

NDBA Regional Member Meetings Inspire and Energize Bankers



Also in this issue:
2024 NDBA
**Peer Group
Consortium Highlights**

HSA & IRA Seminars

Fall 2024

IRA Fundamentals

October 21 | Radisson Hotel, Bismarck

October 23 | Delta Hotel by Marriott, Fargo

Advanced IRAs

October 22 | Radisson Hotel, Bismarck

October 24 | Delta Hotel by Marriott, Fargo

HSA Frontline Fundamentals

October 25 | Delta Hotel by Marriott, Fargo

Register now at www.ndba.com.

About the instructor:

Heidi LeMieur, vice president of compliance and training for Superior IRA & HSA.



NORTH DAKOTA
BANKERS
ASSOCIATION



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Upcoming NDBA Events

SEPTEMBER 2024

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OCTOBER 2024

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NOVEMBER 2024

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September 2024

30-Oct 2 **Internal Audit School** - Virtual

October 2024

- 2-3 **Ag Credit Conference** - Fargo
- Bank Security & Leadership Training**
- 8 Holiday Inn, Bismarck
- 9 Holiday Inn, Fargo
- 15-16 **Effective Leadership Training** - Bismarck
- 21 **IRA Essentials** - Radisson Hotel, Bismarck
- 22 **Advanced IRAs** - Radisson Hotel, Bismarck
- 23 **IRA Essentials** - Delta Hotel by Marriott, Fargo
- 24 **Advanced IRAs** - Delta Hotel by Marriott, Fargo
- 25 **HSA Workshop** - Delta Hotel by Marriott, Fargo

DECEMBER 2024

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February 2025

- 12 **2025 NDBA Bank Management Conference and Legislative Reception**
- Radisson Hotel, Bismarck
- 26 **Fundamentals of Commercial Lending**
- Virtual via Zoom

March 2025

- 26 **Analyzing Repayment Sources**
- Virtual via Zoom

April 2025

- 22-24 **Tri-State Trust Conference**
- Delta Hotel by Marriott, Fargo

MARCH 2025

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MAY 2025

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Mission Statement

Extraordinary Leadership for North Dakota Banks



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BANKING ARTICLES



FinCEN Creates Toolkit to Help Small Businesses with CTA Compliance

The Treasury Department's Financial Crimes Enforcement Network has created a toolkit to familiarize small-business owners with beneficial ownership reporting requirements. The reporting requirements are mandated by the Corporate Transparency Act, which was enacted to help curb illicit finance by supporting law enforcement efforts. This law requires many small businesses to report basic information to the federal government about the people who own or control them.

The toolkit contains templates and sample content to allow private, public and nonprofit organizations to share and amplify this information. The toolkit includes general background on the reporting requirements, as well as templates for newsletters, websites and emails; sample social media posts and images; and information on how to contact FinCEN.

FinCEN has issued guidance, FAQs, videos and other materials to ease compliance efforts. Companies that existed before 2024 have until Jan. 1, 2025, to file, while companies created or registered in 2024 must file within 90 days of receiving creation/registration notice.

Read more: <https://www.fincen.gov/boi/toolkit>

Elder Financial Exploitation: Confronting a Chronic Challenge

Banks are collaborating, using technology and taking other steps to protect a vulnerable population. The Federal Trade Commission estimates consumers lose as much as \$48.4 billion annually to elder finance exploitation, while AARP's research indicates that losses per person average \$120,000.

Read more: <https://bankingjournal.aba.com/2024/09/elder-financial-exploitation-confronting-a-chronic-challenge/>

CFPB Releases FAQ on Regulation of Buy Now, Pay Later Products

The Consumer Financial Protection Bureau has released an FAQ about applying Truth in Lending regulation to buy now, pay later products. The bureau in May issued an interpretive rule defining lenders who provide BNPL products as credit card providers under the Truth in Lending Act and its implementing regulation, Regulation Z. Among other things, the rule requires BNPL lenders to provide consumers with options currently available to credit card holders, such as the ability to dispute merchant charges through the creditor.

The FAQs provide guidance on applying Regulation Z to BNPL products, such as how to apply credit card periodic statement requirements to pay-in-four BNPL products that are accessed by digital user accounts, according to the CFPB.

Read more: <https://www.consumerfinance.gov/compliance/compliance-resources/consumer-cards-resources/buy-now-pay-later-bnpl-products/>

FDIC May Seek Additional Information for Bank Acquisitions by Credit Unions

In a new bank merger policy statement approved by the FDIC, the agency said that credit unions may need to provide additional information when applying to acquire an FDIC-insured institution as credit unions are not subject to the Community Reinvestment Act.

In the policy statement, the FDIC acknowledged that several commentators raised the issue. The agency rejected a request for a special analysis of the competitive effects of bank acquisitions by credit unions. However, it included language to consider the effects of nonbank competitors like credit unions when weighing merger applications.

The FDIC also noted that the CRA requires it to evaluate the credit needs of the communities the institutions serve when considering merger applications. Given credit unions are not subject to the CRA, “transactions involving a credit union may require additional information to evaluate the convenience and needs statutory factor,” the agency said.

Read more: <https://www.fdic.gov/news/press-releases/2024/fdic-board-directors-approves-final-statement-policy-bank-merger>

FDIC, OCC Tighten Policy Considerations for Bank Merger Applications

The FDIC and Office of Comptroller of the Currency have issued new policies that expand the factors both will take into consideration when reviewing bank merger applications, with the OCC eliminating its expedited review process and the use of streamlined applications.

The FDIC board voted 3-2 in favor of a final statement on bank merger policy. Among the changes, the policy states that when reviewing a proposed merger’s competitive effects, the agency can consider concentrations on products and services beyond those based on deposits, such as the volume of small business or residential loan originations. It applies additional scrutiny to proposed mergers resulting in an institution with \$100 billion or more in total assets and requires public hearings for mergers resulting in an institution with more than \$50 billion in total assets. It also establishes a policy against banks entering into or enforcing noncompete agreements with any employee of the divested entity.

One modification from the proposal issued in March is that the final document no longer states that the FDIC will penalize applications if the merger results in a weaker institution from a financial perspective as long as the resulting institution would be financially sound, FDIC Chairman Martin Gruenberg said. However, it stresses that a proposed merger must “better meet the convenience and needs of the community to be served than would occur absent the merger in order for FDIC staff to find favorably on this factor,” he added.

The two Republican board members voted against the statement, saying it would make the merger application longer and more difficult. “I continue to believe the revised approach to the competition factor will add considerable unpredictability, by deemphasizing the use of [Herfindahl-Hirschman Index] thresholds, long a predictable proxy for concentrations and by elevating consideration of concentrations in any specific products or customer segments,” FDIC Vice Chairman Travis Hill said.

Read more: <https://www.fdic.gov/news/press-releases/2024/fdic-board-directors-approves-final-statement-policy-bank-merger>

U.S. Consumers Have Concerns About Lowering Debit Card Interchange Fees

Most U.S. consumers with an opinion on debit card interchange fees agree the fees are necessary for fraud prevention efforts, and they would oppose lowering the fees if it meant higher checking account fees, according to a new survey by Morning Consult and the Bank Policy Institute.

The Federal Reserve has proposed revising Regulation II to lower debit card interchange fees. The Morning Consult/BPI survey found that U.S. adults are overwhelmingly satisfied with their debit cards and regularly use them to make purchases. More than two-thirds of respondents (70%) use debit cards at least once a week to make purchases, with speed of checkout, convenience and security among the top reasons cited for card use.

Seventy-three percent of respondents with an opinion on interchange fees agreed that the fees are necessary to support fraud prevention measures by banks, according to the survey. Seventy percent of that same group said that lowering interchange fees would only benefit large retail chain stores, with 72% opposing lowering the fees if it meant higher checking fees. A further 79% said the fees are fair compared to the benefits that retailers receive from accepting debit card payments.

Read more: <https://bpi.com/survey-finds-consumers-value-debit-card-convenience-and-security-over-government-price-fixing-and-profits-for-giant-chain-stores/>

#BanksNeverAskThat Campaign to Encourage Consumers to #PracticeSafeChecks

Registration is open for the 2024 #BanksNeverAskThat anti-phishing campaign, which will kick off Oct. 1. New this year is the #PracticeSafeChecks campaign aimed at preventing check fraud. Registered banks will receive immediate access to materials to start planning their campaigns ahead of the campaign's launch.

Read more: <https://www.aba.com/advocacy/community-programs/banksneveraskthat>

FDIC Proposes New Recordkeeping Requirements for Bank-Fintech Partnerships

The FDIC board is advancing a proposed rule to establish new recordkeeping requirements for banks that enter into arrangements with third-party fintech firms to provide deposit products and services. According to the agency, the rule would require FDIC-

insured banks holding certain custodial accounts to maintain accurate account records so that the individual owner of the funds can be identified, including a requirement to reconcile the account for each individual owner on a daily basis.

“If a bank fails, the FDIC cannot pay deposit insurance to the depositors based on inaccurate or incomplete records,” FDIC Chairman Martin Gruenberg said. “Knowing the identity of the actual owners of the deposits – the so-called ‘beneficial owners,’ who are often consumer – and knowing their account balances are necessary for the deposit insurance to pass through the nonbank third-party company... to the actual owners of the funds.”

Gruenberg also cited the collapse of the fintech firm Synapse earlier this year as a reason a new rule was needed. That failure locked more than 100,000 U.S. customers with \$265 million in deposits out of their accounts, according to CNBC.

The proposed rule would require banks to have “direct, continuous and unrestricted” access to the records of the beneficial owners, including in the event of a business interruption or bankruptcy of the third party. Banks would be required to establish and maintain written policies and procedures to ensure compliance with the rule’s requirements. They would be required to complete an annual certification of compliance, signed by an executive officer, stating that the institute has implemented and tested its recordkeeping requirements. They also would be required to file annual reports that, among other things, list the account holders that maintain custodial deposit accounts with transactional features, the total balance of those custodial deposit accounts, and the total number of beneficial owners.

Public comments on the proposal are due 60 days after its publication in the Federal Register.

Read more: <https://www.fdic.gov/system/files/2024-09/fr-npr-on-requirements-for-custodial-deposit-accounts.pdf>

CFPB: Banks Need Proof of Customer Consent For ATM, Debit Card Overdraft Fees

Banks and credit unions can be held legally liable if there is no proof that they obtained affirmative consent from customers before charging overdraft service fees for ATM and debit card transactions, the CFPB said in a circular intended for regulators and law enforcement.

The circular re-states Regulation E’s “opt-in” requirement that financial institutions must obtain the customer’s consent – or opt-in – before imposing a fee for an overdraft resulting from a point-of-sale debit card or ATM transaction. The CFPB stated that Regulation E “sets forth an opt-in, rather than opt-out, process before financial institutions are permitted to assess fees for covered overdraft services,” the bureau said.

The form of records showing consent varies depending on the channel through which the consumer opts into overdraft services, according to the CFPB. For example, for consumers who opt into overdraft services in person or by postal mail, a copy of a form signed or initialed by the consumer would constitute proof. Recorded phone calls and securely stored and unalterable “electronic signatures” also would be considered proof.

Read more: <https://www.consumerfinance.gov/compliance/circulars/consumer-financial-protection-circular-2024-05/>

More Employees Have Access to Financial Planning Benefits Through Work

While financial stress among U.S. employees remains high, access to financial planning benefits through work has doubled since 2023, according to PNC Bank’s annual survey on financial wellness in the workplace.

