Nor should it be about trying to get ahead of the Fed or making bets based upon economic forecasts that are less reliable than astrological ones. What if a bank could make itself indifferent to interest rates? What if earnings projections could be made to be consistent across a wide spectrum of interest rate backgrounds? What if risk managers prepared their balance sheets for more than one outcome?

Accomplishing these ideals sounds great as a concept, but in practice, very few institutions ever reach the promise land of interest rate indifference. One reason for this may just be the nature of human nature. Most people tend to think their beliefs and perceptions about the universe, including interest rates, are the correct ones. Self-belief is a good thing, but so is self-awareness; managing risk for multiple outcomes requires at least a tacit admission that one’s view of the future might be wrong. Such an epiphany can suggest behavior that may seem to go against the grain.

The Boy Who Cried “Bear!”

In 2009, the winter edition of the FDIC publication *Supervisory Insights* contained a piece entitled “Nowhere to Go but Up: Managing Interest Rate Risk in a Low-Rate Environment.” It was filled with cautionary encouragement for banks to prepare for higher market rates; not at all unreasonable given that short-term rates were barely hovering above zero. But also, back then, Ten-Year Treasuries were yielding close to 4% and the nominal yield of the Bond Buyer 20 Year G.O. Muni Index was around 4.25%. Needless to say, those risk managers who were only managing for a single outcome, the one defined by higher rates, avoided such things. The “smart” money stayed short because that’s what smart money does when it “knows” rates have nowhere to go but up. As a result, many “smart” portfolio managers missed some big investment opportunities because their strategy was too invested in a perception that allowed no room for any world that didn’t involve higher and rising interest rates. This world is still worlds away.

What If You Didn't Have to be Right?

What about risk managers who operate without an overriding market bias? How do managers manage without an emotional investment in a rate forecast? They do it by allowing for the possibility of multiple outcomes, even some unlikely ones. Those portfolio managers who invested in 20-year municipal bonds back in 2009 didn't do it because they "knew" rates were going to fall, which they did; they did it because they didn't know what rates were going to do. They loaded up on high cash-flow instruments at the same time and for the same reason: they didn't know where rates were headed but they wanted to be ready for anything. And they have been. Their long-term, high-yielding bonds have provided much needed income during times when yields trended downward, and their reservoir of short-term cash flow has been a repricing boon for those times when rates trended higher or back-up liquidity was needed. Successful risk managers don't have to be smart enough to see into the future, they just have to be smart enough to realize they can't. ■

Lester Murray joined The Baker Group in 1986 and is an associate partner within the firm's Financial Strategies Group. He helps community financial institutions develop and implement investment and interest rate risk management strategies. Before joining The Baker Group, he worked at two broker/dealer banks in Oklahoma City and was also an assistant national bank examiner. A graduate of Oklahoma State University, Stillwater, he holds Bachelor of Science degrees in finance and economics. Contact: 800/937-2257, lester@GoBaker.com.

A Fluid 2020 Outlook in the Insurance Space

Patti Tobin, Producer, Financial Practices Division,
Community BancInsurance Services, powered by Arthur J. Gallagher & Company, Springfield, IL

Happy belated New Year to all the bedrock community bankers throughout the state.

Will it prove to be a happy year? Time will tell. There is certainly reason for community bankers to be hopeful. Continued strength in the labor market, some relief in the trade war that's been a headwind for Midwestern farmers and manufacturers, and record returns in equity markets all bode well for small and mid-sized business investment and growth. Still, risk abounds. Geopolitically, the world seems like a tinderbox some days.

In Illinois, we have a very proactive state government when it comes to labor laws. We have more employees eligible for overtime under federal law. We have cyber threats that morph daily like a parasite. We have vaping, and people dying from it, and a group health insurance market that is poised to react. We have legal recreational cannabis.

Here are a few of the trends we see impacting community bankers this year.

Cannabis is legal. But can you bank it?

Cannabis sales reportedly topped $10 million in the first week of legalization in Illinois.

Champions of the legalization movement are touting the new tax revenue from sales of legal cannabis. Analysis by the Illinois Policy, an independent think tank, shows Illinois has imposed the second highest tax rates at the retail level. In Chicago, consumers will be taxed as much as 41.25 percent in taxes on products with the highest THC levels — the chemical in cannabis that gets you high, for the uninitiated.

High tax rates could produce unintended consequences. In California, where cannabis has been legal since 2018, approximately 80 percent of cannabis sales come from the black market. Taxes have driven up the cost of the legal market, and California's taxes are lower than Illinois, according to Illinois Policy.

A core argument to legalizing cannabis is that it effectively neutralizes the black market. But that isn't necessarily happening in other states, where in some cases criminal sales are thriving, in part because they can sell the product more cheaply.

In the community banking space, the question has always been the friction between federal and state law.

Bankers have been taking the lead from regulators and deploying a "don't ask, don't tell" approach. Typically, banks are not advertising their services to the cannabis industry, likewise, many may not be actively turning that business away either. We have also heard that banks are not asking the secondary question of businesses that may be a party to the industry — think of a contractor that builds a strip mall that houses a thriving pot dispensary.

Under the letter of the federal law, the financing for that contractor is cannabis money.

There is a solid chance that what risk there may be in banking legitimate cannabis enterprises will go away this year. The SAFE Banking Act of 2019 prohibits regulators from holding banks liable for banking legal businesses. It passed the U.S. House of Representatives rather easily and has been referred to the banking committees in the Senate.

Banks will have relief if and when it passes. But there will be those laws of unintended consequences to then factor: which cannabis depositor will be a legal entity, and which will come from a potentially growing black market?

Cyber Security

This is a true story. We recently came across a claim in which a young bank employee took a “selfie” in their workstation and posted it on social media. Unbeknownst to them, the picture captured a digital screen in the background that clearly relayed a bank customer’s account information.

While there was no criminal intent, clearly there was still real harm.

In the first 10 months of 2019, there were 140 cyberattacks on state and local governments and health care providers. Every industry is grappling with cyber threats. Banks gather and store an infinite stream of the most sensitive information, to say nothing of the fact that they hold the cash.

Every employer and every employee throughout our community share in the massive responsibility to protect consumer data. Banks need to think of their cyber strategy as a plan in continuous evolution. Do you know your vulnerabilities? Do you know if the safeguards to your network are up to speed with the latest threats? Is your staff properly educated?

Do you know what your cyber policy covers and what it excludes?

