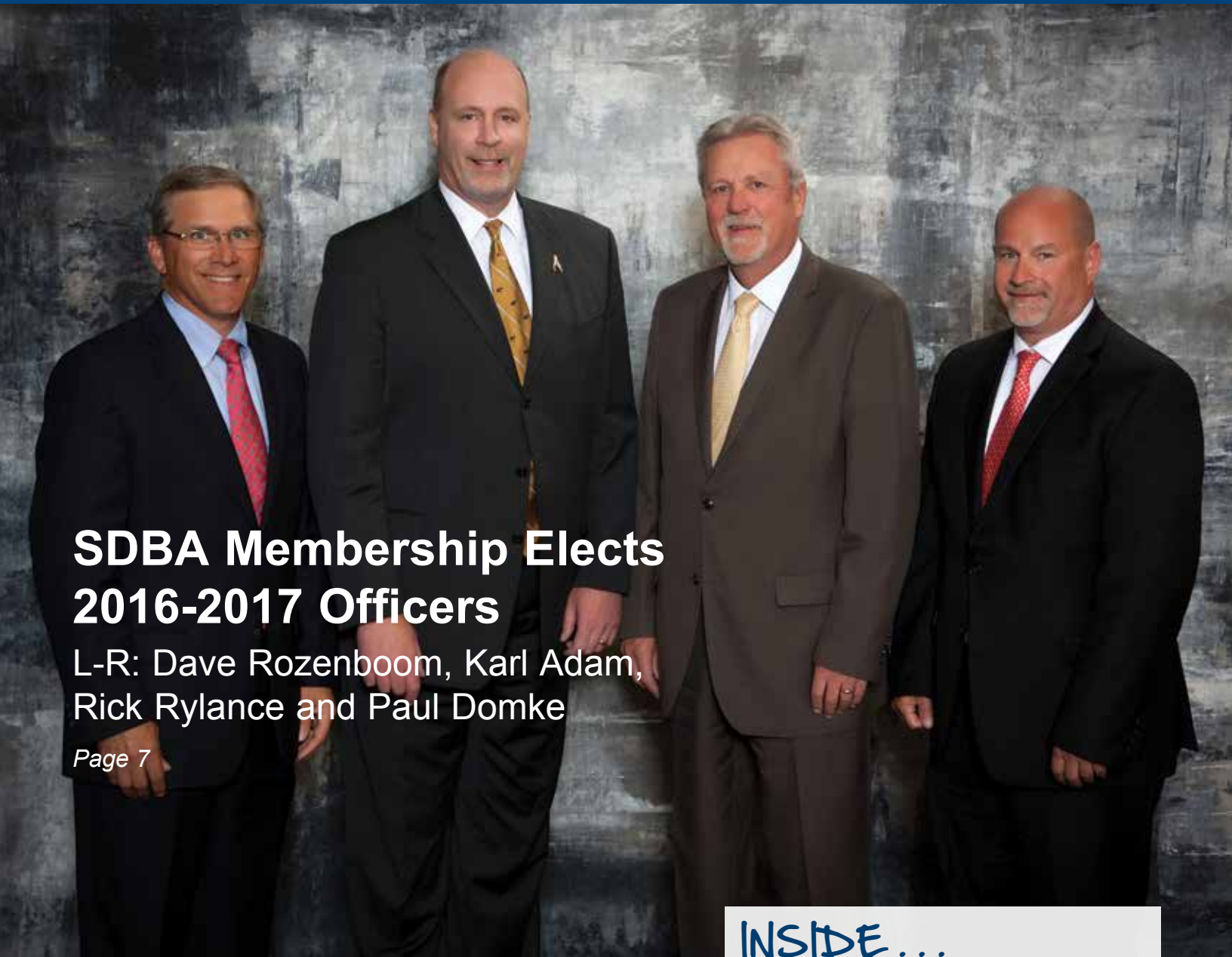


# South Dakota Banker

Your Premier Source to South Dakota's Financial Services Industry | July 2016

A photograph of four men in business suits standing in a row against a textured, greyish-blue wall. From left to right: Dave Rozenboom (wearing glasses and a red tie), Karl Adam (wearing a yellow tie), Rick Rylance (wearing a yellow tie), and Paul Domke (wearing a red tie).