Sixty-eight percent of employees surveyed said financial stress negatively affects their overall mental health, with respondents spending around three hours a week worrying about their finances at work. Three in five respondents said they are living paycheck to paycheck. Among employers, three in four respondents said workers’ financial stress negatively affects their operations.

Access to financial planning benefits through work has expanded since 2023, with 28% of employees saying they now have access to benefits compared to 14% last year, according to PNC. Thirty-six percent of employers offered financial education in 2024, compared to 30% last year. Employees were also asked why they do not work with a financial professional, with most saying professionals either cost too much or they don’t have enough money to afford their services. Many workers also said they did not know how to find a professional.

Read more: <https://www.pnc.com/content/dam/pnc-com/pdf/corporateandinstitutional/organizational-financial-wellness/organizational-financial-wellness-workplace-report.pdf>

FinCEN Analysis Finds Mail Theft-Related Check Fraud a Widespread Problem for Banks

The Financial Crimes Enforcement Network received more than 15,000 Bank Secrecy Act reports about possible mail theft-related check fraud during a six-month period in 2023, which were associated with \$688 million in actual or attempted transactions, the agency said in a financial trend analysis on the problem. Banks filed 88% of check fraud reports, the majority coming from small- to medium-sized banks.

Criminals most frequently alter and then negotiate stolen checks, according to FinCEN's analysis. The second most frequent use of stolen checks was creating counterfeit checks - where a stolen check is used as a template to produce counterfeits. The third most common outcome was perpetrators fraudulently signing and depositing checks. The updated typologies criminals use range from unsophisticated to highly organized and complex, often involving advanced counterfeit check technology and chemicals that can remove ink from stolen checks, it added.

Many perpetrators utilized methods that avoid human contact, including check deposits via remote deposit capture or at ATMs and opening accounts online rather than in person, FinCEN said. Check fraud was reported in every state as well as Washington, D.C., and Puerto Rico. Alabama had the highest reporting rate relative to its population, followed by Georgia, D.C., New York and New Jersey.

To combat check fraud, including by mail, and other fraud and scams, the American Bankers Association offers the ABA Fraud Contact Directory, an online resource that helps banks connect with other institutions to resolve warranty breach claims for checks as well as claims for unauthorized and/or fraudulent transfers for wires, ACH, RTP or FedNow.

Read more: <https://www.fincen.gov/sites/default/files/shared/FTA-Check-Fraud-FINAL508.pdf>

Survey Finds Most Smaller Banks Increasing Technology Budgets

A majority of banks below \$100 billion in revenue are spending more on technology this year than in the past, but most also say their technology projects are not being completed on schedule, according to a new survey of bank executives and board directors by Bank Director and Jack Henry.

Three out of four survey respondents said their bank's technology budgets rose in fiscal year 2024, with a median increase of 4%. Respondents said their institutions set aside a median of 10% of their budgets for technology. At the same time, 60% of respondents said one or more technology projects planned in the past 18 months were not completed on schedule. Roughly one-third of respondents said they had problems integrating new technologies into their existing systems, while more than one in four said their projects went over budget.

Respondents were also asked about fraud concerns. A majority (89%) said they were more concerned about fraud in their bank's digital channels compared to last year. Check fraud, phishing scams or social engineering attacks, and digital payments fraud were the three types of fraud that worried respondents most.

Read more: <https://www.bankdirector.com/wp-content/uploads/2024/09/2024TechReport-OpenVersion-final.pdf>

FHFA Releases Online Dashboard to Assess Disaster Risk for Housing Markets

The Federal Housing Finance Agency has released an online risk analysis tool that provides geographic estimates for physical risks from various types of natural disasters as well as nationwide data on housing and the mortgage market. The Mortgage Loan and Natural Disaster Dashboard is intended to give property owners, community leaders, financial institutions policymakers and other stakeholders better insight into which areas of the country are most likely to incur greater damages from natural hazards, the agency said in a statement.

"Climate risks, especially natural disasters, pose a serious threat to housing and other critical infrastructure, particularly in vulnerable communities," FHFA Director Sandra Thompson said. "Providing geographic information on disasters as well as concentrated exposures of loans acquired by our regulated entities can help policymakers and the industry develop solutions to better safeguard those communities from the impact of future catastrophes."

The dashboard uses data from three public sources, including the FHFA's Duty to Serve High-Needs Rural Areas data, according to the agency. Dashboard users can view national mortgage data at the Census-tract level overlaid with expected annual damages for 18 different natural disasters.

Read more: <https://www.fhfa.gov/data/dashboard/mortgage-loan-and-natural-disaster>

Transportation Department Launches Inquiry into Airline Rewards Programs

The U.S. Department of Transportation has launched an inquiry into the four largest U.S. airlines' rewards programs, with the goal of "protecting rewards customers from potential unfair, deceptive or anticompetitive practices," according to an agency statement. American Airlines, Delta Air Lines, Southwest Airlines and United Airlines were ordered to provide records and submit reports with detailed information about their rewards programs, practices and policies.

DOT said that given the proliferation of rewards programs in air travel, the review was launched to examine the fairness, transparency, predictability and competitiveness of such programs. "These programs bring real value to consumers, with families often counting on airline rewards to fund a vacation or to pay for a trip to visit loved ones," Transportation Secretary Pete Buttigieg said. "But unlike a traditional savings account, these rewards are controlled by a company that can unilaterally change their value."

The inquiry is the latest volley by the Biden administration against rewards programs. The Consumer Financial Protection Bureau earlier this year issued a report on complaints it had received about credit card rewards programs, and the CFPB and DOT in May held a joint hearing on credit card and airline rewards programs. In an ABA Viewpoint blog post, Thomas Rosenkoetter, executive director of the American Bankers Association's Card Policy Council, said the CFPB's research methods were not transparent, and it drew conclusions in its report based on a very small number of complaints (1,215 complaints relative to the 143 million U.S. adults who own a rewards credit card).

"The facts are clear: Americans like their credit cards. They like their rewards. They would be disappointed to lose their rewards programs," Rosenkoetter said. "The complaints about rewards are exceedingly rare. When they do occur, banks take them seriously and resolve them quickly."

Read more: <https://www.transportation.gov/briefing-room/usdot-seeks-protect-consumers-airline-rewards-probe-four-largest-us-airlines-rewards>

FFIEC to Sunset Cybersecurity Assessment Tool in 2025

The Federal Financial Institutions Examination Council has announced it will sunset the Cybersecurity Assessment Tool for financial institutions on Aug. 31, 2025.

The CAT was released in 2015 as a voluntary assessment tool to help financial institutions identify their risks and determine their cybersecurity preparedness, FFIEC said. While the fundamental security controls addressed in the CAT are sound, "several new and updated government and industry resources are available that financial institutions can leverage to better manage cybersecurity risks."

Those tools include the National Institute of Standards and Technology's Cybersecurity Framework 2.0 and the Cybersecurity and Infrastructure Security Agency's Cybersecurity Performance Goals. "Supervised financial institutions can instead refer directly to these new government resources," FFIEC said.

Read more: https://www.ffiec.gov/press/pdf/CAT_Sunset_Statement_FFIEC_Letterhead.pdf

Survey Finds Bank Customers Lack Trust In AI, Chatbots for Financial Advice

While financial services customers are largely optimistic about the ability of artificial intelligence to improve their lives, they are concerned the technology isn't trustworthy, according to a new survey by J.D. Power.

More than half of respondents (54%) said they had used a generative AI tool, according to J.D. Power. That level was significantly higher among national bank customers (66%) than regional banks (42%). Chatbot usage also was higher among respondents under the age of 40 (72%). However, only 27% of all respondents said they trust AI for financial information and advice. When compared with other categories of advice, financial information ranked lower than travel information (37%) but slightly ahead of medical information (25%).

The survey also found that respondents believe that AI will increase convenience but not their financial situation. Seventy-two percent of respondents "agree" or "strongly agree" that AI tools will provide easy, convenient self-service in the near future. However, only 42% said AI will improve personal finances.

Respondents were most likely to be receptive to personalized alerts and recommendations that could help them. Nearly two-thirds (62%) said they would immediately try AI-driven personalized account alerts to help avoid service charges and fees, 44% would use automated phone voice assistants to resolve a customer service problem, and 42% would take personalized product recommendations from an AI agent.

Read more: <https://www.jdpower.com/business/resources/customers-growing-more-optimistic-about-potential-ai-financial-servicesFCCRDOFSBAComentLtr080524.pdf>

FCC Announces Action to Combat Illegal Calls and Texts

Federal Communications Commission Chairwoman Jessica Rosenworcel has announced that the FCC will soon vote on new rules to combat illegal calls and text messages. The new rules would require originating mobile wireless providers to block text messages following FCC notification of suspected illegal texts. Existing rules require terminating providers—but not originating providers—to block all texts from a particular number when notified by the FCC of illegal texts from that number. The new rules also would require mobile wireless providers to offer email-to-text as an opt-in service.

Read more: <https://docs.fcc.gov/public/attachments/DOC-405219A1.pdf>

FFIEC Issues New Development, Acquisition and Maintenance Booklet

The Federal Financial Institutions Examination Council has issued the Development, Acquisition and Maintenance booklet, which replaces the Development and Acquisition booklet issued in 2004. The DA&M booklet outlines principles and practices for managing development, acquisition and maintenance. It is part of the larger FFIEC Information Technology Examination Handbook.

The booklet describes the principles and practices that examiners review to assess an entity's DA&M functions, according to an FDIC financial institution letter. It also helps examiners determine whether management adequately addresses risks related to DA&M and the delivery of critical financial products and services. It does not impose new requirements on examined entities.

Read more: <https://www.fdic.gov/news/financial-institution-letters/2024/updated-ffiec-it-examination-handbook-development>

FDIC Releases CRA Exam Schedule for Q4, Q1

The FDIC issued the lists of institutions scheduled for Community Reinvestment Act examinations during the fourth quarter of 2024 and the first quarter of 2025.

Read more: <https://www.fdic.gov/banker-resource-center/cra-examination-schedule-125>

CFPB Unveils Test Platform for Filing Small-Business Lending Data

The CFPB has opened its beta platform for filing small-business lending data, as required by Section 1071 of the Dodd-Frank Act. The beta is for testing purposes only and financial institutions should not upload actual customer data, the bureau said.

Participants will be provided the opportunity to create a login.gov account, upload sample data test files, review validation results and explore the beta platform's features, the CFPB said. The bureau is seeking feedback to identify areas for potential enhancement and improve the data filing process. Teams can work in an early test environment at their own pace and convenience, it added.

Data submitted on the beta platform will not be considered for compliance with small-business lending data reporting requirements, the CFPB said. Test files to be used on the platform can be found in the bureau's test file repository.

Read more: <https://sbl-beta.cfpb.gov/>

Fannie Mae, Freddie Mac Update Private Mortgage Insurer Eligibility Requirements

The Federal Housing Finance Agency has announced that Fannie Mae and Freddie Mac are issuing updates to their private mortgage insurer eligibility requirements, which are the financial and operational standards that private mortgage insurance companies

must meet to provide insurance on mortgage loans acquired by the enterprises.

The enterprises have periodically reviewed the requirements since they were first issued in 2015. One change this year is that the updated standards differentiate between bonds based on credit quality and liquidity, according to FHFA. They also establish limits for assets backed by residential mortgages or commercial real estate to mitigate the effects if the assets lose value during periods of housing stress.