New Overtime Rules in Effect

With the New Year came new standards for how banks must classify workers that are eligible for overtime pay.

The salary threshold exemption under the Fair Labor Standards Act has increased to $648 a week, or $35,568 a year, from $455 a week, or $23,660 a year.

The upshot is that in most banks, more employees will be eligible for overtime pay. The Labor Department has indicated that it will update the threshold more frequently going forward, but in the meantime, banks need to be cognizant of the change, and take immediate measures to understand which employees are impacted.

Thank You for Not Vaping

You don’t let customers smoke in your bank. Do you let them vape?

As of January 14, 2020, the CDC reported 2,668 hospitalizations related to vaping, or e-cigarettes. Sixty deaths had been confirmed in 27 states.

Researchers have been able to link the fatalities and illnesses to Vitamin E Acetate found in the products. Most of the illnesses came from vaping products with THC.

Vaping is new on the radar for insurers, but we do expect to see ramifications from the well-publicized outbreak, and soon. We haven’t seen vaping as an exclusion on a group health policy, or the use of vaping on a health questionnaire, the way we do with smoking. But we are predicting those are coming.

Read Your Insurance Policies

Over time the chances of claims arising are real. Every insured individual needs to be aware of the general parameters of the insurance policies as a legal party to those contracts.

You don’t need to be a lawyer, nor hurry to hire outside counsel to translate policies. As an industry rule of thumb, insurance contracts are written with the vocabulary level of an attentive eighth grader.

Know what your duty is in the event of a loss. At the very least, know the exclusions in your policies. Doing so has a direct correlation to improved practices and policies, we think, and can highlight where protections in contracts can be improved. It is not optimal for your learning experience to begin at the time of loss.

We hope 2020 is a great year for us all! ■

Community BancInsurance Services, a division of Arthur J. Gallagher & Company, is the exclusively-endorsed insurance representative of CBAI/CBSC. Ask for Patti Tobin, CIC, Insurance Advisor and Area FI Director, Financial Practices 217/414-4485 or patti_tobin@ajg.com. For the Group Benefits Division, you may contact Susan Cassiday, Account Executive 800/982-6564 or susan_cassiday@ajg.com.

Capitalizing on Change in 2020

Tina Giorgio, President/CEO, ICBA Bancard, Washington, D.C.

In banking, one thing is certain—and that is change. With the advent of new technologies and solutions, education will be the indispensable complement to ensure community banks can take advantage of the opportunity these changes afford.

It's with that spirit of promise and need for knowledge that I want to touch on three industry developments that should be on every community bank's priority list in 2020 and beyond: Internet of Things (IoT), digital wallets and customer relationships. Each involves a healthy dose of technology, a commitment to learning, and a steadfast understanding of your customers' needs.

1. IoT. IoT speaks to smart devices that interconnect to simplify front-end processes. Forecasters predict that this year an estimated 20.4 million devices will be connected worldwide. While many devices leverage technology advancements in a smart home setting, business adoption is expected to increase as well as the industry moves towards automated solutions to create efficiencies, save costs and gain greater insights into customer behavior.

Understanding how IoT aligns with your business customers' needs will help you develop services that not only enhance their internal processes, but address their customer-facing opportunities as well. Leveraging IoT for your bank's internal process advancements and data analysis will help improve the customer experience and support your overarching business goals, too.

2. Digital Wallets. It's no secret that digital wallet usage is growing thanks to efficiency, convenience and security attributes that are in high demand by consumers. In fact, 29 percent of U.S. consumers would like to pay with their smartphone all the time — preferably through their financial provider. Ensure you're exploring rewards programs and customer benefits that keep your cards top-of-wallet and enable you to meet the needs of existing and new digital-first customers and earn a greater share of the billions of dollars spent through digital wallets.

3. Customer-first approach. The technological boom that's happening around us places the customer squarely at the center of its development. Advancements are not coming for the sake of the technology — they address customer demands and expectations. The more you engage your customers, the more they spend and the more loyal they will be to your bank. This means that the thriving relationship banking model community banks live and breathe by has become a critical priority.

But how do you leverage technology to support that relationship? In addition to traditional interactions, think of the potential of new technology, such as artificial intelligence and machine learning that can crunch large amounts of data quickly to better understand your customers' trends, patterns and desires. Analyze those data points to glean how, where and with whom your customers are conducting their payments and then offer custom products and services that anticipate and directly address those needs.

For innovation to be successful, it must be interwoven as part of your culture and strategy at the bank. With careful thought and strategic alignment with organizational plans, community banks will be well positioned to capitalize on the promise of these new technologies to create a memorable banking experience for customers. ■

Tina Giorgio is president and CEO of ICBA Bancard. She can be reached by e-mail at tina.giorgio@icba.org or by phone at 800/242-4770.

Gig Economy Banking:

Three Ways to Win Over the Freelance Workforce

Keith Brannan, Chief Marketing Officer, Kasasa, Austin, TX

Uber driver. Freelance writer. Airbnb host. The ways to create an income (sometimes viable, sometimes not) in today's economy are so vast that it's led to its own name: gig economy. With more than one third — or 57 million — of U.S. workers participating in some way, you can bet that at least a few of them are your current or potential account holders.

The term "gig economy" was coined a decade ago when the number of workers turning the nine to five into whenever and the office into a digital buffet of income opportunities started growing. It can refer to temps, consultants, independent contractors, freelancers and project-based hires — basically anyone who's got a "side hustle." Income and banking needs go hand in hand, and for all the flexibility this type of work provides, it comes with its own set of financial challenges. That's why the gig economy presents an opportunity for bankers to rethink their product offerings and marketing to appeal specifically to these consumers.

Gig economy workers are a virtually untapped market for community financial institutions, but one to which you should pay attention, especially since the freelance sector is growing three times faster than the rest of the workforce. While several apps have been created to facilitate better banking experiences for these individuals and online-only banks have gotten into the conversation (more on that later), their efforts have been met with mixed reactions. And with megabanks slow to adapt, appealing to these consumers is a solid strategy to help community financial institutions take back market share.

WHO ARE THE GIG ECONOMY WORKERS?

With app-based platforms behind a lot of the gig economy trend and studies that have shown just how much Millennials value flexibility and freedom, you might think that younger generations are the largest segment of this workforce. Not quite.

According to the *Boston Herald*, Baby Boomers raked in the most money and performed more work than any other generation on Wonolo, a site that helps companies find short-term workers.

