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Sept. 12  Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures
Sept. 13 New BSA Officer Training: Requirements & Real-Life Scenarios
Sept. 14 How to Originate & Onboard a New ACH Business: Set Up, Risk Assessment, Registry, Audit & Third-Party Senders
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In This Issue

- 47th Annual Convention Recap .................................................. 4-7
- 2018 Founders’, Up & Coming Banker Award Winners ............. 8
- 47th Annual Convention Tournament Winners ....................... 9
- 2018 Leaders of Tomorrow Scholarship Recipients .............. 10
- 2018 Best-of-the-Best Competition Winner .......................... 11
- CBI Hall of Fame Member Spotlight: Deluxe ......................... 12
- CBI Strategic Planning Service ............................................... 12
- 11th Annual Golf Tournament ................................................. 13
- From the Top .................................................................... 14
- Flourish ........................................................................... 15
- The More Things Change: MBS Prepayments ....................... 16
- Community Bankers for Compliance Fall Session ................ 17
- What Disclosures Do You Need On Social Media? .......... 18-19
- 3-2-1...We Have Contactless! .............................................. 20
- Community Banks Zap the Tech Gap ................................... 21
- Rural Mainstreet Survey ...................................................... 22-23
- Member News .................................................................. 24-25
- 47th Annual Convention Sponsors ....................................... 26-27

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- Midwest Independent Bank/FBBS .................. This page
- Bell Bank .......................................................... Page 9
- EMC Insurance .............................................. Page 9
- BCC Advisers ............................................... Page 11
- Deluxe .......................................................... Page 17
- First Bankers’ Banc Securities ......................... Page 19
- ICBA .......................................................... Back Cover

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An all-time record number of community bankers and their families, guests and exhibitors gathered at CBI’s 47th Management Conference & Annual Convention, the largest community bank gathering in Iowa, held July 18-20, 2018 in Okoboji. This year’s Convention’s theme of Don’t Stop Believing: It’s a Journey showcased CBI’s assistance to community banks in the ongoing journey of serving their local communities. CBI provides double-platinum education programs, goes on-record by advocating for community bankers on critical issues, and offers products and services that serve as valuable supporting acts to your bank’s operations. This reunion of bankers from across Iowa were informed and entertained by nationally recognized speakers, and shown new products and services at tradeshow exhibits. If you were unable to attend, here’s what you missed:

On Day 1, colleagues became partners on the golf course during the Mixed Pair Golf Tournament (see a photo of the winners on page 6). That evening during the Kick-Off Reception, the Leaders of Tomorrow (LOT) group presented scholarships to two exemplary Iowa students. The Kickoff Reception is also where the winner of the Best-of-the-Best Competition and 2018 Robert D. Dixon Founders’ Award recipient was honored. (Read more about the awards and their recipients on pages 8-11.)

Day 2 dawned on the lake during the 14th Annual Catch-and-Release Fishing Tournament (see winners list on page 9), and on the trail during CBI’s second annual 5K Run/Walk, held along the Great Lakes Spine Trail. Spouses enjoyed brunch and hand-mixed cocktails at The Tasting Room at Okoboji Commons, a UK-themed novelty hotel.

Breakout Sessions on Day 2 also offered bankers the opportunity to learn more about current important issues in the banking industry. The Regulators’ Panel breakout session featured Jeff Jensen, Assistant VP/Iowa Regional Director Federal Reserve Bank of Chicago, IA Division of Banking Superintendent Ron Hansen, and FDIC Regional Director James LaPierre, back by popular demand to answer questions on the current state and future of the regulatory landscape. The Economic Development Panel, made up of Sandy Ehrig, Economic Development Administrator with Iowa Farm Bureau Federation, Jim Thompson, Downtown Economic Development Specialist with Iowa Economic Development Authority, and Lisa Shimkat, State Director for America’s SBDC, presented and discussed “Economic Development Today: The Trends, the Issues, the Tools?”. The current state of payments fraud, cybersecurity and more were discussed in the Payments Fraud Panel, comprised of SHAZAM IT & Risk Consultant Ben Hayden, SHAZAM Fraud Consultant Liz Little, and Julie Hanson, SVP, Card & Payments with ICBA Bancard.

Speeches and presentations on timely topics from high caliber guest speakers in the banking industry provided advice, new ideas, and insight that bankers and affiliates can use in their businesses and their personal lives. At the First General Session, business adviser & radio host Ken Rutkowski walked us through current and future trends in business structure and practices, including a look at how to poise your organization to take advantage of future trends and stay in the game. ICBA Vice-Chairman Noah Wilcox updated attendees on ICBA’s and community banks’ mission to support their local small businesspeople and their communities, as well as recap efforts and successes in regulatory relief bill passage.

The Gala and Tradeshow held later that night brought together over 100 bankers to network and mingle. Bankers and their families were able to review products and services by CBI’s Endorsed, Associate and Affiliate Service members at the trade show and sample various wines and theme-based appetizers. Attendees also supported the CBI Education Foundation by buying tickets for a prize raffle and playing the Towels Up! coin-toss game.

The Town Hall Breakfast meeting on Day 3 had Iowa Rep. Chip Baltimore (R-Dist 47), IA Secretary of Agriculture Mike Naig and IA State Auditor Mary Mosiman as guest speakers. Featured was Knute & Amanda Severson, owners of Grand View Beef to give a more in-depth look at a successful Iowa business. The 2018/19 CBI Board of Directors opened the Second General Session as the fictional rock band The Tellers, air-guitaring their way to the stage to the sounds of “Don’t Stop Believing” by Journey. Next, Bloomberg’s White House Correspondent Jennifer Jacobs described what it’s like to be a member of the White House press corps as well as recounting some of her experiences and observances in covering the Tump administration.

Keynote Speaker Cmdr. Kirk Lippold (US Navy-Ret.) capped off the Second General Session with riveting storytelling, outlining styles of leadership while taking convention attendees through the hours leading up to, during, and after the bombing attack of USS Cole in the port of Aden, Yemen in the year 2000. Rounding out this year’s Convention was the Bankers’ Golf Tournament at Brooks National Golf Club (click here for a list of winners and scores).

CBI’s 47th Annual Convention has come and gone, but there are more chances to experience and participate in CBI’s valuable and informative events. If you didn’t join us at convention this year, attend the 11th Annual Golf Tournament (see more on page 13), and be sure to check out the Fall Community Banking Legislative Tour, being held November 27-30 & December 3-6, 2018 in various locations around Iowa.

Thank you to all Convention attendees, and a BIG thank you to our Convention Sponsors—we couldn’t do it without you!

Join us for the 48th Annual Convention, to be held July 17-19, 2019. We’ll see you then!
Business Adviser Ken Rutkowski addresses convention attendees at the 1st General Session.

At the 1st General Session ICBA Vice-Chairman Noah Wilcox recaps regulatory relief efforts.