Read more: <https://www.fhfa.gov/news/news-release/fannie-mae-and-freddie-mac-update-their-private-mortgage-insurer-eligibility-requirements-2024>

Credit Union Buys Naming Rights for NFL Stadium

A Virginia-based credit union has signed a multiyear deal for the naming rights to the home stadium of the Washington Commanders football team. FedEx Field in Maryland was rebranded as Northwest Stadium following an agreement with Northwest Federal Credit Union. Terms of the deal were not disclosed, but the newspaper cited an anonymous source stating that the agreement was for eight years and exceeds the average annual value of the previous deal with FedEx, which was roughly \$7.5 million a year.

The announcement is the latest in a series of expensive marketing campaigns by credit unions that raise questions about their nonprofit mission. Other examples include a 2022 multimillion-dollar branding agreement between PenFed Credit Union and Washington Dulles International Airport, and a 2023 deal in which Mountain America Credit Union paid more than \$50 million for the naming rights to Arizona State University's football stadium. In California, the NBA's Sacramento Kings play in the Golden 1 Center, until now, the only other big-league pro sports venue named after a credit union.

In a recent ABA DataBank column on the trend, ABA's Dan Brown and Robert Flock noted that while assets of banks with more than \$1 billion in assets have grown by 80% over the last decade, marketing efforts by credit unions over \$1 billion in assets have fueled their 127% increase in assets during that same period.

"Stadium naming deals, marquee sports event sponsorships, university partnerships and endless ads by credit unions are hard to ignore," Brown and Flock wrote. "In fact, on a proportional basis, credit unions with over \$1 billion in assets, which are not-for-profit entities that do not pay taxes, spend significantly more on marketing than similarly sized banks."

PROFESSIONAL TRAINING



North Dakota Bankers Association

Education Events

For more information regarding these educational opportunities, visit www.ndba.com or contact Dorothy Lick, SVP of Education, North Dakota Bankers Association, 701.223.5303.

EVENT	DATE	LOCATION	WHO SHOULD ATTEND?
Internal Audit School In partnership with Texas Bankers Association & Review Alliance Inc.	September 30-October 2	Virtual	New to intermediate level internal auditors. Also an excellent refresher for experienced personnel to keep them abreast of current techniques and procedures.
NDBA Ag Credit Conference	October 2-3	Hilton Garden Inn, Fargo	Both entry-level and experienced ag lenders will gain valuable information.
BLUE-U Defense: Bank Security & Leadership Training	October 8 October 9	Holiday Inn Bismarck Holiday Inn Fargo	Security officers/ directors, operations managers, auditors, HR directors, legal staff, loan officers, disaster recovery managers, collection staff and fraud investigators are invited.
Effective Leadership	October 15-16	Courtyard by Marriott, Bismarck	Individuals in leadership roles who want to increase their effectiveness – executives, managers at all levels, project managers, team leaders and supervisors – will reap many benefits from this presentation.
IRA Essentials	October 21 October 23	Radisson Hotel, Bismarck Delta Hotel, Fargo	IRA Essentials gives attendees a solid foundation of IRA knowledge. This is a beginner's session; no previous IRA knowledge is assumed.
Advanced IRAs	October 22 October 24	Radisson Hotel, Bismarck Delta Hotel, Fargo	This is an advanced session; previous IRA knowledge is assumed.
HSA Workshop	October 25	Delta Hotel by Marriott, Fargo	This is a beginner's session; no previous HSA knowledge is assumed.

ONLINE EDUCATION



Upcoming Bank Webinars

EVENT	DATE
Escrow Accounts A to Z	9/30/2024
Loan Documentation 101: 2 Part Series	10/1/2024
Understanding Commercial Real Estate Loan Documents	10/2/2024
Call Report Preparation: 2 Day Live Streaming	10/2/2024
Dealing with Appraisals: Regulations and Requirements	10/3/2024
Strategic Planning for Financial Institutions – It's All About Your Strategy!	10/3/2024
How to Hire Superstars for Your Institution	10/4/2024
Bank Accounting: Complex Transactions - 4 Part Series	10/7/24, 10/9/2024, 10/16/2024, 10/22/2024
OFAC Training for Customer Service Representatives	10/8/2024
Short-Term Loan Structuring for Commercial Borrowers - Getting That Line of Credit Right	
New Compliance Officer Training - 3 Part Series	10/9, 10/15, 10/22
Overdraft Programs and Their Risk to Your Financial Institution	10/9/2024

EVENT	DATE
All About Flood Insurance Compliance All Day Streaming	10/10/2024
Board Packet Contents: Maximize Effectiveness	10/10/2024
Introduction to Power BI	10/11/2024
Vendor Management - Agencies Raising Expectations, Plus Recent Developments	10/11/2024
Controlling the Risks of Power of Attorney Documents	10/15/2024
The Top 6 Controls to Reduce Your Risk of a Cyber Incident	10/15/24
Call Report: Loan Coding and Risk Weighting Loans	10/16/2024
2024 Current Matters and Common Questions on the Call Report	10/17/2024
ACH for Lenders and Cash Managers	10/18/2024
CRE Lending: Cash Flow Analysis & Cap Rates	10/21/2024

NDBA offers convenient bank training and access to timely topics through a variety of webinars.

For more information, [click here](#).

From the CORNER CHAIR

Deneen Axtman | NDBA CHAIR | Cornerstone Bank, Fargo



Two weeks ago we had a great week at the NDBA Regional Member Meetings! It was great to connect with so many of you, learn what's happening in your banks, and participate in AMAZING training from Dustin James – learning to Create Everyday Excellence! Thanks to all of you who were able to make it – we truly hope you walked away feeling AMAZING!

This week, we held the Peer Group Consortium in Bismarck, which was another WOW event put on by NDBA. We had 190 bankers from across the state who gathered to learn more about Fraud, the value of Introverts, and of course we found great value in the peer group sessions. It was great to observe and participate in very powerful discussions amongst seven peer groups. It's great to see the connections so many of you have and are making.

There are lots of great education opportunities coming up including the Ag Conference next week, IRA training, and more. Please check out pages 10 in this newsletter to learn more.

This year, my focus is on Connections. If you were at the Peer Group Consortium or Regional Member Meetings, you heard me talk about my challenge for all of us to Connect in four areas. In case you missed either of those, you can find a summary of my remarks below:

1. **Connect with our industry.** When we do, we can make more connections with peer banks, we learn better what's impacting us outside of our own bank, and we work smarter for the whole industry. Banking in North Dakota is strong – and we want to keep it that way. A great way to stay informed is by daily reading the ABA Newsbytes, read the NDBA eNews, check out the NDBA Bulletins, and join in the monthly NDBA Ask Kennedy webinar.
2. **Connect with legislators and learn about legislation impacting banks.** Some of the legislation being introduced is scary: consider the 1071 rules that would require banks to gather 81 data points on business customers, or credit unions being allowed to purchase banks, having banks cover any losses a consumer incurs due to ACH/wire fraud, or the CFPB wanting to drop medical debt from credit reports.

If you have connections, please reach out. If you don't, ask NDBA to provide you with contacts and communication pieces. When it comes to legislative work, it's not just for us. It's for our customers. We have a role to play. We all know that stronger banks mean a stronger main street, which means stronger communities and stronger local economies.

3. **Connect by doing your part.** We may all be competitors but we are all part of ONE powerful industry. Get involved – develop relationships, show up, volunteer, and attend.

VOTE. Just think about the power of our industry when every team member votes. We won't have regulatory reform without supporting elected officials who support and understand business and the banking industry.

Don't click on stuff! Cybersecurity risks keep coming at us from every direction. Community banks are targets because the belief is our security isn't as strong. Let's prove them wrong! Keep connecting with your team, your customers, and your board to train on the importance of cybersecurity and being the first line of defense for your bank. I will say it again – don't click on stuff! If a link isn't familiar, don't click on it and we will all be much better off!

4. **Connect – and take others with you.** Keep going to events. There are always opportunities to learn and connect. And don't just go to NDBA events – go to other industry events, community events, your bank events, and keep going. Who could you take with you to the next event?

Connection. Connection is critical for us to do our jobs better and for our industry to be successful; additionally, and most importantly, it's for our mental health. Did you know loneliness is more deadly than smoking or heart disease? Loneliness isn't being alone – it's the feeling we have when our need for social contact and relationship isn't met. Let's change that. Let's change our industry. Let's change our world. One connection at a time.

Fondly,

Deneen

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To help our clients
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dignity and value
of the farm family.

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2

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opportunity

3

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4

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2024 NDBA Peer Group Consortium: Building Relationships & Sharing Knowledge

Connections were the focus as nearly 200 bankers gathered to listen and learn from speakers and each other. The NDBA peer groups provide an opportunity for bankers to build relationships and collaborate on best practices.

Eight peer groups met during the Consortium: **Audit, Communications and Marketing, Compliance, Enterprise Risk Management, Fraud, Information Technology, Human Resources and Teller Supervisor.**

The Consortium started Tuesday with the newly formed Fraud Peer Group meeting at Bank of North Dakota for a Fraud Forum. The day wrapped up with a welcome reception on Tuesday evening at the North Dakota Heritage Center. Bankers and sponsors had an opportunity enjoy food and fellowship and learn about their peers.

On Wednesday, the Consortium moved to the National Energy Center of Excellence on the Bismarck State College campus. Bankers enjoyed breakfast with NDBA business partners. NDBA's business partners are excellent knowledge providers and a valuable resource to members. Thank you to these sponsors that make the entire Consortium a complimentary event for attendees:

Arctic Wolf
BHG Financial Institutional Network
Blue Cross Blue Shield North Dakota
Brady Martz
Brown & Brown
Dakota Carrier Network (DCN)
Eide Bailly LLP
Graduate School of Banking - Wisconsin

Legacy Talent Development
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ND Banks Benefit Trust
Network Center, Inc.
SBS Cybersecurity
Secure Enterprise Asset Management, Inc. (SEAM)
Superior IRA & HSA

Thursday morning featured four speakers:

- **Why You Should Pay Attention to Introverts at Work** - Kaila and Kyle – Morning Brew, NYC
- **Importance of Connection** - Deneen Axtman – NDBA Chair, Cornerstone Bank
- **Expanding Your Banking Knowledge** - Bernie Sinner – NDBA Chair-Elect, Bank North
- **Fraud: Covid Impacts, Trends and AI Risks** - Patrick Smith – American Bankers Association

Following lunch, the peer groups got down to business. The peer groups were led by bank facilitators. Agendas were created in advance with banker input.

Bankers commented on the value of learning from their peers. Throughout the year, the peer groups meet virtually and once a year in-person at the Consortium. For more information on the NDBA peer groups, contact Ann Reich at ann@ndba.com.



Pictured left to right: NDBA President and CEO Rick Clayburgh and NDBA Fraud Forum Facilitators Patrick Smith, Heidi Schumacher, Jacob Rued and Kim Lazur





**Superior IRA & HSA is
now the NDBA-
endorsed vendor for
IRA and HSA services!**



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Jason Bain
SVP – Sales
(218)-330-5099
jason.bain@superiorira.com

Contact Jason to find out more about leveraging the power of Superior IRA & HSA to streamline your IRA and HSA programs.

NDBA IRA and HSA Training

IRA Fundamentals – October 21, Bismarck
Advanced IRAs – October 22, Bismarck

IRA Fundamentals – October 23, Fargo
Advanced IRAs – October 24, Fargo
HSA Workshop (1/2 Day) – October 25, Fargo



Meet Your Instructor
Heidi LeMieur, CISP
Vice President –
Compliance &
Training





Announcing **BND 101**

Join us to learn more about
Bank of North Dakota programs
and the unique relationship we
have with banks and credit unions
in North Dakota.