This news isn't all that counterintuitive when you think about the fact that many Boomers aren't yet retirement ready due to longer lifespans, declining pensions and shaky social security. With that being said, Millennials, Gen X and even Gen Z are still important members of the gig economy.

Also, it's important to note that being a gig economy worker isn't itself indicative of income level. Babysitters, rideshare drivers, or food deliverers may make meager wages, but gig economy can also refer to high-price consultants and contractors.

WHAT ARE THE BANKING CHALLENGES OF THE FREELANCE WORKFORCE?

If gig economy workers range in age and income level, there must be a place they all intersect — a place where you can appeal to this cohort as a whole. So, what is this commonality? It is their financial challenges. Unlike members of the traditional workforce that have a steady income, paid time off and benefits, freelancer finances tend to be much more unstable.

Here are just some of the financial challenges freelance workers face:

- Inconsistent income patterns
- No employer-provided benefits
- Unusual tax requirements

If you can position yourself as a financial partner — and provide real solutions to these problems — you'll be well on your way to winning over these consumers. After all, neo banks have already recognized the value of this sector and have created product suites to tap into it.

THE NEOS HAVE "SOLUTIONS" — BUT ARE THEY ENOUGH?

Some neo banks have positioned themselves as the answers to freelancer prayers. With products like automatic savings accounts, checking with slightly enhanced overdraft protection, and gussied up payday loans, it can be argued that these digital banks aren't reinventing the wheel — or providing much new value for consumers.

According to *Wired*, "[Neo banks'] come-on is that they're super-convenient, all-digital, mobile alternatives to the big banks. Better yet, they're focused on their customers' "financial health." However, the article argues that while many Americans, gig worker or not, are still living paycheck to paycheck, these neos do nothing more than "slap a slick veneer of tech over basic banking services, push the paycheck cycle up by a couple of days, offer some basic budgeting tools, and call it a revolution in consumer banking[.]"

Still, with millions of consumers flocking to them, neo banks are doing something right by appealing to a massive audience that no doubt includes the gig economy workforce. So, why not beat them at their own game?

THREE WAYS YOU CAN WIN OVER GIG ECONOMY WORKERS

1. Offer (truly) innovative products.

Whether a gig worker makes a lot or a little, one thing is true: they'll most likely experience a lapse in paychecks at some point. Offering solutions that provide these consumers with peace of mind and financial assistance during these scary times is a must.

As the only loan on the market featuring Take-Backs™, the Kasasa Loan® allows consumers to pay ahead on their auto or personal loan and later access that money if they need it. It provides an ongoing solution for gig workers who have fluctuating incomes, rather than a one-time band-aid. Take that, neo payday loans.

PNC has recognized the possibilities in gig economy banking, too, and is beta testing a new digital-only checking account, called indi, that offers automatic savings from direct deposit and the ability to see transactions in real-time.

2. Target your marketing.

You probably know your message travels further when you're talking to a specific person. If you're already using customer segmentation in your marketing (or working with a partner who provides it for you), add gig economy workers to the list. Think about the needs of this segment and tailor your messaging directly to them.

3. Be a financial partner.

From 1099 tax help to retirement planning, gig economy workers need a true financial partner — a relationship that goes beyond providing basic accounts and services. Taking a proactive approach to your relationships (for current and prospective account holders) is the best way to provide a level of service that goes beyond what these consumers can find at other financial institutions.

"With little or no established banks and credit unions going after gig economy workers, no institution thinks it's losing any business among that segment, and therefore, ignores the segment as a strategic opportunity." – *Forbes*

Don't miss out on the opportunities the gig economy provides. As a community financial institution, this is your chance to take back market share by reaching an untapped market of consumers and offer innovative solutions for these consumers' unique needs. ■

Keith Brannan is the chief marketing officer of Kasasa®, the innovative leader in branded, community-powered banking products proven to drive profit and growth. He directs growth initiatives for Kasasa and the company's client base of more than 700 community banks and credit unions. He can be reached by e-mail at keith.brannan@kasasa.com.

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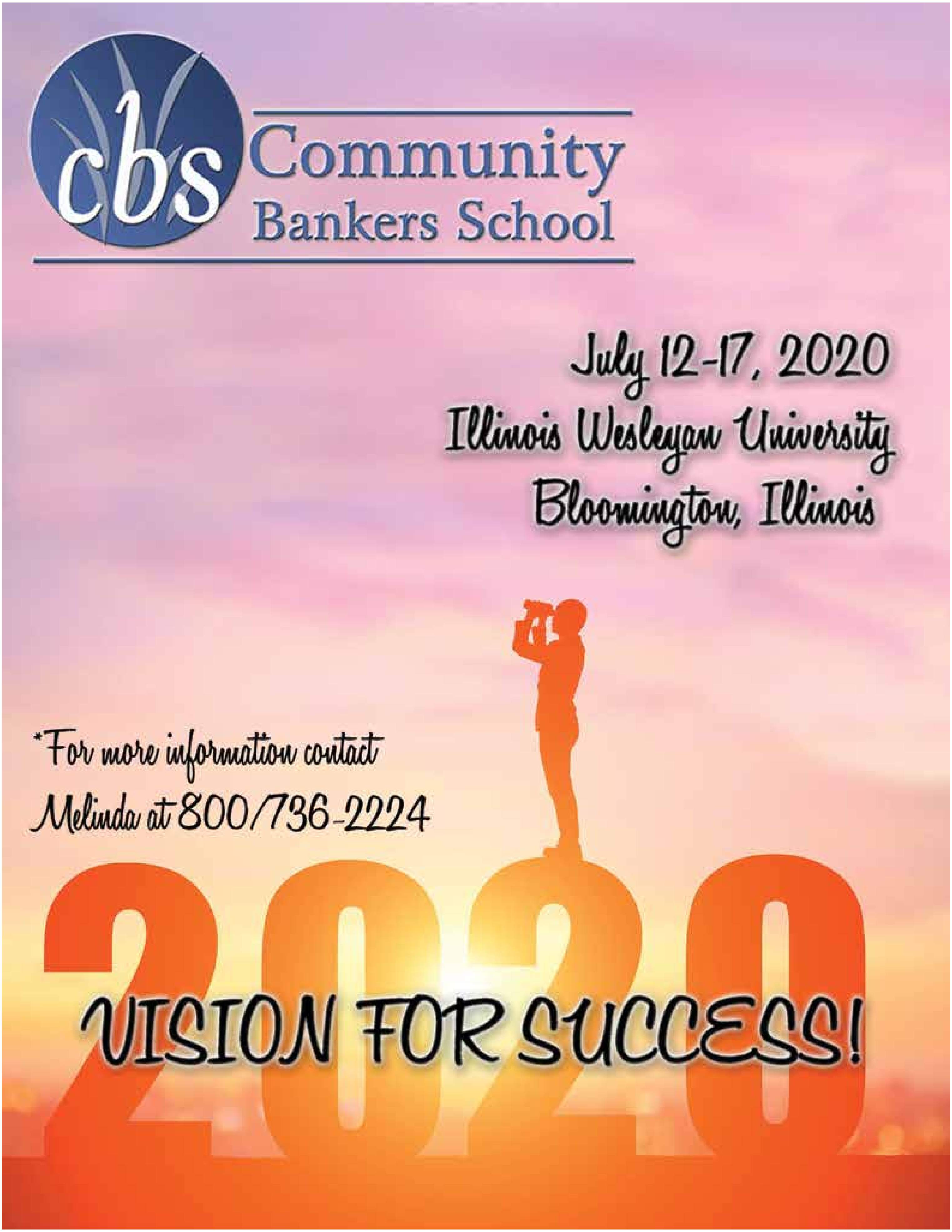
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CBAI's 46th Annual Convention & Exposition