Incoming CBI President Brad Winterbottom (right) presents a plaque to 2017-18 President Cameron Miles, thanking him for his service.

Regulators’ Panel breakout session panelists (L-R) Jeff Jensen, Ron Hansen & Jeff LaPierre.

Payments Fraud breakout session moderator Heidi Brown (2nd from left) poses with panelists (L-R) Liz Little, Julie Hanson & Ben Hayden.

(L-R) Sandy Ehrig, Jim Thompson & Lisa Shimkat presenting their breakout session “Economic Development Today”.

Left to Right:
CBI Board Corporate Secretary: Dave Caris
Community Bankers of Iowa CEO
2018–19 CBI Board President: Brad Winterbottom
West Bank – West Des Moines

CBI Board President-Elect: David Eastburn
Iowa State Bank & Trust – Fairfield

CBI Board Immediate Past President: Cameron Miles
Keystone Savings Bank – Keystone

CBI Board Treasurer: Terry Nielsen
Raccoon Valley Bank – Perry

Iowa Secretary of Agriculture Mike Naig reporting at the Town Hall Breakfast.


LA State Auditor Mary Mosiman briefing CBI member bankers at the Town Hall Breakfast.

Knute & Amanda Severson, owners of Grand View Beef, tell their story as the Iowa Showcase Speakers at the Town Hall Breakfast.
ABOVE: Convention attendees gather for the Kick-Off Reception, the opening event of CBI’s 47th Management Conference & Annual Convention.

BELOW: Bankers Golf Tournament winners (L-R): Shane Bellefy, Wade Gort, Brian Vander Wilt (Jeff Curran not pictured).

BELOW: Mingling at the President’s Reception. Clockwise from left: O. Jay Tomson, Pat Tomson (partially obscured), Macke Rodamaker, Steve Lane, Renae Lane, Jessica Lane, Brian Lane, Marti Rodamaker.


BELOW: 14th Annual Fishing Tournament attendees pose for a group shot.
2018-19 CBI President Brad Winterbottom giving remarks at the Second General Session.

Bloomberg journalist and Iowa native Jennifer Jacobs relating her experiences as part of the White House press corps.

Commander Kirk Lippold (US Navy-Ret.) giving a harrowing account of the attack of USS Cole in the port of Aden, Yemen in the year 2000.

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RIGHT: The 2018–2019 CBI Board of Directors wait to make their concert debut as the fictional rock band The Tellers.
Tom Bates Honored By Community Bankers of Iowa

Named 2018 Robert D. Dixon Founders’ Award Recipient

Tom Bates (left) receives the 2018 Robert D. Dixon Founders’ Award from Rob J. Dixon.

Muscatine, Tom Bates has been a community banker for 45 years. He started his career in 1973 as a bank examiner for the FDIC. His career as an examiner was cut short when the then Keokuk County State Bank (KCSB) hired him in 1975 as Vice President in charge of the Bank’s loan portfolio and compliance. After starting at KCBS, Tom attended Ag Credit and Installment Lending schools and by 1983 he was promoted to Executive Vice President of the Bank.

At this time he gained experience with the difficulty and turmoil farmers face in a crumbling economy. Tom was also expanding his reach into the Sigourney community, joining the Sigourney Chamber of Commerce and the Jaycees and serving on the Boards of Directors and President during his years of service. He also joined the Sigourney Area Development Corporation and Main Street Sigourney, local economic development organizations. His vision as a banker has helped lead County Bank to become a bank of the future with state-of-the-industry technology, including being a leader in incorporating Interactive Teller Machines into the banking mix.

Tom has had a long history with CBI, serving as Board President in 2006-07, and as a member of the Convention planning, Legislative and Events committees. He currently is a sitting member of the CBI and CBSI Board of Directors. He’s an outspoken advocate for community banking and has represented the industry in meetings with legislators, affiliate groups and state and federal regulators.

About Tom’s commitment to his community, his nominator said:

“The Robert D. Dixon Founders Award recognizes a community banker’s dedication to the industry, and through that industry dedication the person’s commitment to their community. If the community bank is the heartbeat of a community’s success, the community banker at the helm is the heartbeat of the bank.” As you drive around Tom’s community, you’ll see there aren’t many projects there that don’t have a fingerprint from him and his team.”

Congratulations Tom!

Mike Geiger Selected as the 2018 “Up & Coming Banker of the Year”

County Bank’s Mike Geiger says a few words after receiving the 2018 Up & Coming Banker of the Year award.

Iowa’s community bankers were recognized at an awards ceremony held during the Kick-Off Reception of the 47th Annual Convention in Okoboji. The Robert D. Dixon Founders’ Award, established in 2003, is the most anticipated and highly regarded honor of the ceremony. The award was created to recognize those bankers who embody commitment and represent the best in community banking.

Thomas Bates, Chairman & CEO of County Bank in Sigourney was named the 2018 recipient of this prestigious award. Growing up in the family’s crop insurance, he changed his path to community banking and has represented the industry in meetings with legislators, affiliate groups and state and federal regulators.

Mike Geiger, Branch Manager at County Bank in Deep River/Montezuma was announced as the 2018 recipient at CBI’s 47th Annual Convention Kick-Off Reception.

Mike comes by his love of banking naturally as a 3rd generation community banker. With a career in the family’s crop insurance, he changed his path to community banking by starting as a Loan Officer. Mike’s work ethic and ability to learn and grow quickly did not go unnoticed. Soon after the acquisition of the Deep River office in 2010 he was named a Vice President. In 2013, Mike led the team in opening a Loan Production Office in Montezuma that was later upgraded to a Limited Branch Office. In 2015 he was named Branch Manager of County Bank’s Deep River and Montezuma offices. With his commitment and drive, he used his connections to grow his portfolio to $36 million by the end of 2017. He is helping County Bank to mentor new loan officers and business development representatives to be the next generation of banking leaders. He is also mentoring loan administration staff to be the “back room” to assure compliance in the ever-increasing regulatory environment.

Mike has been an active member of County Bank’s Loan Review Committee since 2010 and he joined the ALCO Committee in 2014. He joined CBI’s Leaders of Tomorrow in 2013, has been active in his community in numerous civic organizations.

Mike’s nominator said:

“As a teacher and mentor to his younger and newer colleagues Mike is helping grow our team in a rural area where the path to the future is to find talent and grow your own. His participation in the growth of County Bank will help lead our organization into the future.”

Congratulations Mike!
COMMUNITY BANKER UPDATE
SUMMER RECAP 2018

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- Bank stock & ownership loans
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BANKERS’ GOLF TOURNAMENT:
1st Flight:
Shane Bellefy - United Bankers’ Bank, Des Moines; Brian Vander Wilt - Farmers Trust & Savings Bank, Buffalo Center; Wade Gort - Premier Bank, Rock Valley; Jeff Curran - Deluxe Corp., Waterloo

2nd Flight:

3rd Flight:

5K RUN/WALK FIRST FINISHER:
Jack Brown - Hardin County Savings Bank, Eldora

CONGRATULATIONS TO ALL TOURNAMENT WINNERS!