Register today to reserve your
seat in the upcoming webinars.

bnd.nd.gov/bnd101

BND 101 Schedule October 2024

All sessions are held from 1:30-2:30 p.m. C.T.

Session 1 | October 2

Student loans and SmartWithMyMoney.nd.gov –
Banking's role in making North Dakota the most
financially literate state in the country

Session 2 | October 9

Collateral Valuation Services

Session 3 | October 16

Commercial loan and agriculture loan programs

Session 4 | October 23

BND's role in North Dakota and treasury,
operations and retail bank services

BND 101 is open to all banking and economic development professionals
and is held virtually on Wednesdays during the month of October.

NDBA Regional Member Meetings Inspire and Energize Bankers

Over 300 bankers attended NDBA's Regional Member Meetings, held September 9-12 in Grand Forks, Fargo, Bismarck, and Minot. Keynote speaker Dustin E. James shared his inspiring message, **"Create Everyday Excellence"** which reinforced the idea that "You. Are. Amazing!"

The events also included a message from NDBA Chair Deneen Axtman, SVP/COO at Cornerstone Bank, updates from the NDBA team, and presentation of service awards to many long-time bankers.

Special thanks to the following sponsors who helped make the week possible:

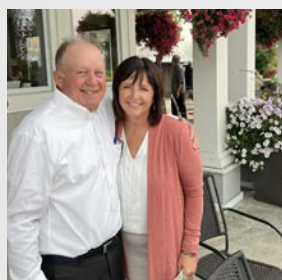
NDBA Endorsed Business Partners -

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- SBS Cybersecurity
- Superior IRA & HSA

NDBA Associate Members -

- Lewis and Clark Development Group
- FHLB

Thank you to all who attended NDBA Group Meetings. We look forward to next year!







Service Awards



Karen Anderson
State Bank of Bottineau | Bottineau
20 Years of Service



Jeanne Thomas
Bank of North Dakota | Bismarck
30 Years of Service



Pam Lewis
Bank of North Dakota | Bismarck
40 Years of Service



Joni Sternberger
American State Bank & Trust | Williston
40 Years of Service



Jerry Long
State Bank of Bottineau | Bottineau
50 Years of Service

Congratulations!

Thank you for your
service.



NORTH DAKOTA
BANKERS
ASSOCIATION



Bank Security & Leadership Training

October 8 – Holiday Inn, Bismarck

October 9 – Holiday Inn, Fargo

Time: 9:00 am - 4:00 pm

Register now at NDBA.com

ABOUT THIS NEW PROGRAM

Enhance your organization's security with training that's practical and addresses what works for real people under highly chaotic and potentially dangerous circumstances.

BLUE-U training focuses on people and the Life-or-Death Cap™. If you are going to assign the responsibility of keeping people secure, it's critical those trained be highly skilled in security and true leaders. Learn how to create a culture that supports employee and customer security!

Bank Security & Leadership Training Curriculum Includes:

- The Robbery Experience
- Active Shooter vs. Armed Robbery
- Increasing Customer Service and Security
- Security Assessments

Plus ...

- Recognize signs of violence and learn how to de-escalate.
- Develop practical policies and procedures.
- Effectively test your security.

Security officers/ directors, operations managers, auditors, HR directors, legal staff, loan officers, disaster recovery managers, collection staff and fraud investigators are invited. Save when you register multiple team members!



VIRTUAL CREDIT ANALYST DEVELOPMENT PROGRAM

October - November 2024

State Banking Association Members*: \$2,275, \$2,775 after September 6

Non-Members: \$3,275, \$3,775 after September 6

Register online: www.bankerscontent.com/24cadp



NDBA Ag Credit Conference

October 2-3, 2024

In-Person and Virtual Options

Conference Location:
Hilton Garden Inn | Fargo ND



Join fellow ag lenders at the **NDBA Ag Credit Conference** to hear from experts and build relationships with your peers. This training will help experienced and new ag lenders better serve their ag customers.

Featured Speakers



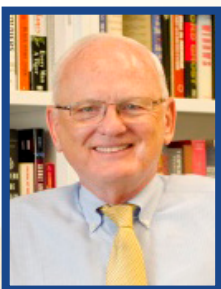
Delaney Howell
AgCulture Marketing



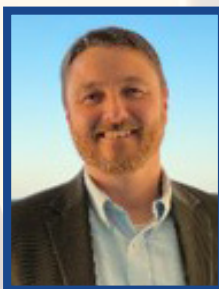
Dr. David Kohl
Professor Emeritus
Virginia Tech University



Roger McEowen
Washburn University School of Law



James Olson
Former CIA

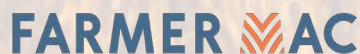


Eric Snodgrass
Nutrien Ag Solutions



Rena Striegel
Transition Point Business Advisors

Sponsors



WEDNESDAY, OCTOBER 2

A Unique Conference Experience! An Afternoon at Grand Farm



GRAND FARM

Explore and experience the Grand Farm Innovation Campus. Located 20 miles west of Fargo, Grand Farm stands as fertile ground where growers, startups, corporations, students, researchers, and government converge to forge innovative solutions and explore the high points of agricultural technology.



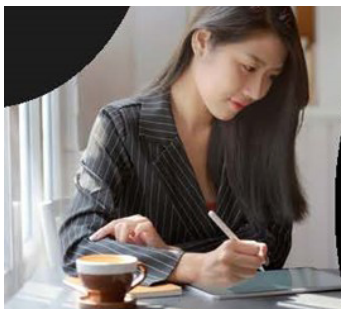
Ed Elfmann

- | | |
|--------------|--|
| 1:30–2:15 pm | Grand Farm Welcome and Panel of Innovation Projects |
| 2:15–2:55 pm | Land and Equipment Update Scott Steffes, Steffes Group |
| 3:00–3:45 pm | Federal Agricultural Banking Policy Update Ed Elfmann, ABA |
| 3:45–4:30 pm | Tours |

Questions about the conference?
Call NDBA's SVP of Education Dorothy Lick at 701.223.5303

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ABA Facilitated Online Training Courses

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Join an online course with group collaboration, instructor feedback and guidance, and fixed start and end dates. Facilitated online courses provide an opportunity to meet your learning goals with the benefit of a classroom, but in an online environment:

- Peer interaction in the learning community with the instructor and other students keeps you actively engaged and motivated
- Experienced industry professionals provide frequent feedback and context to your learning
- Convenient weekly schedule with no required meeting times means you decide when to work on course assignments

Bank Lines of Business | [click here](#)

October 7, 2024 – November 1, 2024

Member Price: \$255 (readings included)

Bank Lines of Business is a comprehensive review of the products and services that banks offer customers—from deposit products to insurance and investments—and strategies for retaining and growing market share. This program deepens and broadens your bank employees understanding of how banks serve individual, small business and corporate customers' financial service needs.

Commercial Lending | [click here](#)

October 14, 2024 – January 17, 2024

Member Price: \$650 (with text)

Suitable for anyone who wants to learn more about the commercial lending process—the backbone of most banks' lending portfolios. Learn what goes into making a successful commercial loan and how to manage a customer relationship once the loan is approved.

Marketing Management | [click here](#)

October 21, 2024 – November 15, 2024

Member Price: \$375 (readings included)

Establish a working knowledge of marketing management. Examine best practices for managing public relations and digital marketing campaigns, as well as ongoing brand management. Learn how to prioritize projects, assess performance, and balance resources. Explore ways to deliver strong return on investment (ROI).

Consumer Lending | [click here](#)

October 28, 2024 – February 28, 2024

Member Price: \$590 (with text)

Ideal for those new to consumer lending, as well as current lenders who want to enhance their knowledge. The course covers forming a loan policy, generating applications, learning about the credit investigation, and understanding the evaluation of and decisions that go into every loan application.

Managing Interest Rate Risk | [click here](#)

October 28, 2024 – December 20, 2024

Member Price: \$1,070 (with text)

An exploration of interest rate risk measurement techniques such as GAP, earnings sensitivity analysis, Duration GAP and economic value of equity sensitivity analysis. Risk management policy implementation and how to change overall interest rate sensitivity through balance sheet adjustments or derivative contracts are discussed.

CONGRATULATIONS

2024 GRADUATES FROM NORTH DAKOTA

Educating
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**Creating
Leaders**

We congratulate you on completing the rigorous 25-month program and joining the more than 23,000 alumni who have gone on to leadership positions in their organizations, associations and the financial services industry. Best wishes for continued success!



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Western State
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Congratulations, 2024 North Dakota Graduates!



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Dallon Bitz
Security First Bank,
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Kayla Bosch
Security First Bank,
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Audra Butler
First Western Bank,
Minot



Beth Criswell
Dakota Western
Bank, Bowman



Ross Forney
FDIC,
Fargo



Audrey Hermanson
Bank of North Dakota,
Bismarck

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LIVE WELL. WORK WELL.

MONTHLY HEALTH & WELLNESS NEWSLETTER

SEPTEMBER 2024 EDITION

Cholesterol and You

Cholesterol is a waxy substance found in your blood that your body needs to build cells; however, too much can pose a problem. Cholesterol travels through the blood on proteins called lipoproteins. There are two types of lipoproteins:

1. Low-density lipoprotein (LDL), known as bad cholesterol, makes up most of your body's cholesterol. High levels of LDL cholesterol can increase your risk for heart disease and stroke.
2. High-density lipoprotein (HDL), known as good cholesterol, absorbs cholesterol and carries it back to the liver to be flushed from the body.

More than 40% of U.S. adults with high cholesterol don't know they have it, according to a study published in JAMA Cardiology.



High cholesterol usually has no symptoms, so the American Heart Association (AHA) recommends that adults age 20 or older have their cholesterol checked every four to six years. Bad cholesterol can be elevated by age, family history, certain health conditions (e.g., Type 2 diabetes and obesity) and lifestyle factors. While you can't control all those risk factors, you can take steps to lower your risk for high cholesterol with the following lifestyle changes:



Eat a heart-healthy, balanced diet.

Saturated and trans fats can increase your cholesterol, so focus on monounsaturated fats (e.g., olive oil, nuts and avocados) and polyunsaturated fats (e.g., salmon, herring and margarine). Also, limit red meat, fried foods, processed meats and baked goods.

Exercise regularly.

The AHA recommends individuals get at least 150 minutes of moderate aerobic exercise each week. Adding resistance exercises to your routine at least twice a week can further help.

Avoid or quit smoking.

Smoking tobacco increases LDL cholesterol, decreases HDL cholesterol and can result in cholesterol buildup in one's arteries.

Limit alcohol use.

If you consume alcohol, do so in moderation. For men, this typically means up to two drinks per day, and for women, one drink per day.

Maintain a weight that is healthy for you.

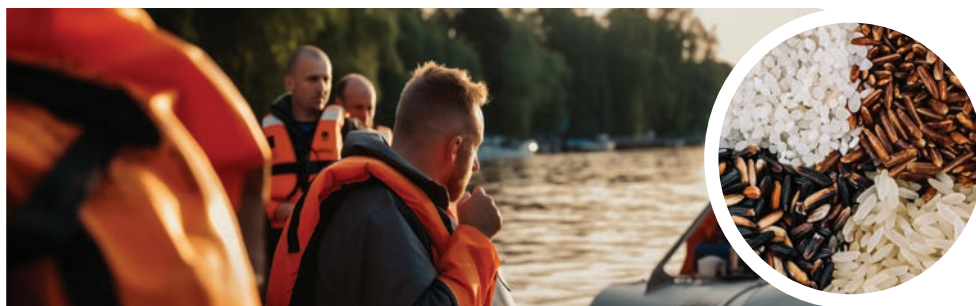
Having excess weight or obesity can increase your risk of developing high cholesterol levels. A doctor can help determine a sustainable weight management plan.