September 24-26, 2020 • JW Marriott, Indianapolis, IN

Community bankers, start your engines! In 2020, we're heading back to Indy for CBAI's 46th Annual Convention. Indianapolis is home to the Indianapolis Colts, Indiana Pacers, dozens of annual festivals, numerous historical sites and museums, and of course, the Indianapolis Motor Speedway.

Over 300,000 race fans make the pilgrimage to Indianapolis Motor Speedway for the largest single-day sporting event in the world – the Indy 500. Like this prestigious event, community banking is rich with tradition, history and family.

Community bankers take the green flag and run all 200 laps of the race for their customers and communities, making all the necessary pit stops along the way. Whether it is providing a home loan or small business loan, stepping up with a sponsorship, organizing a charity drive, or helping someone save for college, community bankers want to see their customers celebrating in the victory lane.

CBAI needs you for this incredible edition of "The Greatest Spectacle in Banking." So, get your tickets, meet us at the track, and get ready to qualify, because you don't want to miss CBAI's 46th Annual Convention & Expo, September 24-26, 2020, in Indianapolis!

Opening Breakfast Speaker

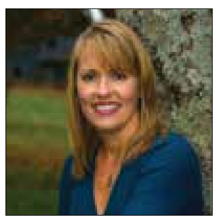
Christine Cashen delivers a fast-paced, hilarious program with useful content that makes her a sought-after speaker worldwide. For more than 15 years, she has jazzed an amazing variety of audiences throughout the United States, Canada, South Africa and Australia. Cashen is an authority on sparking innovative ideas, handling conflict, reducing stress and energizing employees.

Before hitting the speaking scene, Cashen was a university admissions officer, corporate trainer and broadcaster. Cashen holds a bachelor's degree in communication and a master's degree in adult education. She is a member of the National Speakers Association and is a Certified Speaking Professional (CSP).

What makes her unique is the "real" factor. Whether talking about her "hottie engineer" husband, her pet peeves or growing up in an Italian/Irish household, audiences always relate to her experiences, struggles and lessons. She combines a down-to-earth attitude with a colorful artistic streak. Comments such as "I feel like I've known her forever," "We must take her back to our workplace," and "It felt as if Christine was speaking directly to me," are a testament to her effectiveness and style.

Cashen is the author of *THE GOOD STUFF: Quips & Tips on Life, Love, Work and Happiness*, which was named motivational book of the year by the Next Generation Indie Book Awards. She has also been featured as a creativity expert in HOW Designs at *Work* magazine. Her learning resources also include: *Get What You Want with What You've Got* DVD, *The Fun Factor* DVD, *The Good Stuff* CD audio book and *Why Can't Everybody Just Get Along* CD.

Closing General Session



As a salesperson, Vallie Smith Collins found that travel was often a requirement of her job. As a result, Collins was a passenger on US Airways Flight 1549 that landed in New York's Hudson River on January 15, 2009. Collins shares the details of her experience during the flight and rescue of the event that has become known as the "Miracle on the Hudson," in the hope that the experience inspires and motivates all to treasure each and every day because "every day is a lucky day!"

Vallie Smith Collins resides in Maryville, Tennessee, with her husband and three children. She is a member of Maryville First Baptist Church and serves on the board of 147 Million Orphans and the Maryville City Schools Foundation. She is also a member of Maryville Junior Service League, former board chair for A Secret Safe Place for Newborns of Tennessee, and an alumna of Leadership Blount.

Collins is a graduate of the University of Tennessee, Knoxville, with a degree in biomedical engineering. For more than 13 years, she was employed as a senior account manager for a contract manufacturer of medical devices, pharmaceuticals and consumer products. Her interests and hobbies include tennis, running and spending time with family and friends.

Make plans now to attend CBAI's 46th Annual Convention & Expo on September 24-26, 2020, in Indy! This convention promises top-notch speakers, pertinent and timely education, camaraderie and exciting social events!

For more information and to take advantage of early-bird pricing, visit www.cbai.com. ■

Compliance Institute - Operations/Deposit

Eighteen community bankers came together on January 14 & 15 at CBAI Headquarters for the 2020 CBAI Compliance Institute (Operations/Deposit). This institute was led by Bill Elliott from Young & Associates, Inc., in Kent, OH.

(First Row L-R)
Lori Weber, CNB Bank & Trust, N.A., Carlinville
Megan Ham, CNB Bank & Trust, N.A., Carlinville
Alex Lambert, Flanagan State Bank
Heather Strike, Farmers National Bank, Prophetstown
Marcella Smith, Bank of Bluffs
Sarah Volle, The Farmers Bank, Mt. Pulaski
Merla Coen, The Farmers Bank, Mt. Pulaski
Bill Elliott, Young & Associates, Inc.