14TH ANNUAL FISHING TOURNAMENT:
Shawn Morissey - 19” Drum
Iowa State Bank & Trust Co., Fairfield
Jamie Henderson - 18” Walleye
Bankers Trust, Des Moines
Connor Nielsen - 12.5” Crappie
Raccoon Valley Bank, Perry
Kyle Auten - 24” Pike
Iowa Trust & Savings Bank, Emmetsburg
Marty Trepp - 20.25” Smallmouth Bass
The Independent BankersBank, Farmers Branch, TX

MIXED PAIRS GOLF TOURNAMENT:  
1st Flight:
Jon & Shanda Hummel - West Bank, West Des Moines
Gabe & Karen Olson - West Bank, West Des Moines
2nd Flight:
Brad & Jane Robson - First State Bank, Belmond
Mary & Stephen Howell - Maxwell State Bank, Maxwell
3rd Flight:
Tony Fahrenkrog - Bankers Trust, Omaha
Heidi Brown - Citizens State Bank, Sheldon
Gus & Deb Barker - First Community Bank, Newell

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Leaders of Tomorrow Group Honors Two Iowa Students
Providing Scholarships to High School Seniors for Its 16th Year

Each year CBI’s Leaders of Tomorrow (LOT) group supports and encourages the next generation by providing two scholarships to deserving high school seniors. Iowa students Jake Muhlbaier and Austin Crew were this year’s awardees, honored during CBI’s awards ceremony held during the 47th Annual Convention in Okoboji.

Ranked 1st in a class of 126 with a 4.0 GPA, Decorah High School student Jake Muhlbaier was a four-year honor roll student with an exhaustive list of extra-curricular activities. Jake was on the Decorah HS football, soccer and basketball teams all 4 years, as well as 2 years on the baseball team. On the football team he was Team Captain, an academic All-State selection, two-year letter winner, and First Team All-District for two years. He was a four-year letter winner on the soccer team. Jake also participated in the school concert and marching bands as a section leader, and was a letter winner in the concert choir. He was also a two-time All-State participant with the Large Group Speech team.

Jake has spent over 200 hours volunteering in the community as a member of the Silver Cord Program, and in working with kids ages 5 to 14 at the local Parks & Recreation. He has been a part of the traveling Nordic Dancers Norwegian Heritage Group since 3rd grade. In 2018 he won the Des Moines Performing Art’s Iowa High School Musical Theater Award for Outstanding Overall Technical and Creative Achievement for his work as the sound system manager for his school’s musical and variety show.

Scholarship application requirements include writing an essay detailing the role of community banks. Jake reminisced about their impact on a personal level, stating:

“At the bank, customers are treated like family and are cared for accordingly. Clients receive top notch care through all facets of life....This care impacts me directly through financial literacy classes where bank staff members visit my school to educate teenagers on how to handle money. By educating... the bank helps students to be more successful when entering the workforce. With the help of [the bank’s] caring service, donations, focus on sustainability and volunteerism, Decorah continues to grow as a flourishing small town in Northeast Iowa.”

Jake Muhlbaier is the son of Todd & Dawn Muhlbaier. He was referred for the scholarship by Dawn, who is Chief Financial Officer/EVP of Decorah Bank & Trust Company in Decorah, Iowa. Jake will begin classes at Luther College in Decorah this Fall.

Spencer High School grad Austin Crew from Spencer, Iowa had an equally stellar high school career. Graduating with a 3.95 GPA, Austin was very active in his high school and community. A JV and Varsity tennis player, he won 1st Place All-Conference Doubles in his senior year. He was also involved in a number of school activities such as choir, drama and speech, winning letters all four years. He advanced to All-State Speech as a sophomore and junior. Austin was Senior Class President in 2017 and served as VP in 2016-17 and Secretary/Treasurer 2015-16. He gave the commencement address at his graduation in May 2018.

During his high school career, Austin also was a member of Clay County 4-H, awarded the Seal of Excellence in grades 9-12 and winning the Leadership Essay Award in 2014 & 2018 and the Communications Essay Award in 2015-2018 for exhibits and presentations at the Iowa State Fair. At this time he was also a Youth Representative on the Clay County Communication Committee.

October 2017 Austin sustained an episode of cardiac arrest and was subsequently diagnosed with an unknown genetic cardiomyopathy. In his essay, Austin wrote about how his community bank supported him during that medical emergency, saying:

“During my most critical time, my classmates decided to show me support by wearing the colors of Iowa State University, my favorite team and future college selection. One of the first pictures we received was of all our local community bank employees in Iowa State colors. Next, they helped organize a bake sale fundraiser, held at the bank, to raise funds to help offset my immense medical bills. My bank led the advertising campaign to help my family and poured support into my hospital room. I know they did this not just because we are customers, but because they truly care about me. They are there to serve in ways that go above and beyond offering financial services; my community bank wants people to succeed and is willing to go the extra mile to let our community know they are there for us.”

Austin is the younger brother of 2015 LOT Scholarship recipient Ryan Crew. Austin was nominated for the 2018 scholarship by Dennis Bauman, Lending Compliance Officer with GNB Bank in Story City. Austin will begin classes at Iowa State University this fall.

CBI would like to congratulate Jake and Austin for their outstanding academic work, selfless volunteerism and commitment to the betterment of their communities. We wish you success and good luck in the bright futures ahead of you!
Making a Difference in Carroll
Commercial Savings Bank Is the 2018 “Best-of-the-Best” Competition Winner

In Iowa, independent community banks play a vital role and impact in their local communities. April is a special time, dedicated to honoring those who are Making a Difference on Main Street. CBI’s Best-of-the-Best Award distinguishes a community bank in Iowa that exemplifies personal service and support of their community. Commercial Savings Bank (CSB) in Carroll was selected as the 2018 recipient during the Kick-Off Reception of CBI’s 47th Annual Convention in Okoboji.

The work Commercial Savings Bank has done sends a clear message about how community banks are making a difference on Main Street. Employees at CSB participated in the Junior Achievement Economics for Success program to teach 6th grade students about the importance of financial education. They also visited 4th graders during “Teach Children to Save” Day, where CSB employees reached out to students in local schools to talk to them about the importance of saving money.

What stood out to CBI and decided Commercial Savings Bank as the 2018 Best-of-the-Best Award recipient was their consistent support and gratitude to the community as a whole. Leveraging their website and social media, CSB reminded customers to #ChooseCarroll and support local small business. They hosted Customer Appreciation Days to remind their customers just how much they appreciate not only their business, but the trust they place in CSB as their chosen financial institution. Treating their customers with snacks, beverages, and freebies provided throughout the day gave CSB employees yet another opportunity to connect with customers on a more personal level. And when they recognized a need for supporting their community on a broader spectrum, CSB held a community-wide scavenger hunt with proceeds benefiting Relay for Life.