The only way to know whether you have high cholesterol is to check your levels. Visit your doctor for a cholesterol screening and to discuss lifestyle risks.

LIVE WELL. WORK WELL.

MONTHLY HEALTH & WELLNESS NEWSLETTER

SEPTEMBER 2024 EDITION



MONTHLY RECIPE

RICE BOWL BREAKFAST WITH FRUIT AND NUTS

Makes: 2 servings

INGREDIENTS

- 1 cup cooked brown rice
- ½ cup nonfat milk
- ½ tsp. cinnamon
- 1 cup chopped fruit (e.g., apples, bananas, raisins, berries and peaches)
- 2 Tbsp. chopped nuts (e.g., walnuts and almonds)

PREPARATIONS

1. Combine cooked rice, milk and cinnamon in a microwave-safe bowl. Microwave on high for 45 seconds. Stir and heat for another 45-60 seconds or until the rice mixture is heated.
2. Divide the rice mixture between two bowls. Top with fruit and nuts. Serve warm.
3. Refrigerate any leftovers within two hours.

NUTRITIONAL INFORMATION

(per serving)
Total calories: 203
Total fat: 5 g
Protein: 6 g
Sodium: 31 mg
Carbohydrate: 35 g
Dietary fiber: 4 g
Saturated fat: 1 g
Total sugars: 10 g

Are You Prepped for a Disaster?

Disasters such as hurricanes, tornadoes, floods and earthquakes can strike with little or no warning. September is National Preparedness Month, making it a good time for you and your household to make a plan if you need to evacuate your home or get trapped inside for days. The Federal Emergency Management Agency (FEMA) recommends discussing the following questions when creating an emergency plan:

- How will I receive emergency alerts and warnings?
- What is my shelter plan?
- What is my evacuation route?
- What is my household communication plan?
- Do I need to update my emergency preparedness kit?

You'll also need to consider your household's specific needs, make an emergency plan and practice it with your family members. These tips pertain to your home, but remember that emergencies can happen anywhere. Visit FEMA's website, [Ready.gov](https://www.fema.gov), to learn more about preparing for emergencies at home, at work and on the road.

Emergency Supply Kit Checklist

- Water
- Nonperishable food
- Flashlight
- Whistle
- Dust mask
- Local maps
- Manual can opener
- Battery-powered radio
- First-aid kit
- Pet supplies

Don't Forget About the 988 Mental Health Crisis Hotline

The 988 Suicide and Crisis Lifeline (988) was launched nationwide in July 2022. Like dialing 911 for medical emergencies, people in emotional distress or suicidal crisis can call or text 988 to connect with counselors who will listen, provide support and connect them to resources. Since 988's launch, counselors have answered over 10 million calls, texts and chats. Despite the volume, a new poll revealed that only 23% of Americans are at least somewhat familiar with 988.

988 provides immediate and accessible care to anyone experiencing mental health-related distress, including thoughts of suicide, mental health or substance use crisis, or other emotional struggles. It's vital to continue spreading the word about 988. People can also call if they are worried about a loved one who may need immediate support.

Source: MyPlate

IT DOESN'T HAVE TO FEEL LIKE WORK



Work: the word itself feels hard, not enjoyable, maybe even stressful. Promoting mental well-being in the workplace can reduce burnout and turnover and increase efficiency. Here are three tips to help you start improving your mental health:

IMPROVE YOURSELF PERSONALLY AND PROFESSIONALLY

Finding ways to grow, both in your work life and in your personal life, can help you find fulfillment.

- Identify skills or tasks at work and home that you enjoy, interest you or you think would be helpful to have, and build on them
- New skills, talents and passions can help you find where you fit best and the work you most enjoy doing. It can lead to new connections, promotions and more joy in your life.
- Volunteering is another great way to do something with meaning. Talk to your supervisor about opportunities to volunteer or give back.



BUILD YOUR OWN SUPPORT NETWORK

Stress and unhappiness can feel lonely. It's important to have people in your life who you can go to when life feels hard.

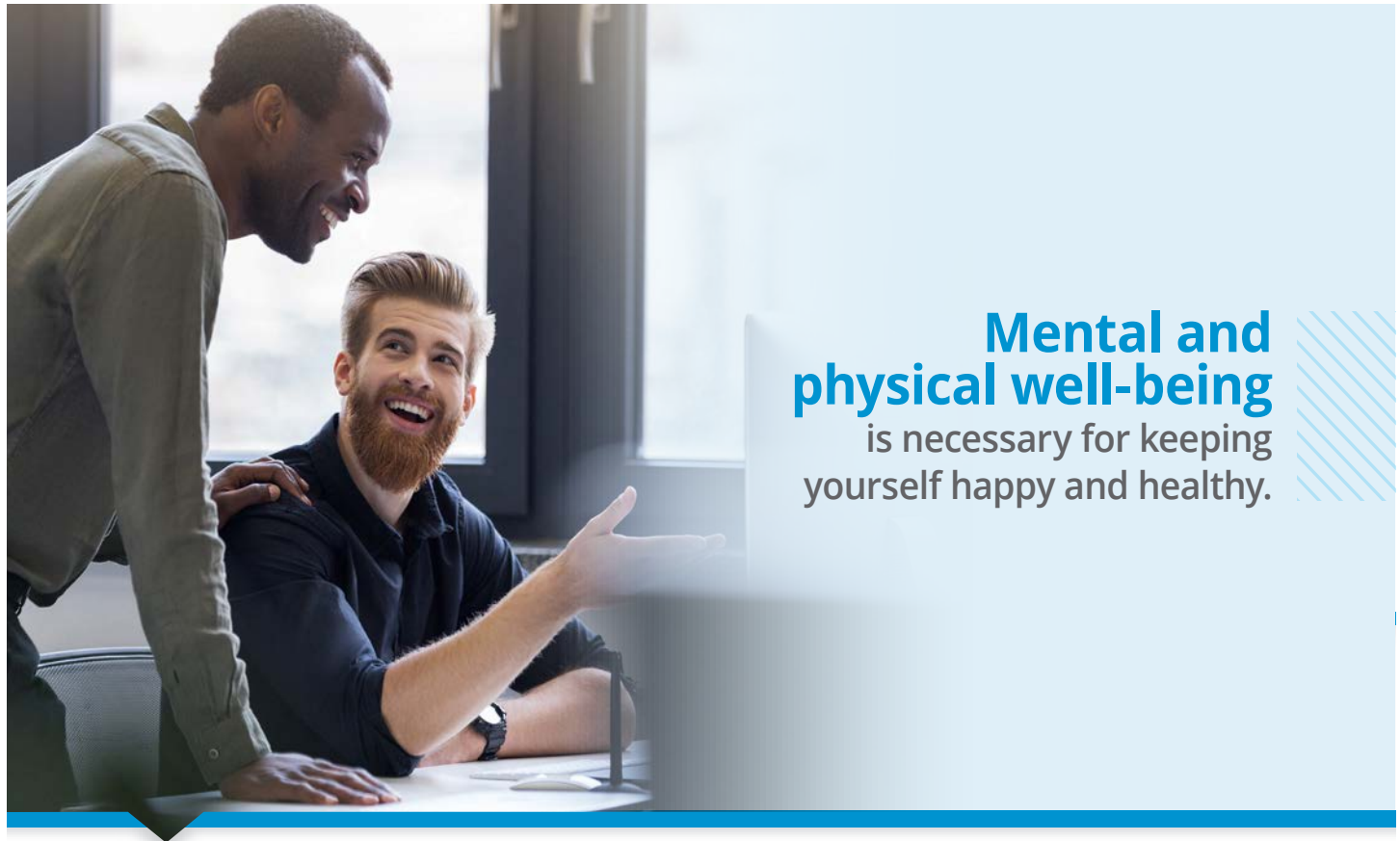
- At work, reach out to your co-workers, even if you work remotely. When you have a good relationship with the people you work with, the days and the work are easier.
- Keeping your camera on in virtual meetings can help you build and strengthen connections
- Outside of work, friends and family can be a huge comfort in times of stress. Don't forget to spend time building these relationships, too.



ND

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Mental and physical well-being is necessary for keeping yourself happy and healthy.

TAKE CARE OF YOURSELF

You've heard it before because it really does make a difference: self-care. Taking care of your mental and physical well-being is necessary for keeping yourself happy and healthy.

- Get enough sleep, eat healthy and balanced meals, stay hydrated, get at least three to five hours of exercise a week and make time in your life for activities you enjoy
- Use the tools included with your BCBSND health plan like online therapy, the online wellness center, coaching and more. Visit the [Learn to Live website](#) or download the app (use code BLUEND) to get started. If you're already a member, just log in to your account to start or continue a program.

If you're worried about yourself or a loved one, trained counselors are ready now. The National Suicide and Crisis Lifeline is free, confidential and open 24/7. Call or text 988, or chat at 988lifeline.org.

Sources: Fortune, Gallup, McKinsey



The monthly wellness topics are part of BlueElements—a health and wellness platform that encompasses six areas—physical, social, emotional, financial, professional and environmental.

Blue Cross Blue Shield of North Dakota complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. This information is available in alternate formats, free of charge, by calling Member Services at 1-844-363-8457 (toll-free) or through the North Dakota Relay at 1-800-366-6888 or 711.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-363-8457 (TTY: 1-800-366-6888).
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October 2024 Webinars

Embrace your emotional health this fall with a live webinar led by Learn to Live's clinical team.

The Price of Silence - How to Talk about Mental Health: If you are struggling with anxiety, depression, or a related concern, you know that is when you feel the least like discussing what you are going through. Join us on **World Mental Health Day** as we discuss effective strategies, guidance in seeking help, and ways we can support those close to us who may be struggling.



Thursday, October 10th: 12-12:30pm CST/1-1:30pm EST

What is Anxiety and What Can I Do About It?: Do worried thoughts command all your attention and steal your joy? Or does your body tell you that you're troubled with an upset stomach, trembling hands, and sweat on your forehead? Even when they seem like they're coming out of nowhere, these can be symptoms of anxiety. The Learn to Live clinical team will help you better understand anxiety and introduce you to evidence based cognitive-behavioral strategies. These strategies will help you address anxiety symptoms and improve your well-being.

Tuesday, October 15th: 3-3:30pm CST/4-4:30pm EST

Raising Future Ready Kids 2: Anxiety and Depression: Childhood anxiety and depression have been on the rise for over a decade now. As parents, watching a child struggle with anxiety and depression can be overwhelming. Learn to Live's clinical team will provide you with information on what anxiety and depression might look like for the kids in your life and share with you effective Cognitive Behavioral Therapy (CBT) strategies to help you and your children overcome these challenges.

Wednesday, October 23rd: 10:30-11am CST/11:30am-12pm EST

Getting Unstuck: The Science of Moving Forward: Do you often feel stuck or powerless in times of uncertainty? In this webinar, the Learn to Live team will help you assess your own challenges and share powerful strategies to help you thrive despite the unknown. You will learn practical ways to restore your wellbeing through specific actions and an intentional approach to difficult thoughts and emotions.

Tuesday, October 29th: 12-12:30pm CST/1-1:30pm EST



To Register:

Click the link for the webinar of your choosing and use the access code **BLUEND**. Upon registering, you will receive a confirmation email from Zoom.

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**October
15-16, 2024**

Courtyard by Marriott
Bismarck ND

Schedule

October 15

8:00 am – 5:00 pm

October 16

8:00 am – noon

Continental breakfast
provided both days.
Lunch provided Tuesday.