(Second Row L-R)
Molly Ruyle, First National Bank of Raymond
Nelson Correa, Fairview State Banking Company
Todd McDowell, Dieterich Bank, Effingham
Matt Jones, Prairie State Bank & Trust, Springfield
Kris Allen, Bank of Bluffs
Anita Baird, Bank of Yates City
Samantha Dundas, Peoples Bank of Kankakee County, Bourbonnais
Megan Benhoff, Germantown Trust & Savings Bank
*Delaina Zellers, German-American State Bank, German Valley
Shannon Culberson, Midland Community Bank, Kincaid
Jennifer Zerrusen, First Neighbor Bank, N.A., Toledo

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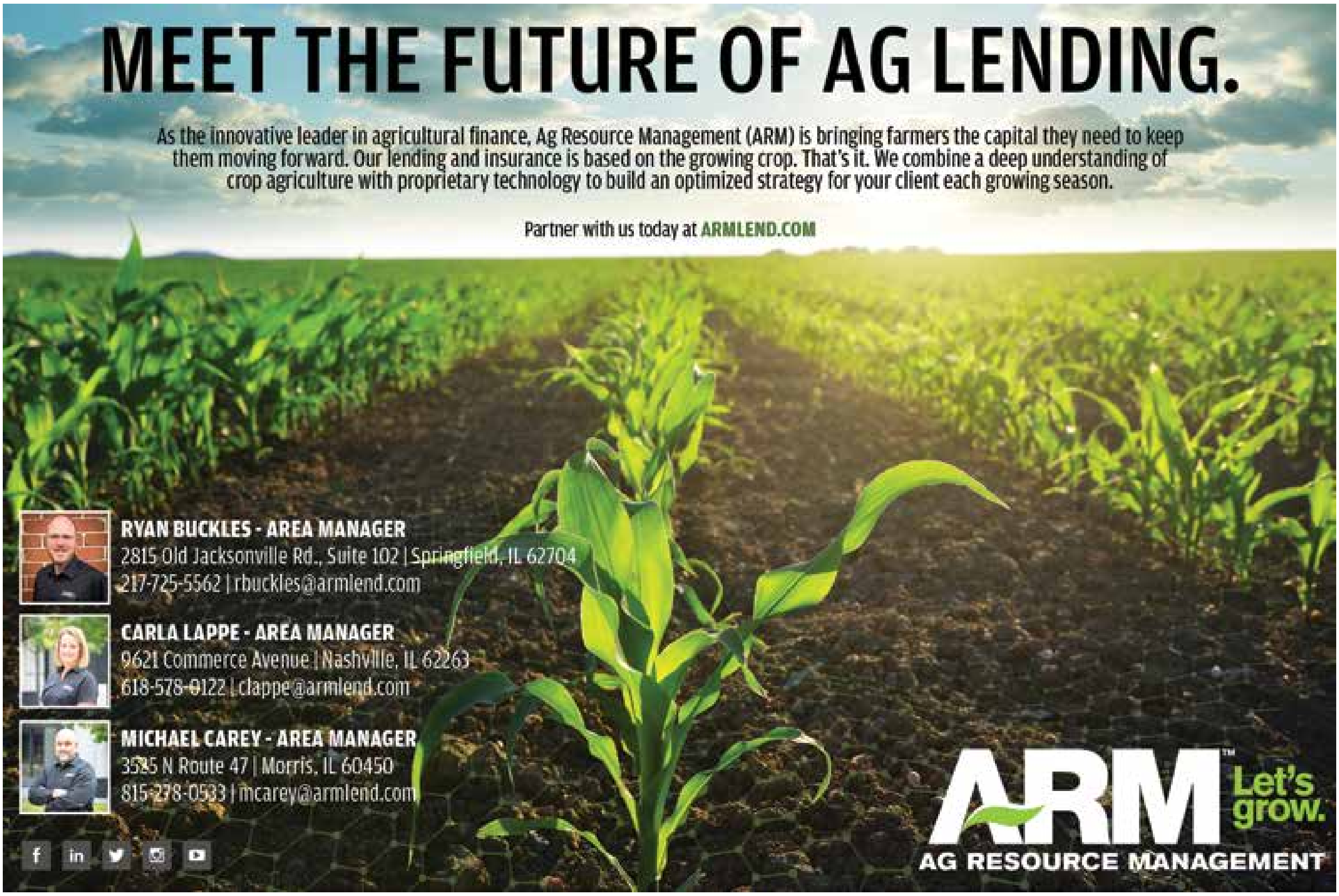
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3 Things to Focus on After a Competitor Acquisition or Branch Closing

Dan Novalis, Founder, 2Novas Inc., St. Louis, MO

Acquisitions and branch closings are a unique catalyst for customers to consider switching banks. When these events happen in your market, your bank has a unique opportunity to take advantage of this customer mobility.

In our work with community banks in this time of rapid consolidation, we've run several successful campaigns to capture customer attention and put a bank's brand front and center as customers explore their market for a new financial institution.

Often, banks will send direct mail postcards, local newspaper ads, letters from the president, or step up their outdoor advertising (billboards, bank signage, etc.). While these tactics can attract attention, they can take time to put together. And, they miss the mark on a common goal of many community banks: attracting younger clientele. To do this, you need to move faster, and think digital.

One of our clients, a bank in central Missouri, was recently faced with what to do after their closest competitor's acquisition. We put together a three-month plan to make them more visible on Google and the internet in general and tied our advertising to the brand values they wanted to promote the most. A Google search ad drove 37 phone calls in the first two weeks. The bank had an all-time record number of account openings (42% higher than their previous record!) in just the second month of the campaign. By the end of the campaign, their loan applications were on the rise, reversing their typical trends for that season.

It can take several months to entice customers to switch, even in the face of an acquisition, but keep at it and the results will come. A lot can come to mind when this situation faces you, but we suggest keeping your focus on three main areas:

1. New Messaging

Now is the time to create a fresh message to remind your community that you're not going anywhere. Consider your bank's history, anything unique – oldest charter, the only remaining bank headquartered in your town or county, local staff, and so on. Then, think about the typical customer you're trying to reach – are they younger, older, what are their financial goals or challenges?

Try to find a phrase or slogan that speaks to them – without being too generic. "We're with you," "Here to Stay," and "Here for the last 108 years, planning for the next" are all good ways to remind your customer base that you're sticking around. Couple this with images or other text that speaks to the customer's goals or challenges.

2. Google Ads

When customers first find out their bank is closing or being acquired, many immediately turn to Google Search. Make sure your bank is well represented there. Do you show up first, or close to it when you do a search? Search for things like "banks near me," "best checking accounts," "how to get a loan," even your bank's name, and see how you rank for each term.

It can take months to affect your rankings with search engine optimization – months you don't have when there's market movement – so we suggest Google Ads, which will put you at the top of the rankings immediately.