## SDBA Membership Elects 2016-2017 Officers

L-R: Dave Rozenboom, Karl Adam,  
Rick Rylance and Paul Domke

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# SOUTH DAKOTA

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Chairman-Elect Dave Rozenboom  
First PREMIER Bank, Sioux Falls

Vice Chairman Karl Adam  
First Dakota National Bank, Pierre

Immediate Past Chairman Rick Rylance  
Dacotah Bank, Rapid City

### Term Ending April 30, 2017

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Kevin Whitelock, Pioneer Bank & Trust, Spearfish

### Term Ending April 30, 2018

Jeff Davis, Bryant State Bank, Bryant  
Brad Seaman, First State Bank of Warner, Aberdeen  
David Bangasser, Dacotah Bank, Sioux Falls

### Term Ending April 30, 2019

Kristina Schaefer, First Bank & Trust, Sioux Falls  
David D. Nelson, First Fidelity Bank, Platte  
Jerry Nachtigal, Citibank, N.A., Sioux Falls

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# South Dakota Banker

Your Premier Source to South Dakota's Financial Services Industry

July 2016 | [www.sdba.com](http://www.sdba.com)

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**Front Cover Photo:** 2016-2017 SDBA Officers (L-R) Chairman-Elect Dave Rozenboom, First PREMIER Bank, Sioux Falls; Vice Chairman Karl Adam, First Dakota National Bank, Pierre; Immediate Past Chairman Rick Rylance, Dacotah Bank, Rapid City; and Chairman Paul Domke, Heartland State Bank, Redfield.



## South Dakota Bankers Association

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Website: [www.sdba.com](http://www.sdba.com)

## message from the chairman

BY PAUL DOMKE | President/CEO/CCO | Heartland State Bank, Redfield

# Planning to Move the Association Forward



**G**reetings! The 2016 Annual Convention has just concluded, and Rick Rylance has passed the gavel into my hands.

I want to thank Rick and recognize his leadership on issues this past year which included the Elder Abuse Prevention Task Force and strategic planning for our Association, to name a few. I also wish to thank the SDBA staff and that of the NDBA for such a fine convention. In particular, Deb Gates, who is retiring later this year, put her touch on things during the convention for the last time as an SDBA employee.

I am humbled and honored to serve in this position and have been lucky to witness the leadership of several others who have done such a great job. This Association has and continues to provide great educational opportunities, products and services, and advocacy for all South Dakota banks, and it is from the diversity of size and business models where we can come together to find common ground on what banks need in those areas.

In his last column, Rick mentioned the planning session held by a diverse group of bankers and garnering the input from all banks that responded to surveys and other outreach. The attendees came together with some

strategic priorities, and we have received a draft copy of strategic steps. The SDBA Board of Directors will convene in the upcoming months to set forth priorities and strategies. Banks have had to transition and adapt for years, and our Association must do the same.

Growing up in a banking family, I have heard the points of an uneven playing field as it pertains to Farm Credit and credit unions for most of my life. It does exist and is real, but the fact of the matter is that in my life, I have only seen the advancement of those entities. My take away is that whatever messages were being sent worked in the reverse for our industry or the only ones that care about the issue are us.

I look forward to communicating and working on the plan, and we have a great, diverse Board to carry on that as well. As good as the Board is, we have an even better president in Curt Everson, who with his staff has a passion to work tirelessly for us.