Dress: Feel free to
dress comfortably in
business casual or
casual attire.

Hotel

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Bismarck, ND

NDBA Rate: \$139
Reserve by October 1

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Online Reservations:
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Registration

\$695 per person

After September 23 add \$50.

Program will be limited
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- **Increase** effectiveness in setting goals, providing clear direction, listening, observing, monitoring & giving feedback;
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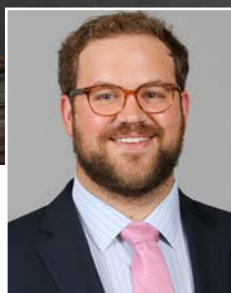
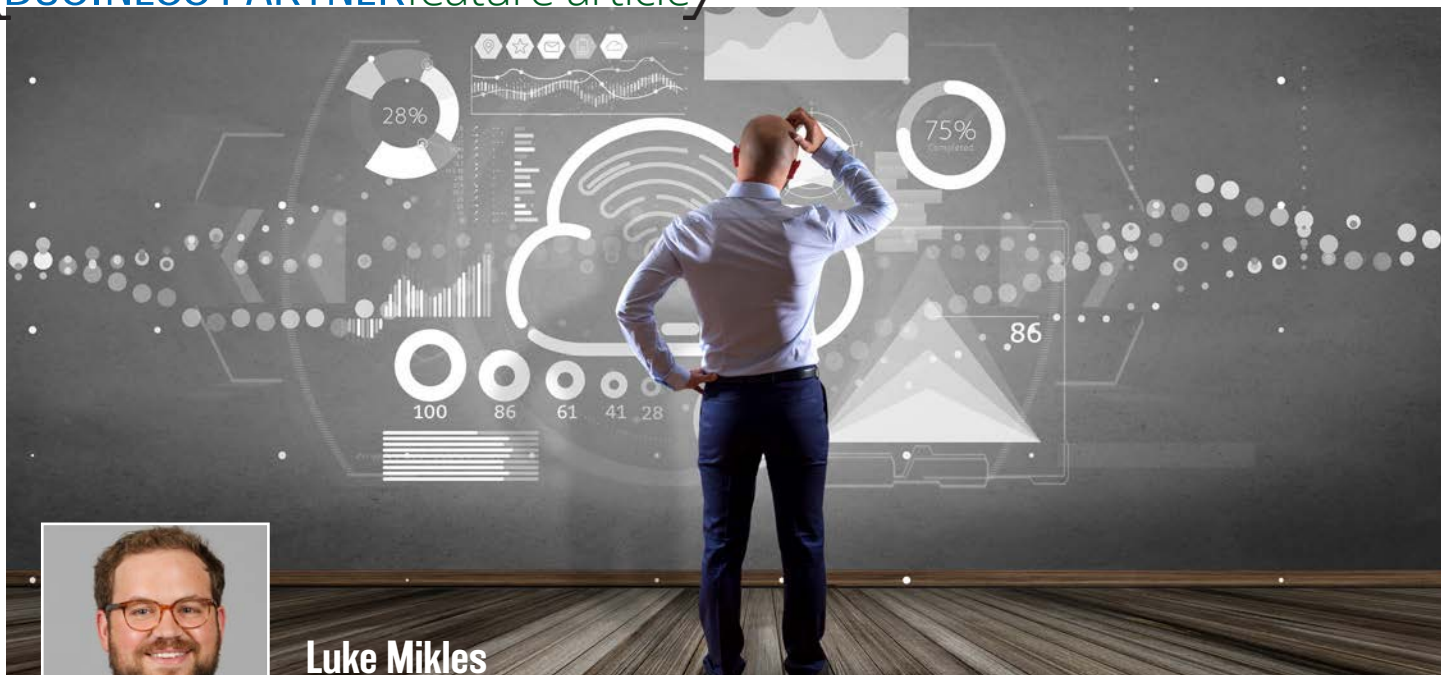
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Joshua Karlgaard
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jkarlgaard@bhg-inc.com

Scan to
register





Luke Mikles
Vice President
Financial Strategies Group
The Baker Group

Back Testing – What’s the Big Deal?

Beneath the wonderful world of interest rate risk (IRR) and asset liability management (ALM) lies a foundation that must be built to ensure an effective and reasonable IRR process. A large part of this foundation is developing an in-house independent review of the IRR system. The FDIC, along with other federal and state banking agencies, has repeatedly stressed the importance of an independent review for the IRR process. The FDIC defines independent as “relying on internal audit staff, bank employees independent of the IRR management process, or third-party consultants. Importantly, there is no requirement or expectation for a bank to hire a consultant, and most community banks should be able to identify an existing qualified employee or board member to periodically conduct this review.”

The 1996 Joint Agency Policy Statement on Interest Rate Risk lists five elements of an independent IRR review:

1. The adequacy of, and personnel’s compliance with, the bank’s internal control system.
2. The appropriateness of the bank’s risk measurement system given the nature, scope, and complexity of the

bank’s activities.

3. The accuracy and completeness of the data inputs in the bank’s risk measurement system.
4. The reasonableness and validity of scenarios used in the risk measurement system.
5. The validity of the risk measurement calculations.

Validating, or back testing, IRR model results is a crucial part of an independent review and directly hits on three out of the five elements listed above. The back testing analysis is focused on earnings-at-risk and shows the impact of many underlying assumptions, specifically repricing balances and rates of key products within the IRR model and given rate environment. When a back test is performed, it compares the IRR model results and projections against actual performance from the institution for a one-year period. To validate the assumptions and data inputs used within the model, a back test will often provide a percentage variance between the model’s calculations for projected net interest income versus actual performance.

The larger the variance, the more questions that need to be answered. What we often see is a variance range, or threshold, that institutions try to stay within for the variance to be considered “acceptable.” However, even if a back test is within the acceptable range, it is still important to understand what is driving these variances. Focusing solely on an overall variance range and not the variance drivers themselves can lead to flawed model assumptions and outputs. It is recommended to perform a back test at least annually.

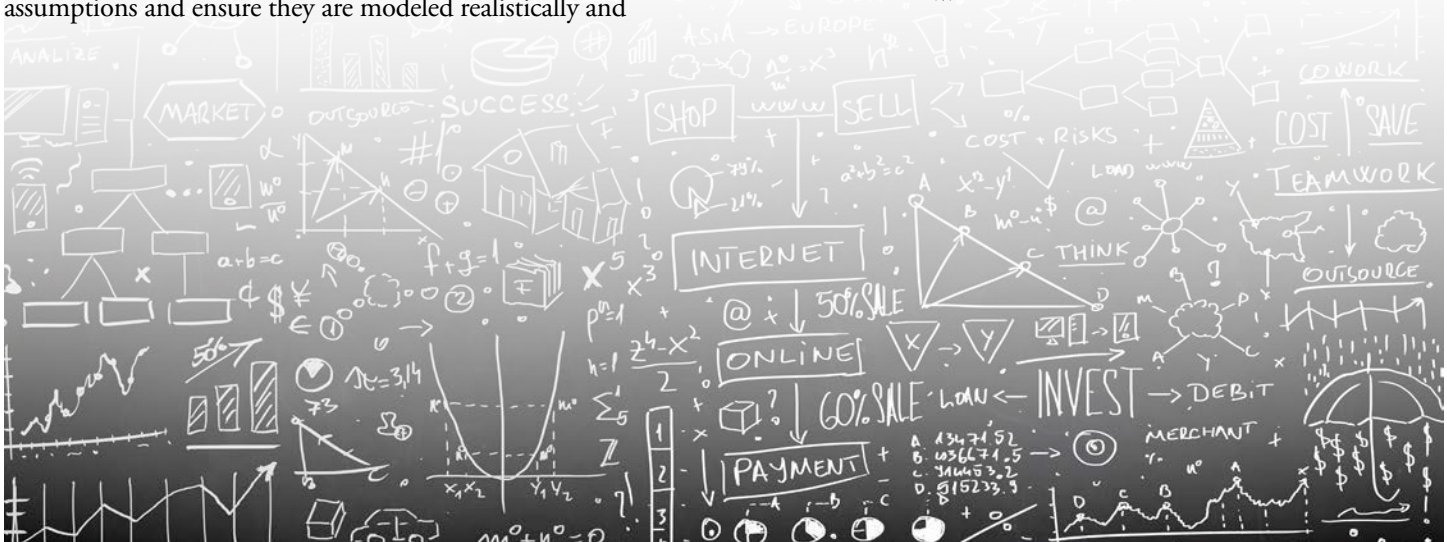
Variances in back testing are often driven by balance sheet composition changes and rate changes. An example of this type of variance can be seen over the most recent rate cycle. As the federal funds rate rose over 500 basis points from March of 2022 to July of 2023, the average institution saw a large shift in deposits moving from non-maturity deposits into higher paying CDs and borrowed funds. This large volume movement and aggressive rise in rates resulted in significant variances in back tests from March of 2022 to today.

So, what does this variance truly tell us? Why is it important and what is the big deal with this variance? Let's take the large variances that we saw in relation to CDs as an example. These variances would suggest that it may be appropriate to review rising rate shift sensitivities (Betas) on these products. Accurate assumptions and inputs result in accurate outputs. If we ignore variances from a back test and do not make proper adjustments to assumptions, the results from the IRR model can become skewed and misleading. It is important to note that one should not wait for a large variance on a back test to adjust assumptions. The process should be proactive and ongoing. Back testing allows us to validate the assumption development process and make additional adjustments if needed. As the Federal Reserve gears up for rate cuts, it will be critical to check falling rate assumptions and ensure they are modeled realistically and

properly. Continuing with the same example, we saw CD rates skyrocket as the federal funds rate rose. But will we see that same impact as the federal funds rate falls? These are questions we should ask, and then use the back test to help answer these questions.

To reiterate, independent reviews are an important aspect within the ALM and IRR process. Back testing helps to affirm a good process by validating model assumptions and assists in making improvements to model inputs when necessary. And while the variance range from a back test is important, it is also important to not solely focus on that one output. Instead, it is crucial to understand the reason, or lack thereof, for the variance in the first place. As we continue through this rocky rate cycle, IRR and back testing will continue to take a front seat in helping institutions make important decisions.

Luke Mikles is a vice president in the Financial Strategies Group at The Baker Group. He joined the firm in 2019, serving in the Interest Rate Risk Department. In 2023, Luke moved to the Financial Strategies Group, where he assists institutions with the risk management process and speaks at Baker's educational seminars across the country. Luke holds a Bachelor of Business Administration degree in energy economics from the University of Central Oklahoma. Contact: 405-415-7307, LMikles@GoBaker.com.



45th Anniversary CELEBRATION SEMINAR

November 7-8, 2024

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FEATURED SPEAKER

David Rosenberg – President/Chief Economist & Strategist
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There is no cost for this seminar.

For more information and to register, visit GoBaker.com/arizona/. Call Skoshi Heron at 888.990.0010 for questions.



Interest Rate Risk and Investment Strategies Seminar

AGENDA

Wednesday, November 6

Welcome Cocktail Reception

Thursday, November 7

Breakfast, Economist-David Rosenberg, Seminar, Lunch, Seminar, Adjourn, 45th Anniversary Celebration Cocktails and Dinner

Friday, November 8

Breakfast, Seminar, Conclusion, Golf Included at the Padre Golf Course

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.