Most banks in smaller areas can have an ad on the majority of searches in their town for around $500/month. This may be higher if you are near a bigger metro area, but you can always cap your budget. It's important to let the ads run for two to three months to capture attention and for people who search multiple times over the course of a few weeks while they're making their decisions.

3. Digital Banner Ads

Finally, digital banner ads are a cheap way to get a large amount of brand visibility across the internet. Unlike Google Ads, which you target based on the things people are searching for and pay per click, banner ads are purchased by the impression (a single viewing of your ad) and targeted based on demographics, geography and interests. This means you can run your ads in a close radius to your branch(es), while also specifying precisely whom you want to reach. The ads will be shown multiple times to each person, too, meaning they'll build up brand recognition over time.

When that person becomes ready to make the switch, they may feel they know your bank already and come directly there or turn to Google Search – where you'll also have a strong presence!

Digital banner ads can be run in your Google Ads account – called display ads or intent-based ads. Or, if you have a marketing agency or partner, they can often run them in third party platforms that allow for more customization (and often cheaper rates).

These three recommendations alone will be enough to boost your visibility and new customer inquiries. Adding traditional advertising to the mix is a powerful way to make your brand as visible as possible to those customers looking to make a switch. ■

Dan Novalis owns 2Novas Inc., a community bank advertising agency based in St. Louis. Novalis has 15 years of experience as a marketing strategist and consumer behavior data expert, consulting for and with global ad agencies and digital advertising start-ups. Novalis holds a B.S. in computer science from Washington University in St. Louis, and an MBA in strategy and marketing from the NYU Stern School of Business. Find out more about 2Novas at https://www.2novas.com/banks. Novalis may be contacted directly at 314/966-2430 or dan@2novas.com.

In Memoriam

Michael Walter Miesner, 73, of Steeleville, passed away at his home on January 2, 2020, surrounded by family.

Michael was born on January 2, 1947, in Murphysboro, the son of Walter and Irma (Von Strohe) Miesner of Jacob. He married Jacqueline Svanda on July 30, 1971, at Steeleville United Methodist Church. He graduated from Southern Illinois University of Carbondale. He retired as vice president of loans at **First National Bank of Steeleville** after more than 27 years.

Mike is survived by his wife, Jackie Miesner, of Steeleville; daughters, Nicole (Tony) Jonas, of Mukwonago, WI, and Kristen (Jim) Vizcarra, of St. Louis, MO; four grandchildren, Emma, Michael, Lila, and Olivia; brother-in-law, Dale Berry; and several nieces and nephews. He was preceded in death by his parents; brother, Nelson Miesner; and sister-in-law, Bernice Berry; and father and mother-in-law, Norman and Janey Svanda.

John Joseph "Joe" Crawford, age 66, of Pinckneyville, IL, passed away on Thursday, January 16, 2020, in Barnes Jewish Hospital, St. Louis, MO.

Joe was born on January 8, 1954, in Du Quoin, IL, to parents William K. "Bill" Crawford, Jr. and Jean (Durkin) Crawford. After high school, Joe graduated from Lincoln College and subsequently attended Eastern Illinois University. On September 23, 1978, he married Connie Niann Klosterman at St. Paul United Church of Christ, in Pinckneyville.

In June 1975, Joe fulfilled his dream of continuing a multi-generational family legacy at **Murphy-Wall State Bank and Trust Company** where he would work for the next 44 years. Alongside his uncle, Bob Crawford, and his father, Joe learned the banking business and the importance of community by serving in nearly every position. After serving loyally on the bank board for 28 years, Joe stepped into the role of chairman of the board in 2017, after the passing of his father.

He is survived by his wife, Connie Crawford of Pinckneyville, IL; one son, Brian (Ashley) Crawford of Houston, TX; one daughter, Julie Wood of St. Louis, MO; a granddaughter, Tallulah Jean Wood; one sister, Janie (Herb) Walker of Wildwood, MO; one brother, James M. Crawford of Westminster, CA; as well as nieces and nephews, extended family members, and friends.

He was preceded in death by his parents; father, William K. Crawford, Jr.; mother, Jean Crawford; and two dear cousins. ■

First Women's Bank, Chicago, Issued First Permit to Organize a State-Chartered Bank in More than a Decade

FSBank, which will do business as First Women's Bank, Chicago, was issued a permit in January to organize a state-charted bank by the Illinois Department of Financial and Professional Regulation (IDFPR). This is the first permit to organize issued by the IDFPR since 2007.

CEO Marianne Markowitz and the other bank's founders are now able to begin a capital-raising campaign with a goal of $46 million. They hope to open their doors in the second half of this year. To date, organizers have raised $3.5 million in seed money from investors and individuals.

The main banking premises of the institution will be located at 835 West Washington Boulevard, Suite 2E, Chicago, which is currently under construction. The bank will focus on women-owned businesses, with a mission to promote gender equality and bridge the gender gap in access to capital.

The bank has lined up a seven-member executive team thus far, including recent hires Maria Tabrizi, chief risk officer, and Tod Gordon, chief financial officer. Tabrizi was the chief audit executive of MB Financial Bank prior to its acquisition by Fifth-Third Bank a year ago. Gordon most recently served as senior vice president, deposit products, and senior vice president and treasurer for Discover Bank, one of the largest online banks in the United States. ■

Member News

North Central Bank, Hennepin, recently named **Kim McKee** as the successor to the current **President/CEO Rick Jameson** upon his retirement in late 2020. McKee currently holds the position of vice president and COO.

Fisher National Bank announced several title changes in January.

Ryan Heiser is now community president-Mahomet and CEO.

Eric Stalter is community president-Fisher and CFO.

Damian Spencer is community president-Champaign and CMO.

Julie Welborn is executive vice president and CIO.

Additionally, **Jason Enos** was promoted to vice president of lending and **Crystal Bayler** was named compliance & BSA officer.

Mike Estes remains president of Fisher National Bank and Fisher Bancorp.

Tracy Albin recently celebrated 20 years with **The First National Bank, Mattoon**, where she serves as senior vice president/CFO.

Gary Marquis, **The First National Bank, Mattoon**, recently retired from the bank in December of 2019. Marquis served as vice president of consumer lending.

The First National Bank of Mattoon recently announced multiple promotions:

Julie Ames was promoted to vice president of consumer lending.

Emily Strader was promoted to vice president of retail services.

Kimberlee Ryan was promoted to vice president/trust officer.