As the 2018 Best-of-the-Best Award winner, Commercial Savings Bank will also receive a pizza party for their entire staff, compliments of CBI.
Let CBI help you plot your bank’s future with our new Community Bank Strategic Planning Service

CBI has developed a new service to benefit community banks in implementing their visions for the future. The Community Bank Strategic Planning Service works to provide your community bank with top level expertise to create a viable strategic plan that you can count on. Our team has over 45 years of experience in the banking industry and can provide comprehensive guidance throughout the entire process. The end product is tailored to your community bank’s exact needs. We gather data and transform it into a strategy that can assist you in ensuring your bank’s future success.

“We have had numerous strategic planning sessions and in most cases used an outside facilitator” said Steve Brady, President & CEO at Community Savings Bank in Edgewood. “CBI was very responsive to our process and easy to work with. The price was very reasonable as well.”

The Community Bank Strategic Planning Service is facilitated by Dale Torpey, Chairman of Washington Bancorp and Federation Bank in Washington, IA, and Jackie Haley, CBI’s Vice President of Services and Strategic Partnerships. “Jackie and Dale provided a well-defined plan in working with [our] management team, employees and board of directors” said Tim Wolf, President & CEO of State Savings Bank in West Des Moines. “The follow-up with the management team and directors was very timely...with task implementation reports that assigned responsibilities and timelines for each objective.”

For more information on the Community Bank Strategic Planning Service, contact Jackie Haley at 515-975-8727 or jhaley@cbiaonline.org, or call the CBI office at 515-453-1495.
CBI’s 11th Annual Golf Tournament
& Member Appreciation Reception
September 10 • Hyperion Field Club

CBI’s 11th Annual Golf Tournament will be held Monday, September 10 at Hyperion Field Club in Johnston, Iowa. Get out onto the greens with fellow CBI members during this 4-person best shot tournament. This year’s Featured Speaker is 3x Dallas Cowboys Super Bowl Champ, fighter pilot and motivational speaker Chad Hennings.

One of the most decorated NCAA football players while at the US Air Force Academy and two-time All-American, Chad flew 45 successful combat missions with the Air Force. He went on to have a nine-year career in the NFL, racking up 3 Super Bowl Championships with the Dallas Cowboys. Now a motivational speaker, Chad challenges audiences to dare to be excellent and inspires businesses to create cultures of excellence. He has taken this message across the world at the invitation of some of the most distinguished executive audiences ranging from American Airlines, General Motors, Citigroup, and a host of U.S. Governmental agencies. He has also been a philanthropic leader in the Dallas/Ft Worth area. Chad will speak at approximately 10:15 am.

This year every available hole will have a pin prize of a $50 Hyperion pro shop gift card. Overall tournament winners will also receive pro shop gift cards of $100 for first prize winners of each flight, $75 for second place, and $50 for third place winners. Purchase Pro Drives for your team if you want a little advantage, or participate in the 50/50 Cash Pot. (Mulligans will not be offered this year.) Need a little advantage? Purchase a few mulligans and support the CBI Education Foundation!

Once again this year we’ll have a post-round Member Appreciation Reception to thank our Bank members and feature our Service Provider members! After you play a round, be sure to stick around!

Registration is now open. For more info and to register click the button at left, visit our website or review the event flyer. ▲
Community bankers have put years of effort into the regulatory relief provisions that were signed into law under the bipartisan Economic Growth, Regulatory Relief and Consumer Protection Act. But the battle doesn’t end there.

Federal regulators are now charged with writing the rules that implement the act and detail how it will affect community bankers on the ground, so ICBA is working with the agencies to maximize its beneficial impact.

For starters, ICBA called on federal regulators to issue regulations that implement the ICBA Plan for Prosperity-inspired law as quickly as possible. In letters to the prudential banking regulators and the Consumer Financial Protection Bureau, ICBA cited the many regulatory relief provisions that will help community banks unleash their full economic potential.

Some provisions, such as those simplifying capital rules and establishing a new community bank leverage ratio, will take time to implement. But many can be enacted by simply revising existing rules. For instance, ICBA’s letters encourage the agencies to quickly issue regulations providing “qualified mortgage” and Home Mortgage Disclosure Act relief, implementing Volcker Rule and escrow exemptions, and expanding access to the 18-month exam cycle and the Small Bank Holding Company Policy Statement.

In a separate message, ICBA specifically called on the agencies to quickly issue regulations for the short-form call report created by the law and long advocated by ICBA. A provision in the act directs agencies to use a short-form report in the first and third quarters for banks with total consolidated assets of less than $5 billion.

ICBA is calling on the agencies to limit short-form reporting to the balance sheet, income statement and statement of changes in shareholders’ equity without any other supporting schedules. This would allow relevant stakeholders to gain a solid understanding of reporting institutions’ financial condition and performance without the excessively complex and burdensome reporting exercise associated with the long-form report.

ICBA and community bankers have spent much time at the forefront of the regulatory relief push, and we need to ensure those efforts deliver meaningful relief at the operational level. We’ll continue pushing to make these reforms as valuable as possible for community banks. We are not resting on our laurels but are committed to delivering additional relief for community banks and local communities.

Timothy Zimmerman is CEO of Standard Bank in Monroeville, Pennsylvania.

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From the Top
Written By: Timothy Zimmerman, Chairman of ICBA

“...community bankers have spent much time at the forefront of the regulatory relief push, and we need to ensure those efforts deliver meaningful relief...”
Summer is a time to reflect. Whether it’s a well-deserved vacation or simply a slower day in your schedule, I encourage you to carve out time to reflect on where you are and where you want to go as a community banker and as a leader.

But I’m a realist and know all too well that being a community banker is a 24/7 job. We all know what can happen: It’s Saturday morning, you’re at the grocery store, and suddenly a customer races up to tell you his debit card isn’t working. Or you’re at your child’s dance rehearsal when a different customer inquires about a loan for a restaurant she would like to open someday.

These interruptions are what being a community banker is all about: being selfless with our time and realizing that our job is much bigger than we are.

While that 24/7 job can make it hard to find the extra moments to pause and reflect, time isn’t going to stop or slow down anytime soon. That’s why it’s up to each of us to make the time to create a strategic vision for ourselves and our banks.

So ponder these questions the next time you carve out a moment—even if it’s just one question at a time.

What are you doing to take your skills as a community banker to the next level? Are you grooming the next generation of talent at your bank? Is your bank innovating the way it should be? Are you reading relevant publications that inspire you to be the best leader you can be? Are you networking with other community bankers? Are you getting outside your comfort zone and breaking through professional barriers to meet your goals?