Feel free to contact me, and I once again thank all of you for the opportunity to serve. ■

---

Paul Domke is president/CEO/CCO of Heartland State Bank in Redfield. Domke can be reached at 605.475.5500 or [pdomke@hsbsd.com](mailto:pdomke@hsbsd.com).



## 2017 Scenes of South Dakota Calendar & Photo Contest



**T**he SDBA is currently taking orders for its 2017 Scenes of South Dakota Calendar.

This calendar will feature photos of South Dakota submitted by South Dakota bankers, their family members and customers. Your bank, branch or business' logo and name can be printed on each calendar.

The Scenes of South Dakota Calendar is exclusive to SDBA member banks and associate members. The SDBA logo is included to emphasize the strength and security of South Dakota's banking industry. Calendar orders are due by Sept. 1, 2016, to get the low price of \$1.19 per calendar. Orders will be shipped by Nov. 1, 2016.

The SDBA is also seeking amateur photos for

the 2017 calendar. Send the SDBA your photos of farms, barns, agricultural activities, historical South Dakota locations, county fairs, carnivals, parades or festivals, fall colors, winter snowfalls, spring flowers or summer fun. Any photo that shows the history and beauty of the great state of South Dakota qualifies.

All photos submitted will be judged, and the top photos will be featured throughout the 2017 calendar. The photo entry deadline is July 29, 2016.

Learn more about ordering the 2017 calendar or submitting photos at [www.sdba.com/scenes-of-south-dakota-calendar](http://www.sdba.com/scenes-of-south-dakota-calendar). Or contact Alisa DeMers with the SDBA at 800.726.7322 or [ademers@sdba.com](mailto:ademers@sdba.com). ■



## President Previews SDBA/SDBIS Strategic Priorities



Upon returning from the 2016 Annual Convention hosted by our friends at the NDBA in Bismarck, my first order of business was to write my monthly column. But, before I get into the core of my message, I need to do two things:

1. Offer a big THANK YOU and congratulations to every member of the NDBA staff for a job very well done! For those of you who couldn't attend, here's a news flash—Elvis lives!

2. Send a SAVE THE DATE for the 2017 Quad States Convention June 4-6 in Rapid City. We are already planning ways to build on the success of the 2013 four-state event, so please mark those dates and plan to attend.

During this year's annual business meeting, I spoke briefly about our near-term priorities as developed via our recent strategic planning effort. During a meeting prior to the start of the Convention, SDBA Board members reviewed and discussed various elements of the draft plan. Over the course of the summer, Board members and Association staff will take some time to mull over the proposed strategic initiatives and reconvene early this fall to further prioritize and better define action steps needed to execute the plan.

As it stands today, the following six strategic priorities will drive SDBA and SDBIS operations through the year 2020. In no particular order of priority they include:

**1. Explore opportunities for collaboration with other banking trade associations within and outside of South Dakota and look for other strategic alliances that enhance our ability to offer "best-in-class" services to our members.**

For good or bad, consolidation of charters is a fact of life in the banking industry. Demographic realities, financial pressures, succession and regulatory challenges are all at work driving consolidation. SDBA leadership understands the challenges that bank consolidation creates for the SDBA, hence this priority.

**2. Attract, Develop and Engage the Next Generation of Banking Professionals**

The financial crisis of 2007-2008, the resulting recession and the negative tone of the ongoing political debate surrounding legislative measures like TARP and Dodd-Frank dealt a harsh blow to the reputation of the nation's banking industry. Hence the need for a strategic priority aimed at helping reposition banks and banking in the minds of the next generation of prospective bankers.

**3. Improve/Strengthen Advocacy**

Ninety-five percent of bankers responding to the

survey rated state and federal lobbying support as important or extremely important when deciding whether or not to write their annual dues check. While SDBA has a long-standing record for getting good bills passed and troublesome bills killed in Pierre, as an industry we need to find a new path forward in Washington, D.C. Some members of Congress and the current administration continue to be outwardly hostile toward our industry. Finding the 60 votes needed to pass anything in the Senate is never easy. So as an industry and as a consortium of state and national trade associations, we need to develop and implement new strategies to re-build our political muscle in Washington.