Alliance Community Bank, Petersburg, is pleased to welcome **Jeremy Gebhardt** as its newest mortgage loan officer. Gebhardt will predominantly be managing the Loan Production Office in Riverton.

State Bank of Graymont recently welcomed several individuals to their team in the Pontiac office, including **Kendra Warren**, ag and commercial loan processor; **Kathy Porzelius**, deposit officer; **Kaitlyn Elzey**, teller; and **Victoria Henady**, teller.

Hickory Point Bank, Decatur, recently announced the addition of **Lori Gold Patterson** to its board of directors. Gold Patterson is the founder of Pixo, a digital engineering consultancy in Urbana.

Jeff Burgoyne recently joined the team at **Hickory Point Bank** as senior vice president of commercial banking, serving the Champaign and Danville area.

Glenetta Loucks retired from the **First National Bank in Pinckneyville** in January after 18 years of service.

Dennis Herridge and **Kim Thompson** retired from **The First National Bank of Lacon**, both having worked more than 40 years for the bank.

Peoples State Bank of Newton recently welcomed **Sean Nettleton** as manager of their Crop Insurance Division. Nettleton is an agronomist and received his bachelor's degree in plant and soil sciences, as well as a master's degree in plant, soil and ag systems from Southern Illinois University, Carbondale.

City National Bank of Metropolis appointed **Lisa Parmer** to collections officer and hired **McKell Hillebrand** as a loan officer.

First Federal Savings Bank, Ottawa, recently announced the promotions of **Tracy Tunnell** and **Tracy Bedeker.** Tunnell was promoted to vice president of mortgage production and Bedeker was promoted to vice president of marketing.

First National Bank in Allendale opened a new branch location in Carmi in January.

Larry Vaughn recently retired from **Anna-Jonesboro National Bank**. Vaughn has been with the bank for 21 years and has been a loan officer, compliance officer and CFO.

Anna-Jonesboro National Bank recently named **Clatus Bierman** as senior vice president and CFO. Bierman graduated from Southern Illinois University, Carbondale, and has worked as a CPA for the past 24 years.

Pedro Silva recently joined **Itasca Bank & Trust Co.** as a credit analyst.

The **Iuka State Bank** welcomed **Michelle Crawford** as a mortgage lender in December.

Community First Bank of the Heartland, Mt. Vernon, recently promoted four employees in various departments of the bank:

Jennifer Baum was promoted to assistant vice president/branch manager for the West CFB facility; **Carla Hayes** was promoted to vice president of commercial loan operations; **Jason Newell** was promoted to vice president; and **Curt Zurliene** was promoted to agriculture loan officer.

Community First Bank of the Heartland welcomed **Nicole Smith** in the Commercial Support Department in January.

Ncontracts, CBSC's preferred partner for risk management and compliance solutions, will now be served by regional sales executive **Sean Finney**. A native of Illinois, he is one of Ncontracts' top performers and will be attending CBAI's Capital Conference in April and other CBAI events throughout the year. He can be reached at Sean.finney@ncontracts.com or by phone at 615/981-8245. ■

The 2020 CBAI Compensation Survey Is Now Online!

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Is your bank competing effectively with your peers to attract, reward and retain the top talent in today's job market? Find out how your bank measures up!

Complete the 2020 CBAI Compensation Survey now and receive the results at no cost. National compensation experts BalancedComp have partnered with CBAI to:

1. Ease the process of participating – possible to complete in under 30 minutes;
2. Increase the survey's relevance to today's banking environment; and
3. Enhance the resulting data's usability.

Survey results remain confidential and free to CBAI member participants, thanks to sponsor IZALE Financial Group.

Go to www.cbai.com to link to the survey.

Completing CBAI's 2020 Compensation Survey is now even easier! Survey administrator, BalancedComp, has developed two demonstration videos to help you through the process. The first provides an overview of how to complete the survey and the second demonstrates the file uploading and position matching segment that allows you to download your salary and incentive data. Both videos are less than four minutes in length, but provide valuable information that is especially helpful if you are new to the process.

Two December Bankruptcy Decisions from U.S. Court of Appeals

Jerry Cavanaugh, CBAI General Counsel, Springfield, IL

Two opinions published by the U.S. Court of Appeals on December 11 and December 13, 2019, determined (1) the right of a creditor to pursue a guarantor on a debt even though the creditor was simultaneously pursuing collection from the debtor's bankruptcy estate and (2) the application of Illinois' protection from judgment collection of 85% of the debtor's wages to payment for unused vacation days at the time of severance from employment.

The description of the outcomes of any case(s) referenced in this column are for informational purposes only, and do not represent any legal advice or recommendation as to any course of action that a bank should, or should not, take in a specific situation. Any actual dispute between a bank and a debtor regarding collateral, in a bankruptcy scenario or otherwise, calls for the consultation with, and reliance on, actual legal advice from the bank's own attorney.

In the first case, CSI Worldwide v. Trumpf, Inc., a seller of goods ("Seller") planned to exhibit and sell at a trade show in Chicago. Seller hired Contractor to perform certain duties relating to the trade show; Contractor, in turn, hired Subcontractor; however, Subcontractor informed Seller of its doubts about Contractor's financial viability and told Seller that it would only perform its subcontracting duties if Seller agreed to assume direct payment responsibility to Subcontractor or, in the alternative, to guarantee the payment liability of Contractor to Subcontractor. Seller allegedly agreed, although that alleged commitment was never reduced to writing (see what happens when you don't hire an attorney?). After performing its work, Subcontractor billed Contractor and, as Subcontractor had feared, did not get paid. Subsequently, Contractor was in bankruptcy and Subcontractor filed a claim for $530,000 in the bankruptcy proceeding. Subcontractor then filed suit against Seller for that same amount pursuant to the alleged payment guaranty by Seller. The trial court granted summary judgment dismissal in favor of Seller, concluding that the legal principle of "judicial estoppel" barred Subcontractor from pursuing a remedy in civil court when it was pursuing a remedy for the same debt in the bankruptcy proceeding.

Judicial estoppel applies when a litigant pursues two inconsistent remedies to collect the same debt. The trial court determined that judicial estoppel applied and justified dismissal of Subcontractor's lawsuit simply because Subcontractor was pursuing two remedies to collect the same debt, even though neither remedy had yet resulted in recovery by Subcontractor of the amount owed to it. Subcontractor appealed to the U.S. Court of Appeals for the Seventh Circuit ("the Court"), which reversed the trial court's decision.