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Looking at the Big Picture: Fair Lending Concerns on Valuations



Jessica D. Lamoreux
Associate General Counsel
Compliance Alliance



Recent actions by regulators indicate a growing concern about fair lending risk, specifically, as it pertains to appraisals and valuations used to make credit decisions. Based on the increased interest in this area, banks may want to ensure that their management of fair lending risk includes a detailed look at their valuation process. The focus on this issue kicked off with the creation of the [Interagency Task Force on Property Appraisal and Valuation Equity](#) (PAVE) in 2021, but federal agencies are also taking independent actions. For example, in March 2023, the Consumer Financial Protection Bureau (CFPB) and the Department of Justice (DOJ) filed a [Statement of Interest](#) in a case alleging that the appraised value of a black consumer's home increased by nearly \$300,000 after the owners "whitewashed" their home by removing photos of themselves from the home and being absent during the second appraisal. More recently, in July 2024, the U.S. Department of Housing and Urban Development (HUD) [announced](#) a lawsuit against an appraiser and a lender, alleging racial bias in the appraisal of another black consumer's home. In that case, HUD alleges that the appraiser used comparable sales from a nearby majority-minority area rather than those from the predominantly white neighborhood where the property was located. The lender and the

appraiser did not revise the appraisal when the consumer challenged the valuation.

In July 2023, the agencies proposed guidance on Reconsiderations of Value (ROV) that was [finalized](#) in July 2024. This broad guidance will apply to all situations where there may be concerns about the accuracy of an appraisal or valuation, but it specifically emphasizes fair lending concerns. "Prohibited discrimination" is the first item listed in the guidance as a possible cause of deficiencies in valuations. The guidance states that appraisal bias, if not remedied, would be considered a violation of the Equal Credit Opportunity Act (ECOA) and Regulation B. The ROV Guidance also reiterates, as the agencies have asserted in other contexts, that financial institutions are responsible for monitoring the compliance of third parties, including appraisers.

The agencies also recently published a [final rule](#) on the use of automated valuation models (AVMs) in credit decisions, explicitly requiring that banks ensure that the AVMs they use "comply with applicable nondiscrimination laws." While the AVM guidance expresses regulator concern about automation and artificial intelligence – another recent focus – it also is

targeted at the issue of discrimination in valuations and builds on both the ROV guidance and the lawsuits in which federal agencies are participating.

Taken together, these regulator actions demonstrate that bank reviews of appraisals and valuations should be calibrated to detect discriminatory bias, and the lawsuits suggest a few items that may be worth extra scrutiny. One of these is the selection of comparable properties or “comps,” as they are often called by appraisers and lenders. Lawsuits have alleged that the comps selected for an appraisal have reflected the race or ethnicity of the homeowner more than specifics of the property itself. For banks, the takeaway is that when the selected comps are not the recently sold properties closest to the appraised property, the bank should examine the reason that more distant properties were used.

The general trajectory of property values in the area may also be worth a careful look. If area property values have generally increased since the subject property was last sold or appraised, a valuation that shows a smaller increase or a decrease in value as compared to the last sale or valuation may raise eyebrows. In the lawsuits alleging valuation discrimination, plaintiffs consistently argue that a valuation showing a change in value that is not in line with the general trend for area property is an indicator that the valuation is unfairly biased. When reviewing an appraisal, it may be useful for banks to look at the last appraisal or sale of the property and the general trend for area property values since that time, ensuring that there is a reasonable basis for any divergence from that trend.

The reconsideration of value process provides an additional opportunity for the bank to mitigate risk. In the immediate transaction, there is both fair lending and safety and soundness risk to the bank if it does not fully review the valuation and ensure that the value assigned to the property is accurate. Based on the conglomeration of guidance and lawsuits on this topic, however, resolving any issues with the valuation is only the first step.

Because of the bank’s obligation to oversee third party service providers and ensure that they also comply

with fair lending rules and other requirements, a well-constructed ROV process should feed into the bank’s vendor management program. When an appraisal or valuation is determined to be inaccurate or unreliable, that information should be sent to those responsible for vendor management to ensure that the bank does not continue to use appraisers that are not consistently providing quality appraisals. Reviewers of vendors that provide valuations should monitor those vendors for quality, including any indicators of discriminatory bias.

Finally, even where a challenged or disputed valuation is found to have been reliable and valid, the bank’s adherence to the ROV process, including a thorough (and thoroughly documented) objective review of valuations, as well as careful consideration of any issues raised about the valuation, demonstrate to regulators (and, in the event of litigation, to courts) that the bank is committed to ensuring accurate valuations.

Jessica Lamoreux, JD, works as Assistant Vice President and Associate General Counsel for Compliance Alliance. She graduated magna cum laude from Case Western Reserve University School of Law, where she served as Contributing Editor on the law review. She also holds a Bachelor’s degree in Political Science from Kenyon College. Before her work in regulatory compliance, she served as a law clerk in the U.S. Bankruptcy Court. She is licensed in the State of Ohio.

Ms. Lamoreux’s has a strong background in consumer financial services; beginning as the Compliance Attorney for a mid-size debt collection law firm and later as Associate Counsel for a consumer lender. Most recently, Jessica was the Director of Risk & Compliance at an SaaS startup, where she advised on the design of software for managing the placement of defaulted receivables with third party collectors. Jessica’s work has consistently focused on policy drafting and employee compliance training. She has also frequently presented on regulatory issues at the National Creditors Bar Association and other industry events. Along with her Hotline duties, Jessica will also be a featured ACCESS magazine author.

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BANK

HAPPENINGS



Aberdeen SD

After 31 years, **Chad Bergan**, executive vice president and chief financial officer, has announced his retirement from **Dacotah Bank**. Bergan joined Dacotah Bank as an internal auditor in 1993 following graduation from college. He was promoted to vice president and controller where he served in that capacity until July of 2008 when he became senior vice president and chief financial officer. Bergan was promoted to executive vice president in January 2020. During his time at Dacotah Bank, Bergan graduated from Graduate School of Banking in Colorado and has served on various Dacotah Bank and Dacotah Bank Inc. boards and committees. Originally from Milbank, SD, Bergan attended Northern State University receiving a bachelor's degree in accounting.



Chad Bergan

Bismarck

Nada Hieb has joined **Bravera Wealth** in the role of financial advisor. She has been working in the financial industry since 2021 and is originally from Glendive, MT. Nada earned her master's and bachelor's degrees from the University of Mary. She has completed the Securities Industry Essentials (SIE), Series 6 and Series 63 registrations along with life, health and annuity licenses.



Nada Hieb

Bismarck

Don Morgan joined the **Bank of North Dakota** team as president/CEO. Prior to joining BND, he worked at Starion Bank as the chief executive officer/president. Don attended the University of Wyoming where he obtained his bachelor's degree in finance/accounting. He also earned a master's in accounting at the University of Phoenix.



Don Morgan



Riley Griffin

Riley Griffin joined the **Bank of North Dakota** team as a loan operations specialist II. Prior to joining BND, he worked at Gate City Bank as a personal banker. Riley attended Bismarck State College and obtained a degree in finance.

Jody Klocke joined the **Bank of North Dakota** team as a business banking associate III. Prior to joining BND, she worked at AgCountry Farm Credit Services as a loan document specialist.



Jody Klocke



Jocelyn Schneider

Jocelyn Schneider

joined the **Bank of North Dakota** team as the education outreach coordinator. Prior to joining BND, she worked at Capital Credit Union as a financial education coordinator. Jocelyn attended obtained a degree from North Dakota State University.

Devils Lake

Sarah Bachmeier of **First United Bank** was awarded a diploma on August 9, 2024, at commencement exercises during the 79th session of the prestigious Graduate School of Banking at the University of Wisconsin-Madison. She also received a Certificate of Executive Leadership from the Wisconsin School of Business Center for Professional and Executive Development for completing the rigorous GSB leadership curriculum.



Sarah Bachmeier

Devils Lake

Katlyn DeBauche was recently promoted to customer service manager at **Western State Bank**. DeBauche joined the bank in March 2024 as a customer service representative.



Katlyn DeBauche

Fargo

After forty years of service in the banking industry, including most recently eight years of dedicated leadership at **Border Bank**, **David Felch** officially retired on September 3. He began his career at Border Bank as the chief strategy officer and became the CEO in 2018. Over his eight years, David guided Border Bank through a period of remarkable growth and positioned Border Bank for continued success.



David Felch

Williston

American State Bank & Trust Co. recently announced that **Rochelle Villa** has joined the bank as its marketing officer. Villa is originally from Brown's Town, Jamaica, and has lived in Williston for the past 12 years. Villa holds a Bachelor of Arts degree in journalism from the University of the West Indies.



Rochelle Villa

associate HAPPENINGS

Fargo

Dakota Business Lending (DBL) is pleased to welcome **Shelby Kraemer** to their team as an underwriter. Kraemer has a bachelor's degree in finance and brings with her over nine years of experience in SBA and other business financing programs, five of which were spent at a 504 certified development company like Dakota Business Lending.



Shelby Kraemer

Fargo

Dakota Business Lending (DBL) has been selected by the U.S. Treasury Department's Community Development Financial Institution (CDFI) Fund to receive a \$50 million New Markets Tax Credit (NMTC) award. This is their third NMTC allocation, following two \$30M awards received in 2021 and 2022. They

remain the first and only North Dakota-based financing entity to be chosen and one of the country's top 100 community-focused organizations recognized this year.

DBL uses the NMTC program as a unique financing mechanism that provides gap financing with interest only payments for seven years and then converts to equity in the business – principal payment is not required. DBL has several projects in the pipeline for consideration and is also working on the application for the next round of funding. Please contact one of the DBL loan officers with any potential projects and visit www.dakotabusinesslending.com/loans/new-markets-tax-credit for more information.

Fargo

Dakota Carrier Network (DCN) has hired **Adam Simmonds** as its new chief financial officer (CFO). For more than a decade, he has served in finance-related leadership roles at construction companies in North Dakota and Illinois, and most recently as client accounting and advisory services office leader/controller at CliftonLarsonAllen, the eighth-largest accountancy firm in the United States. Simmonds earned a bachelor's degree in accounting and finance from Minnesota State University Moorhead and has CPA licenses in North Dakota, Illinois, and Utah. He is a member of the American Institute of CPAs®.



Adam Simmonds

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Ryan Bakke, CPA
Financial Institutions Practice
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Ag Banker Mandan and Oakes ND



Full job description: www.starionbank.com/careers.

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You should be:

- In the know—always keeping up with both local & national ag news as well as government policies and programs on farming & ranching
- Analytical—with top-notch financial and credit analysis skills
- Self-aware—including highly intentional about your decision-making processes, and skilled in communicating them to diverse colleagues and customers
- Customer-focused—happy to help others, genuinely curious about an array of industries, and hungry to learn new sales best practices at any stage of your career

You should have:

- A bachelor's degree in business, finance, economics or a related field.
- Knowledge of credit, compliance and regulatory standards preferred.
- Proficiency with Microsoft Excel.

We offer a competitive salary and a full comprehensive benefit package including health, life, dental, vision, health savings account, 401K, profit sharing, paid vacation and holidays.

Join our team and work at a bank recognized as "Best of the Best" by Independent Banker magazine, "50 Best Places to Work" by Prairie Business magazine and "Top 10 Workplaces" by Bismarck-Mandan Young Professionals Network!

Apply online at www.starionbank.com/careers.

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

Market President Fargo ND



In support of Dacotah Bank's strategic plan goals, this position manages and directs a bank market toward achieving profit, growth, and return on equity objectives. It is responsible for the administration and coordination of market activities, providing advice and guidance to bankers, and recommending and monitoring objectives while supporting established company policies and procedures. Additionally, this role serves as a leader by overseeing budget planning and profitable customer relationship growth to include loans, deposits, and all other revenue lines maximization.