Every community bank is indispensable to its local community. Each of us must pursue personal growth to ensure our businesses, and our industry, can continue to thrive and flourish.

I have no doubt that the 20 highly innovative community banks featured in this month’s Independent Banker cover story are run by leaders who ask themselves questions like these regularly. They know that to better their community banks, they must better themselves and dive into a culture of innovation—both at the bank and on a deeper personal level as leaders.

So, before we close out summer, I hope you take this message to heart and think about your strategic vision as a community banker and a leader of this great industry. I know great things are on the horizon for all community bankers, but it starts with being mindful of where we are right now.

“As well as being President & CEO for ICBA, Rebeca Romero Rainey is CEO of Centinel Bank in Taos, New Mexico.”
Community bankers, being conservative types (regarding their investment strategies, among other topics), like predictability. Equity markets, commodities, and the dreaded “D” word (“derivatives”) all are perceived by many to be far too volatile for their risk profile, whether we’re talking about personal or commercial investing. I would hasten to mention that risk aversion has served the community banking industry very well over time.

This brings us to this column’s topic. It’s been well documented that mortgage-backed securities (MBSs) are very popular with investment managers. Currently, over half of all community bank investments are of the amortizing variety. Virtually all of these are issued or guaranteed by the government or its agencies, so the credit quality is very high. With interest rates rising, a lot of the high premium prices of the last decade have dwindled, so that risk has pretty much abated. The corollary risk to rising rates (other than prices falling, of course) is that cash flow dries up. Different this time?

So far in this cycle, however, prepayment speeds haven’t shut down. It’s true that they’ve slowed, but most moderately-seasoned MBSs are still paying down at about the same pace as a year ago. And let us be reminded that that Fed has hiked overnight rates 75 basis points (0.75%) during this time. What’s going on?

There are really several forces at play here. As the economy’s health has improved, so has the ability of homeowners to afford larger mortgages. There have been plenty of instances this year in which a borrower has sold a home and purchased another, which results in the first mortgage being prepaid in full. That creates cash flow for the investor of the pool in which that loan resided. Another factor is the (no surprise here) flattening of the yield curve. Although short-term interest rates have risen, and are at their highest levels in a decade, the longer durations have not kept pace, so that posted mortgage rates for both 15- and 30-year loans are still at affordable levels. As of this writing, 15- and 30-year posted rates are about 4.00% and 4.50%, respectively. The combination of these two factors has kept housing turnover, and thus prepayment speeds, very stable.

For example

The two largest cohorts of the 15-year agency MBS market are the 2.5 percent and 3.0 percent coupon pools. They represent about 75 percent of all outstanding 15-year securities, which are staples of a community bank bond portfolio. These pools are collateralized with loans whose borrowers’ rates are not “in-the-money” to be refinanced, so there is almost no prepay activity going on at the moment related to refis.

In spite of this, prepayment experience has been surprisingly (and pleasantly) fast. The “speeds” for 2.5 percent pools have run about 9 percent consistently for the last 12 months. The 3.0 percent cohort, which should be a bit faster, has averaged about 10 percent in the same period. While it’s correct to conclude these speeds aren’t fast in absolute terms, they at least haven’t dwindled to a snail’s pace. And any amount of seasoning improves the paydown even more, since the scheduled principal reduction on a 15-year pool begins to pile up pretty quickly.

Portfolio manager’s best friend

The benchmark “default” rate for mortgages to prepay is about 6 percent annually. This is the number of loans that turn over each year for reasons unrelated to interest rates. So another way to look at the recent performance of these 15-year pools is that prepayments are 50 to 70 percent higher than the benchmark. In an environment in which community banks are clamoring for cash flow from their bond portfolios, these securities meet that need.

Two other points to keep in mind: First, the average lives of these instruments are going to be in the 5-year range at the outset, which is in the sweet spot for a lot of portfolio managers. The average life will gradually shorten as these pools season. Secondly, both of these cohorts are currently priced below par, so the opportunity exists to average down your book values, since they were trading at premiums over most of the last decade.

Credit quality, liquidity, reasonable yield. Did I mention stability of cash flow? ■

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

The More Things Change...

MBS prepayments very stable
in spite of Fed action

Written By: Jim Reber
President and CEO - ICBA Securities

For example

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Community Bankers for Compliance
Privacy, Fair Credit, Reg V and Reg Z to Be Discussed at CBC Fall Session

CBI's Community Bankers for Compliance Program (CBC) Fall Seminar is coming up October 9-10 at the Nationwide Room, Junior Achievement of Central Iowa in Des Moines. This two-day LIVE seminar provides you with up-to-date information, guidance for structuring and maintaining your bank's compliance program, and a forum to discuss issues and exchange ideas with other community bankers. View Fall Seminar brochure.

Day 1 of this session will discuss Privacy, Fair Credit Reporting and Regulation V. On Day 2, learn about HELOCs (Reg Z), and Customer ID programs vs. Customer Due Diligence. Compliance Officers should attend this session. In addition, all personnel with responsibilities for customer privacy, credit reporting, and error resolution of credit issues should attend. Senior management, auditors, and others should also consider joining us for this session.

For current members of the CBC Program, attendance at the Fall Seminar is included with program enrollment. CBC members and non-members may choose to attend just one or both days of this informative regulatory policy seminar.

For more information and to register for the Fall Seminar or the full CBC program, visit cbiaonline.org or contact Pretty Patel at 515.453.1495 or ppatel@cbiaonline.org.

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What Disclosures Do You Need On Social Media?

Social Media disclosures are a difficult topic. For example, can you spot what’s wrong with this Facebook post? “Comment on this post for a chance to win a $10 gift card!” What about this tweet? “Looking for frugal fun this summer? Check out this post [weblink to third-party site]”

If it is not immediately obvious, that’s okay. We see these mistakes all the time, and honestly, they are fairly reasonable. When a bank or credit union posts on social media, they’re accountable to several different organizations, such as the FDIC, FTC, NLRA, and the terms of service for the respective social media platform. (Curious readers can find out what the errors are and how to correct for them below.) Distilling the guidance from these organizations isn’t always the easiest. Suggestions are often written by lawyers, aren’t updated often, and constructed in isolation from other governing documents.

Social Media Disclosures Decision Tree

Being aware of all the potential disclosures you need to make on social media is overwhelming, which is why we worked with Angela Lucas of Sterling Compliance to create a simple visualization that would cover a majority of the social media content you share.

Does Your Post Mention a Product or Service?

If your social media post mentions a product or service, you will likely need some disclosure language. Knowing what language to include depends on the product or service you are promoting. Below is a summary of some of the more common products you might be promoting and the regulation that applies.