The Court found that Subcontractor was not, in fact, pursuing two inconsistent remedies to collect the same debt. While Subcontractor could not benefit by "unjust enrichment," collecting $530,000 from both the bankruptcy estate and the guaranty litigation, neither had yet resulted in a recovery by Subcontractor. Furthermore, Subcontractor was not pursuing two inconsistent remedies against the same obligor, but rather had two parties whose obligations to Subcontractor were independent of each other: a claim against the bankruptcy estate for wages unpaid by Contractor and a claim in litigation on Seller's alleged guaranty. For those reasons, the Court reversed the dismissal by the trial court of Subcontractor's guaranty lawsuit against the Seller and sent the case back down to the trial court for a trial on the merits to determine whether Seller had, in fact, incurred any payment obligation to the Subcontractor.

In the second case, In the Matter of George Burciaga, Employee filed for Chapter 7 bankruptcy shortly after losing his job. At the time, he was owed $24,000 for accrued but unused vacation time.

Section 12-803 of Illinois' Code of Civil Procedure protects bankrupt debtors by exempting 85% of their wages from any collection action. Employee sought exemption of 85%

of the $24,000 in unpaid vacation days from creditors in his bankruptcy proceeding. The Bankruptcy Trustee objected, seeking to include the entire $24,000 as assets in the bankruptcy estate exposed to claims of creditors, and the Bankruptcy Court agreed with the Trustee. When the Bankruptcy Court Judge's decision was appealed to the U.S. District Court, the District Court also found that there was no statutory exemption for any of the $24,000 in question. Both found that there was no exemption because there was no explicit reference in Illinois law to exempting vacation pay in a federal bankruptcy proceeding.

That outcome changed, however, when the case reached the U.S. Circuit Court of Appeals for the Seventh Circuit (again, "the Court"). The Court ruled that, even though bankruptcy is solely governed by federal law, the federal courts in bankruptcy cases defer to each state's law to determine exemptions from collection and, pertinent to this case, what does or does not constitute "wages." Because accrued and unpaid vacation days are compensable as wages upon termination of employment in Illinois, the Court reversed the lower courts' decisions and granted exemption status for 85% of Employee's pay for unused vacation days. ■

Legal Link is a free CBAI member benefit. For answers to your general, banking-related legal questions, contact CBAI General Counsel Jerry Cavanaugh at 800/736-2224 (IL only), 217/529-2265 or jerryc@cbai.com.

Nominations for the Excellence in Innovation Award are Now Being Accepted!

Nominations are being taken for 2020 Excellence & Innovation BKD Award Presented by CBAI and the accounting firm of BKD LLP. The purpose of the award is to recognize banks with an outstanding, innovative product/service or program. Your bank does not need to be a BKD client to enter. Nominations are due at CBAI headquarters no later than **Monday, June 1, 2020.**

Last year, the winner was Washington Savings Bank, Effingham. This year, your bank could be the winner! Enter your bank now!

You can find the nomination form at www.cbai.com or send an e-mail to the CBAI Department of Communications at cbaicom@cbai.com. We hope to receive your nomination soon!

CBAI Career Development Division Spring Meeting
April 22-23, 2020
Springfield, IL

The CDD Spring Meeting will be held in conjunction with the CBAI Capital Conference

For more information, contact Melinda at melindam@cbai.com or at 800/736-2224.

APRIL 2020

1	Deposit Documentation — CBAI Shazam Education Center, Springfield
1*	Commercial Loan Workouts, Restructuring & Loss Mitigation
2	BSA/AML — CBAI Shazam Education Center, Springfield
2	Deposit Documentation — Grizzly Jack's Grand Bear Resort, Utica
2*	Mastercard Dispute Resolution for Chargebacks
7	Internal Audit – Investments/Bank Operations — CBAI Shazam Education Center, Springfield
7*	10 Overdraft Hotspots, Including Regulations, Lawsuits & Guidance
8*	Board Secretary Training – Documenting Board Training, Minutes, Corrections & More
14-16	Residential Real Estate Lending Institute — CBAI Shazam Education Center, Springfield
14*	Advertising Compliance Part 1: Print, Radio & TV
15*	FCRA Compliance: From Delinquent Loans to New Hires
16	HR Group D — Drury Hotel, Mt. Vernon
16*	Establishing & Amending Traditional & Roth IRAs
17	HR Group B — CBAI Shazam Education Center, Springfield
21-22	Regulation Z University — Shazam Education Center: CBAI Headquarters, Springfield
21*	New FFIEC Procedures for Business Continuity Management & Resilience
22	Branch Manager Group A — CBAI West Conference Room, Springfield
22-23	CDD Spring Meeting — Abraham Presidential Hotel, Springfield
22*	10 Strategies for Remaining Independent in a Consolidating Environment
23*	Countdown to Reg CC Rule Changes Effective July 1, 2020
24	HR Group A — CBAI Shazam Education Center, Springfield
28*	Commercial Loans Secured by Real Estate
29	Marketing Conference — Erin's Pavilion, Springfield
29	CEO Forum Group III — CBAI Shazam Education Center, Springfield
29*	Consumer Bankruptcy: Compliance, Cramdowns & More
30*	Advertising Compliance Part 2: Website, Online & Social Media

* CBAI Webinar

CBAI Foundation For Community Banking

CBAI *Foundation for Community Banking*

FOUNDATION REPORT

Donation News

Fairfield National Bank reached the Platinum level of giving.

North Central Bank, Hennepin, donated $500 to the Foundation.

David Pirsein, First National Bank in Pinckneyville, contributed $100 to the Foundation.

Board and committee members of the CBAI corporate family donating travel expenses to the Foundation are: **Kevin Day, State Bank of Waterloo, Carol Jo Fritts, First Neighbor Bank, N.A., Toledo; Dan Graham, Flora Bank and Trust; Mary Jo Homan, Chester National Bank; Josh Kuntz, Goodfield State Bank; David Loundy, Devon Bank; Chad Martin, Goodfield State Bank; Patrick McShane, American Metro Bank, Chicago; Doug Parrott, State Bank of Toulon; David Pirsein, First National Bank in Pinckneyville; Gregg Roegge, Rushville State Bank; David Stanton, PeopleFirst Bank, Joliet; and Bill Wubben, Apple River State Bank.**

The Foundation received $152 from CBSC and CBAI board members as a result of the "dress-down" board meeting in December.

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