Key responsibilities include high visibility market leadership for Dacotah Bank within the community, profitable growth for the market and the company, credit quality, effective marketing efforts, supervision of bankers and loan support staff, the underwriting of loan requests and authority for banker's loan requests, and networking with prospective customers. This position reports to and works closely with the Regional President and works with a team of peers within the region and the Company.

Accountabilities:

- Within the framework and in support of the goals and objectives of the company strategic plan, establishes and manages market-based goals, objectives, and plans to maximize revenue and profitable growth for the market.
- Directs and oversees market's budgetary and financial activities.
- Both directly and indirectly through team members, prospects broad based customer relationships in the market using local networks and connections.
- Places priority on market-based goals achievement, with expectations of meeting or exceeding those goals, to include loans, deposits, other revenue lines and all other goals as set forth.
- Monitors loan portfolio to maintain a high-quality asset base; assures the proper credit-risk based management of all client files including all required financial records and loan documentation.
- Promotes the effective growth and management of the loan portfolio.
- Works with credit administration in the proper recognition of portfolio risk through active management of all monitoring tools and processes and ongoing oversight and engagement with market portfolio loan risk rating considerations.

- Participates in the hiring, promotion, and performance review process while managing, mentoring, and improving support staff performance. Coaches and develops individuals to ensure the team is meeting market, region, and company strategic goals.
- Dispenses advice, guidance, direction, and authorization to carry out plans, standards, and procedures consistent with the established policies and procedures of Dacotah Bank.
- Serves as a member of the President's Council leadership team, with responsibility for strategic focus and financial performance of the Company.
- Collaborates and engages effectively with employees, peers, internal departments, and other President's Council members, and encourages others to do the same.
- Demonstrates confidence and agility through changing priorities.
- Engages with community or service organizations.

Qualifications:

Bachelor's degree or equivalent work experience required; degree in Finance, Business or Economics preferred; or 5-10 years related experience and/or training; or equivalent combination of education and experience.

Completion of a GSB program preferred.

Dacotah Bank has both a rich history and a sharp vision for the future. We are a family-friendly community bank with high ethical standards and a commitment to ongoing training and education! At Dacotah Bank, we are here for each other and here for our customers and our communities - that's why it's good to be in Dacotah Territory.

Dacotah Bank offers a competitive salary and exceptional benefits package including but not limited to: individual and family coverage health and dental insurance premiums 100% paid for by Dacotah Bank; health savings accounts, life insurance for employee and family, paid vacation, paid sick time, retirement plan options, and additional perks and benefits.

Don't miss out on your opportunity to shine with one of American Banker's Best Banks to Work For! Learn More and Apply Today: www.dacotahbank.com/careers

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

Credit Officer Fargo ND



At Bank Forward, our greatest asset is our employees. Working for a widely respected company with a rich tradition, in an atmosphere of enthusiasm, positivity, with a culture grounded in teamwork focused on the future is what can be expected at Bank Forward...It's Simply the Forward Way!

Compensation: Starting at \$82,000 or greater annually, depending on experience.

Benefits: Health (Traditional and High Deductible plan options), Dental, Vision, Medical & Dependent Care FSA, HSA, 401k, Employee Stock Ownership, Company paid Life and Long-term Disability Insurance, Voluntary paid benefits, Paid Time Off, Holidays, Extended Medical Absence Leave.

Work Hours: Full-time; Monday through Friday, 8-5pm.

Skills / Requirements / Qualifications:

- Acts as a resource for bank officers in the credit administration process by analyzing and spreading of financial statements for potential new clients and providing preliminary recommendations as to the feasibility of the credit request.
- Assists lenders with the preparation of loan committee presentations, credit reviews and problem loan summaries.
- Acts as a resource for bank officers in the credit administration process.
- Spread and analyze financial statements for existing and prospective clients. Provide preliminary recommendation regarding the feasibility of the credit request.
- Prepare independent, written credit evaluation of new, renewal or modification loan proposals as well as annual credit reviews.
- Identify trends and analyze performance in order to develop an assessment of credit risks.
- As required, monitor credit quality through the review financial information such as interim financial statements, to provide early warning of possible deterioration.
- Provide input to lending officers on terms under which a credit request could be structured including costs, repayment methods and collateral requirements.
- Develop and maintain a thorough understanding of the Bank's credit policies, procedures, processes and manage to best practices.
- Knowledge, skill, and mental development equivalent to the completion of a four-year college degree in Accounting, Finance, or a related field and five years of credit, lending, or banking experience.

Resumes can be sent to: humanresources@bankforward.com

Executive Vice President and Chief Financial Officer Aberdeen SD



Join Dacotah Bank's dynamic banking team as the Executive Vice President and Chief Financial Officer.

This role oversees financial programs, including budgeting, tax planning, and asset management, ensuring accurate reporting and effective resource investment. Responsibilities include managing the accounting and finance department, establishing internal controls, and monitoring financial metrics. The role involves projecting capital and liquidity needs, overseeing capital planning, and analyzing economic impacts on asset quality. The CFO will ensure legal compliance, manage insurance and bonding, and provide consultative support. As a senior manager, the CFO will collaborate with boards and regulatory officials on strategic planning, stay updated on industry trends, and engage with community and professional organizations.

Candidates should have a master's degree in accounting or finance and ten years of senior-level experience, or a bachelor's degree with 15 years of similar experience. Proven team building, development, and management skills are essential.

Dacotah Bank offers a competitive salary and benefits package including individual and family health and dental insurance premiums 100% paid for, life insurance for employee and family, paid vacation, retirement plan options, and additional perks and benefits.

Apply Today: www.dacotahbank.com/careers

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

Insurance Customer Service Agent Fargo ND



Dacotah Insurance is an established, growth-oriented insurance agency with a team of highly motivated individuals. We are seeking an individual to enhance customer relationships and build trust with an outgoing personality. A team player who has the ability to multi-task and also has a passion for helping others.

Accountabilities:

- Provide prompt and courteous customer service
- Maintain a strong and positive work ethic and total commitment to success daily
- Maintain agency management system
- Assist customers with policy changes
- Participate in educational opportunities to stay informed of industry developments
- Provide support to team members to reach agency performance goals
- Perform other duties as assigned

Qualifications and Skills:

- A commitment to professional and ethical behavior
- Effective verbal and written communication skills; communication proficiency
- Demonstrated ability to use tact, diplomacy, and professionalism when dealing with customers and co-workers
- High importance placed on excellent customer service
- A self-starter, one who is highly motivated
- Detail-oriented, thorough with a focus on accuracy
- Aptitude and willingness to learn various software applications relevant to this position

Experience:

Insurance or Other Business-Related Experience

Licenses & Certifications:

Current Property & Casualty Insurance License, or willingness to obtain within 90 days

Dacotah Bank offers a competitive salary and exceptional benefits package including but not limited to: individual and family coverage health and dental insurance premiums 100% paid for by Dacotah Bank; health savings accounts, life insurance for employee and family, paid vacation, paid sick time, retirement plan options, and additional perks and benefits.

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Ag Loan Officer Jamestown ND



At Bank Forward, our greatest asset is our employees. Working for a widely respected company with a rich tradition, in an atmosphere of enthusiasm, positivity, with a culture grounded in teamwork focused on the future is what can be expected at Bank Forward...It's Simply the Forward Way!

Compensation: Starting at \$60,000 or greater annually, depending on experience. Insurance commission opportunities with applicable licensing.

Benefits: Health (Traditional and High Deductible plan options), Dental, Vision, Medical & Dependent Care FSA, HSA, 401k, Employee Stock Ownership, Company paid Life and Long-term Disability Insurance, Voluntary paid benefits, Paid Time Off, Holidays, Extended Medical Absence Leave.

Work Hours: Full-time; Monday through Friday 8-5pm.

Skills / Requirements / Qualifications:

- Generate new loans and maintain customer relationships in current loan portfolios.
- Structure financial packages using appropriate loan products and collateral requirements to meet customer needs, while adhering to bank policy.
- Provides agriculture and financial expertise to farmers and agribusinesses.
- Sell or assist with MPC and crop hail insurance strategic sales.
- Position requires a degree in business, Ag Econ, Agronomy, or related field or equivalent combination of education and experience.
- Previous experience in agribusiness preferred.
- Currently licensed or have the ability to obtain licenses in Crop Hail insurance and/or credit life insurance.

Resumes can be sent to: humanresources@bankforward.com

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Risk Factor

It's estimated that approximately **40%*** of all properties not located within a **SFHA** will flood at some point. So with this in mind, one can see why it would be important to understand how close all structures on a property lie in relation to the *nearest SFHA*. In many of these instances a standard Flood Hazard Determination Form for a property does not give enough detail to the borrower or lender, and may leave them unaware of the potential risk of flooding the property faces.



Quick & Accurate

By utilizing an **aerial Map Copy**, the lender can see the distance to the next hazardous zone from any structure on the property. Due to the nature of the risk, it's important that lenders review accurate and easy-to-read maps. A **clear Map Copy** provides beneficial information regarding *nearby SFHAs* that may not directly affect the primary structure or structures.



**HIGHLY ACCURATE
FLOOD ZONE
DETERMINATIONS**

*The benefits to ordering an easy-to-read **aerial Map Copy** along with your flood zone determination extend beyond just being able to see the multiple structures on a property and can significantly reduce the risk for the borrower and lender. If you are not using a vendor who can provide you with an **aerial Map Copy** along with your flood zone determination, reach out to **DataVerify Flood Services**. We can provide the digital lift that lenders and borrowers need to work through all the uncertainties surrounding **SFHAs**.*



Contact your Flood Services experts today at
800-841-0662 or learnmore@dataverifyflood.com.

*<https://www.floodsmart.gov/flood-insurance/why>





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Fargo ND

Contact: Steve Owens, Client Development Manager

Phone: 612-845-4282

stephen.owens@alliedsolutions.net



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IntraFi

www.intrafi.com

Arlington VA

Contact: Bradley Cole, Managing Director, Northern Plains

Phone: 703-292-3392

bcole@intrafi.com



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Arctic Wolf

www.arcticwolf.com

Eden Prairie MI

Contact: Logan McAlpin, Sr. Account Representative

Phone: 612-304-0875

logan.mcalpin@arcticwolf.com



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Eden Prairie MN

Contact: Adam Dawson, Regional Sales Manager

Phone: 952-261-8978

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The Baker Group

www.gobaker.com

Oklahoma City OK

Contact: Jantz Kinzer, Managing Director

Phone: 405-415-7255

jantz@gobaker.com



ODP Business Solutions

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Austin TX

Contact: Kimberly Gilbert, Senior Inside Sales Representative

Phone: 855-337-6811 (12815)

kimberly.gilbert@officedepot.com



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Excelsior MN

Contact: Joshua Karlgaard, SVP/Institutional Relationships

Phone: 952-463-8419

jkarlgaard@bhg-inc.com



SBS Cybersecurity

www.sbscyber.com

Madison SD

Contact: Cole Kratovil, Account Executive

Phone: 605-923-8722

cole.kratovil@sbscyber.com



Compliance Alliance

www.compliancealliance.org

Austin TX

Contact: Brittney Stacey, Director of Membership Development

Phone: 833-683-0701

brittney@compliancealliance.org



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www.superiorira.com

Perham, MN

Contact: Jason Bain, SVP - Sales

Phone: 218-330-5099

jason.bain@superiorira.com



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Contact: Teri Sizemore, National Sales Executive

Phone: 419-660-8589

teri.sizemore@dataverifyflood.com





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