- **DDA:** Truth in Savings Act/Regulation DD: Disclosure requirements designed to enable consumers to make informed decisions about deposit accounts. Regulation DD and Part 707 require disclosures about fees, annual percentage yield (APY), interest rate, and other terms. If an electronic advertisement displays a triggering term, such as “bonus” or “APY,” then Regulation DD and Part 707 require the advertisement to clearly state certain information, such as the minimum balance required to obtain the advertised APY or bonus.

- **DDA:** Deposit Insurance or Share Insurance: Whenever a depository institution advertises FDIC-insured products, regardless of delivery channel, the institution must include the official advertising statement of FDIC membership, usually worded, “Member FDIC.” Each insured credit union must include the official advertising statement of NCUA membership, usually worded, “Federally insured by NCUA” in advertisements.

- **Loan Product:** Fair Lending Laws: Equal Credit Opportunity Act/Regulation B3 and Fair Housing Act: Regulation B, prohibits creditors from making any oral or written statement, in advertising or other marketing techniques, to applicants or prospective applicants that would discourage on a prohibited basis a reasonable person from making or pursuing an application. A creditor must preserve prescreened solicitations disseminated through social media, as well as the prescreening criteria, in accordance with Regulation B.

- **Loan Product:** Truth in Lending Act/Regulation Z.: Regulation Z requires that advertisements in a clear and conspicuous manner. It includes requirements regarding the proper disclosure of the annual percentage rate and other loan features. Regulation Z permits providing the required information on a table or schedule that is located on a different page from the main advertisement.

Character limits are a factor on all social media platforms and,

**Click the image to download this chart.**

When determining what disclosures you need to make in a social media post, there are a series of questions you’ll need to answer.

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**K A S A S A**

Written By:
Andrew Swinney
Social Media Strategist
Kasasa

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*Remember to consult the advertising rules under Regulations DD and Z, as applicable, and review your post for UDAAP considerations.*
Is This a Social Media Competition?
Competitions are great for growing your following and engaging your audience. In fact, they can be more cost effective than ads in terms of increasing your reach. However, there are many rules that apply to social media competitions.

- **FTC Rules:** If you require a user to generate content to enter a contest (user-generated content or UGC), then that consumer must also include a disclosure saying that they generated the content as part of a competition or sweepstakes. The FTC says that including #sweepstakes or #contest in their entry post is sufficient. Thank goodness, right?

- **State Rules:** Make sure you know whether your promotion is categorized as a sweepstake, contest, or a lottery. It should never be a lottery. Contests and sweepstakes both require an explanation of official rules that include how you enter, alternate means of entry, conditions of entry, rule exceptions, odds of winning, judging criteria, the prize, the prize’s value, and how the winner will be notified. ShortStack updates their recommendations every year and it is a great resource to reference in your planning. Before you launch your own competition, be sure to consult your compliance team and look at your state laws.

- **Platform Rules:** Each social media platform has a different set of rules. You should be very familiar with what type of entries they allow before you draft your promotion.
  - Facebook
  - Twitter
  - Instagram
  - Pinterest

Is This Social Media Post a Paid Endorsement?
Whenever a person has an official relationship with the product or service they are endorsing, it needs to be disclosed. The most obvious example of this is a paid endorsement. However, there are other relationships beyond financial ones. For example, if an employee is posting about how wonderful a product is, they should disclose that they are an employee of the institution. If your PR firm makes a similar post, that relationship needs to be disclosed. The FTC suggests that including #sponsored is enough to inform people that there is a relationship.

Are You Linking to a Third Party?
Strategically speaking, there are several reasons you might want to link to third-party content:

1. You find a great piece that will resonate with your audience. *Example: a post outlining 25 ideas to make extra money.*

2. You find content that strengthens and validates an idea you want your audience to understand. *Example: a study that concludes banking with a community financial institution is good for the community.*

3. You’re trying to build a stronger relationship with another business. *Example: linking to a piece of content about a local businesses anniversary or recent award.*

4. You want to highlight aspects of your business, but don’t want it to come across as bragging. *Example: The local newspaper publishes an interview with your CEO.*

As important as all of these are to your social media strategy, there are some risks that come with linking to third-party sites. The page you link to might...

1. change the content;
2. promote rival products; or
3. express opinions that don’t align with your organization’s views.

In order to help mitigate these risks, you should always let consumers know when they are clicking on a link that goes to a third-party website. Using #3rdpartylink should communicate that this is to a website other than your own. In addition to making this disclosure, you should make mention that you link to websites that might not reflect the opinions or views of your organization in two places.

1. In your about/bio section of the respective social media platform.
2. In your official social media policy. Here is an example of a social media policy.

Andrew Swinney is Social Media Strategist for CBI Affiliate Member Kasasa. For more info, visit kasasa.com.
3-2-1...We Have Contactless!

Written By: Tina Giorgio
President & CEO
ICBA Bancard

It often seems as though there’s a technology du jour in our industry. As fast as one solution takes center stage, a shiny, new option emerges, and all heads turn. This constant over-saturation can leave us struggling to separate the long-term standards from the fleeting fads.

Let me cut through that clutter to disclose one trend that will live up to the hype: contactless payments.

Contactless payments have evolved substantially since Mobil’s “Speedpass” hit the market back in the 90s. We’re no longer looking solely at radio frequency identification (RFID) or near field communication (NFC) enabled plastics. Today, contactless transactions include everything from flashing your watch at the point-of-sale to paying for your groceries, via your refrigerator. As “smart” devices get even smarter and more prevalent, payment has become part of their foundational fabric.

That’s both good and bad for banks. On one hand, it means payments become even more prevalent and seamless. On the other, it brings a whole new cautionary meaning to, “He who owns the payment keeps the customer.”

From my perspective, there are three strategic reasons your bank should consider contactless payments.

1. **Contactless payments are exploding.**
   Worldwide, contactless payments have soared in recent years. The UK Finance Council notes that, “in just a decade, contactless cards have gone from a niche offering to becoming the first-choice payment in all kinds of situations. One out of three card payments are contactless, and between January and June 2017, £23.23 billion ($30+ billion) was spent using contactless.”

   While contactless hasn’t taken off at similar pace in the United States, new reports indicate we may be on the verge of a contactless payments revolution.

   According to ABI Research, contactless card shipments, which numbered 25.7 million in 2016, are expected to balloon to 229.6 million in 2021, and Visa projects 50 percent of face-to-face transactions will occur at contactless-enabled merchant locations in the U.S. by the end of the year.Already, major retailers like Starbucks and Walgreens, have instituted the technology and have begun driving usage.

   So now’s a good time to explore your contactless options. Community banks engaging today will be in the perfect spot to start driving adoption as the technology becomes more widespread.

2. **You can’t get much more “frictionless.”**
   The “Amazon-ification” of the world has led consumers and businesses to expect simple, seamless payments. They also want choice. Contactless payments offer both.

   With contactless options, customers can select how they want to pay, how that information is stored (i.e., digital wallet, in-store app, physical wallet, etc.), and when they want to use it. It’s also quick at the point-of-sale and simplifies the purchase process, making for a better, faster, smarter customer experience.

   Keeping this in mind, community banks can leverage contactless payments as another way to meet their consumers evolving needs.

3. **Timing is right for a strategic switch.**
   In addition to the market-driven reasons to explore contactless, there’s an internal driver: the expiration of the first EMV chip cards. With those first cards pushing up against re-issue dates, many large issuers are strategically replacing them with NFC plastics.

   If you’re considering making a switch to contactless, EMV card replacement may help you to tie strategic priorities to operational requirements: You are able to reissue the expiring chip card and introduce the contactless technology at the same time.

Global market trends give us a glimpse into our contactless future, and this technology is here to stay. Contactless is a channel to consider as you evaluate your community bank’s payments strategy and technology investments. With roots firmly planted since the 1990s, contactless has revealed itself to be a long-term player, worthy of all community banks’ near-term consideration and deployment.

Tina Giorgio is president and CEO of CBI Endorsed Member ICBA Bancard and can be reached at tina.giorgio@icba.org or 800-242-0770.
Community Banks Zap the Tech Gap

Written By: Shane Ferrell
Vice President of Digital Strategy
Computer Services, Inc.

Community banks have historically been viewed as slow to adopt technology when compared to their larger counterparts. However, the need to answer increased consumer expectations via modern banking strategies has spurred more and more community institutions to embrace new technologies. And with customer expectations centering on digital channels, a digital push has become paramount.

Today, community banks are zapping the technology gap between themselves and larger institutions. A study found that 52% of community banks will increase the number of digital channels offered to customers to improve engagement this year.

This advance toward digital banking stems from a desire to attract new customers. But how exactly are banks using technology to level the playing field and acquire these customers?

Using Technology to Enhance the Customer Experience

Today, the experiences customers receive from online shopping and smartphone apps have shaped their expectations for all other service providers, including financial institutions. Indeed, matching an Amazon or Netflix experience can be a tall order to fill for community banks, but it's a challenge they're meeting head on—starting with a seamless mobile experience.

For financial institutions, integrated mobile banking is arguably the greatest way to tighten the technological gap. Those that have implemented mobile banking have gained major benefits, the most important of which is pleasing customers.

“Mobile has been one of the most utilized services that we have rolled out,” says Wayne Garrett, executive vice president of Legence Bank in Eldorado, Illinois. “The bank utilizes a digital banking platform directly integrated with its core. “The way the software is designed almost makes it foolproof. I believe anyone can use it.”

One major focus area for a community institution like Legence is fostering and maintaining growth. Because its mobile app enables customers to connect to the bank from anywhere, Lynn Byrd, the bank’s chief financial officer, believes it has been key in not only gaining new accounts, but also retaining long-time customers.

“Because of the mobile app, students who are graduating and moving off to college can still keep their accounts here at Legence,” Byrd says. “So we are able to retain those customers, and they can retain a connection to their hometown, too.”

Using Technology to Build Relationships

Technology is often perceived as a dividing force in our society; yet, technology also harbors the potential to build lasting, meaningful relationships. And a growing number of banks have employed an integrated customer relationship management (CRM) platform to do just that.

CRM systems enable banks of every size to enhance relationships with their customers, and for community banks, relationships are everything. An integrated CRM allows banks to tailor individualized communications to customers based on their channel preferences.

“We can reach out to specific types of customers throughout the year via newsletters, phone calls, etc.,” says Byrd. “If we notice customers aren’t coming into the branches, we’ll reach out to see if there’s anything we can do for them.”

CRM systems also grant the bank invaluable, behind-the-scenes access to the behaviors and needs of its customers, which, according to Byrd, transfers directly into new business: “For us to be able to see what’s going on with our customers at a quick glance helps us serve them better in the long run, which in turn, evolves into referrals.”

Using Technology to Connect with Commercial Customers

Though vital, retail customers don’t corner the market on high expectations for financial institutions. Commercial customers’ demands are rising in tandem, and community banks are leveraging technology to connect with these customers, too.

Paducah Bank—located in Paducah, Kentucky—is forging new commercial relationships outside of its city limits, a fact that brings a deep sense of pride to Terry Bradley, the bank’s senior vice president and director of commercial depository and treasury management services. For Bradley, utilizing treasury management technology to connect with commercial customers is an art of precision.

“It’s important for us to find ways to leverage technology, tools and services to enhance the banking relationship outside the scope of brick and mortar,” Bradley says. “And with our tools, we can offer a well-defined set of services for business customers around the country, just as if I were able to see their buildings from my office window.”

Using technology such as remote deposit capture, ACH origination and risk management, Bradley believes any size bank can compete.

“People often think treasury management services are only for larger commercial customers, but they’re not. For Paducah Bank, the ideal treasury management client is one that has a need that can be met by a solution we offer. It’s that simple.”

Today, community banks are implementing technologies that let them compete with larger institutions, a trend that is likely to continue. And by deploying innovations while maintaining personal relationships these banks can only sharpen their competitive edge.

Shane Ferrell serves as CSI’s vice president of digital strategy. For more info on CBI Member Computer Services Inc visit csiweb.com.
Rural Mainstreet Index Expands for June, Declines in July:
Loan Rejections Almost Doubles; More Than 3 of 5 Report Negatives from Trade Skirmishes

**June 2018 Survey Results at a Glance:**
- For a fifth straight month the overall index rose above growth neutral.
- In reaction to weak farm income, the percentage of banks increasing farm loan rejection rates expanded from 23.9 percent to 42.9 percent over the past year.
- Almost two-thirds of bankers indicated their banks had increased collateral requirements on farm loans in reaction to weak farm income.
- On average, bankers expect farmland prices to decline by 2.1 percent over the next 12 months. This is less than the 3.1 percent projected fall recorded last year at this time.

OMAHA, Neb. – The Creighton University Rural Mainstreet Index climbed above growth neutral in June for a fifth straight month, according to the monthly survey of bank CEOs in rural areas of a 10-state region dependent on agriculture and/or energy. This is the first time since July 2015 the survey has recorded five straight months of overall indices above growth neutral.

**Overall: **The overall index slid slightly 56.1 from 56.3 in May. The index ranges between 0 and 100 with 50.0 representing growth neutral.

“Surveys over the past several months indicate the Rural Mainstreet economy is trending upward with improving, and positive economic growth. However, the negative impacts of recent trade skirmishes has yet to show up in our survey results. While agriculture commodity prices have improved recently, prices remain below breakeven for a large share of grain farmers,” said Ernie Goss, Jack A. MacAllister Chair in Regional Economics at Creighton University’s Heider College of Business.

**Farming and Ranching:** The farmland and ranchland-price index for June rose to a weak 42.7 from May’s 42.2. This is the 55th straight month the index has fallen below growth neutral 50.0.

Bankers were asked to project the average change in farmland prices in their area over the next 12 months. On average, bankers expect farmland prices to sink by another 2.1 percent over the next year. This is an improvement from last year at this time when a 3.1 percent decline was expected.

The June farm equipment-sales index plummeted to an anemic 36.3 from May’s 43.8. This marks the 58th consecutive month the reading has moved below growth neutral 50.0.

**Banking:** Borrowing by farmers expanded for June as the loan-volume index rose to 76.3 from 74.3 in May. The checking-deposit index slumped to 41.7 from May’s 43.9, while the index for certificates of deposit and other savings instruments climbed to a still fragile 47.6, up from 40.9 in May.

OMAHA, Neb. – The Creighton University Rural Mainstreet Index climbed above growth neutral in June for a sixth straight month, according to the monthly survey of bank CEOs in rural areas of a 10-state region dependent on agriculture and/or energy. This is the first time since the July 2014 survey that the overall index has risen above growth neutral for six straight months.

**Overall: **The overall index slid to 53.8 from 56.1 in June. The index ranges between 0 and 100 with 50.0 representing growth neutral.

“Surveys over the past several months indicate the Rural Mainstreet economy is solid but with less positive economic growth. However, the negative impacts of recent trade skirmishes have begun to surface with the weakening of already anemic grain prices,” said Ernie Goss, PhD, Jack A. MacAllister Chair in Regional Economics at Creighton University’s Heider College of Business.

Pete Haddeland, CEO of the First National Bank in Mahnomen, Minnesota, said, “Grain prices are at, in some cases, 10-year lows. Not good.”

According to Fritz Kuhlmeier, CEO of Citizens State Bank in Lena, Illinois, “The trade issues/tariffs have been devastating on our local dairy industry when tacked on top of already below cost or breakeven milk prices.”

**Farming and Ranching:** The farmland and ranchland-price index for June rose to a weak 44.7 from June’s 42.7. This is the 56th straight month the index has fallen below growth neutral 50.0.

The July farm equipment-sales index increased to 38.8 from June’s 36.3. This marks the 59th consecutive month the reading has moved below growth neutral 50.0.

Many bankers reported good, or above average rainfall, with crop production off to a good start. Furthermore, in portions of the region, the recreation industry was boosting the economy.

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**CLICK TO READ MORE OF JUNE’S SURVEY**

**CLICK TO READ MORE OF JULY’S SURVEY**
Tables 1-3 summarize survey findings  
(click each table to view larger):  

<table>
<thead>
<tr>
<th>Table 1: Rural Mainstreet Economy June/July 2018: One Year Ago and Last Two Months (index &gt; 50 indicates expansion)</th>
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<tr>
<td></td>
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<tr>
<td>Area economic index</td>
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<tr>
<td>Loan volume</td>
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<td>Checking deposits</td>
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<td>Certificates of deposit and savings instruments</td>
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<td>Farmland prices</td>
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<td>Farm equipment sales</td>
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<td>Home sales</td>
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<td>Hiring</td>
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<td>Retail business</td>
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<td>Confidence index (area economy six months out)</td>
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<tr>
<th>Table 2: Rural Mainstreet Economy June 2018</th>
<th>Percentage of bankers reporting</th>
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<td></td>
<td>Decrease 6% - 12%</td>
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<tr>
<td>Over the next year, what change in farmland prices do you expect in your area?</td>
<td>14.3%</td>
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<td>Regarding hiring at your bank and businesses in the area, the lack of qualified and/or skilled workers is having:</td>
<td>0.0%</td>
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<td>Which of the following has been your bank’s response to weak farm income (click all that apply):</td>
<td>16.8%</td>
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<th>Table 3: Rural Mainstreet Economy July 2018</th>
<th>Percentage of bankers reporting</th>
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<td></td>
<td>A very negative effect</td>
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<td>The recent trade skirmishes/war have had, or will have:</td>
<td>31.8%</td>
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<td>Grain farmers</td>
<td>Cattle ranchers</td>
</tr>
<tr>
<td>In your area, which group has been most damaged, economically speaking, by the enacted or proposed tariffs?</td>
<td>75.6%</td>
</tr>
<tr>
<td>How many more rate hikes of 0.25% should the Federal Reserve undertake for the rest of 2018?</td>
<td>30.0%</td>
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For historical data and forecasts, visit: [www.creighton.edu/economicoutlook](http://www.creighton.edu/economicoutlook). Follow Ernie Goss on Twitter [www.twitter.com/erniegoss](http://www.twitter.com/erniegoss)
Bank Iowa Expands Mortgage Team with Addition of Two Experienced Loan Officers

Bank Iowa has announced the appointment of two mortgage loan officers to a growing team of lending experts. Native Iowans Richie Allen and Dirk Hellige bring long-time mortgage and HELOC lending experience to the statewide bank.

“We’re honored to bring Richie and Dirk into the Bank Iowa fold,” said Jim Plagge, Bank Iowa president and CEO. “Their past experiences in the financial services industry, and specifically the Des Moines market, will be an asset to our West Des Moines office and the customers who consistently turn to us for help making the best real estate borrowing decisions.”

Allen, most recently of Neighborhood Finance Corp., grew up in Des Moines and attended Drake University.

Hellige, previously a mortgage loan officer at Wells Faro, grew up in Ottumwa and earned a degree in business with an emphasis in marketing, sales and finance from the University of Northern Iowa.

As mortgage loan officers, Allen and Hellige will be responsible for originating first mortgage loans and developing new mortgage business. They will build relationships with families, homebuilders, real estate professionals, market representatives and other business development contacts to meet lending needs throughout the community.

With more than $1.3 billion in assets, CBI Member Bank Iowa ranks as one of the leading independent ag banks and the second-largest family owned bank in the state. Farmers, families and businesses access Bank Iowa’s products and services through 25 locations in 22 communities, as well as online and on mobile devices. To learn more, visit bankiowa.bank.

Welcome New CBI Members!

Community Bankers of Iowa would like to welcome the following organizations to the association, and thank them for their support:

Fortner, Bayens, Levkulich & Garrison, P.C.

Northland Securities

Panora State Bank

WCF Financial Bank

Join your fellow community bank CEOs and presidents in creating a strong economic report

“I get more out of being a panelist than I put into it.”
- Community Bank CEO

Benefits:

- Monthly summary of the regional banking environment
- Direction and farmland prices and ag equipment sales
- Visibility to the issues facing community banks
- Advocacy for issues of community banks
- If you wish to be quoted, brings visibility to your bank in your community
- Investment: 5-10 minutes per month to complete survey

(Sample survey here: https://www.surveymonkey.com/r/JNQ7WD9)

Your e-mail address and responses are always confidential.

To sign up: Contact Ernie Goss emieg@creighton.edu
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BACK TO TOP | PREVIOUS PAGE | NEXT PAGE
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