**4. Enhance SDBIS Products and Services**

Over the past 12 years, SDBIS President Mike Feimer and his capable staff have steadily increased the quality and diversity of the SDBIS product line. In 2003, SDBIS' profit and loss statement contained eight commission income lines totaling slightly less than \$100,000. By 2015, that number had doubled to 16 line items with commission income approaching \$700,000 annually.

When member banks do business with SDBIS, not only do they save money on must-have products and services, they also provide direct financial support for the work of the SDBA. SDBIS has provided \$1.35 million in direct financial support to SDBA over the past 15 years.

That said, SDBIS will continue to look for new opportunities to bring increased value to your SDBA membership.

**5. Enhance Banker Education Services**

Ninety-three percent of respondents to the survey listed education as an important or very important reason for being a dues-paying member of the SDBA. Banks of all sizes look to the SDBA as a key provider of opportunities for peer-to-peer interaction. As banks get larger, we recognize that some will choose to develop their own training regimens. Going forward, the Board understands that industry consolidation will impact SDBA's training and education programs. We will look for opportunities to leverage our strengths.

**6. Execute Successful Association Succession Planning**

I'm not sure how this happens, but the people holding senior management positions at both SDBA and SDBIS have gotten to be more "senior."

After 39-plus years of service, our AVP in charge of banker education and the South Dakota Bankers Foundation, Deb Gates, is going to ride off into the

*Continued on page 8*

# GoodRx.com—Help Manage Rx Costs



**I**n South Dakota, we have good access to prescription drugs and as a group are utilizing generic drugs better than the national average with more than 89 percent of prescriptions filled with generics. There are tools like GoodRx.com that you can utilize to check by zip code your local pharmacies to see who may have the best pricing on your prescriptions.

Americans pay some of the highest prices for drugs, relative to the rest of the world. For a monthly prescription of Nexium, a popular acid reflux drug, an insured in the United States pays on average \$215 per month. This same prescription in the Netherlands costs just \$23. Why is that?

We as a nation do not negotiate the price of our prescriptions as other countries do. When more than one manufacturer is making the same drug, the free market pricing works. However, when one company has exclusive manufacturing rights for seven years, they control the market.

We all want new and better drugs for everyone, but why does the United States have to pay the bulk of the research and development costs? A simple fix to this problem would be that any drug sold in the U.S. could not be priced higher or lower than 25 percent of the market price in other countries. So if we have an Rx costing \$10 in the U.S. market, it may be sold anywhere in the world for \$7.50 to \$12.50. What this would do is spread the cost of development across everyone who is utilizing the drug. That is fair.

Below is an example of what \$250 will buy in other countries.

- Qvar Inhalant: U.S. 2, Greece you get 37
- Advair Inhalant: U.S. 1, France you get 7
- Rhinocort Spray: U.S. 2, Romania you get 51 bottles
- Augmentin Pills: U.S. 19, Belgium you get 455 pills

In the United States, we pay anywhere from two to 25 times more than the rest of the world for brand name prescription drugs. Cancer and specialty drugs are way out of line with what is being charged in other countries. We are being taken advantage of by big pharma. To show you, let's take a look at a few prescriptions for example.

- Gleevec (cancer treatment): Ranges anywhere from \$5,804 to \$11,000 (per month/per customer) in the United States compared to \$1,200 in Canada and \$2,600 in England.
- Humira (for rheumatoid arthritis): \$3,924 in the United States compared to \$881 in Switzerland and \$1,102 in England.
- Enbrel (for depression): \$3,854 in the United States compared to \$720 in England.



Over the past five years, we have seen an escalation in new designer drugs and specialty drugs totting a hefty price—and in many instances with very little positive effect. The clever trick being pulled is to get these drugs introduced in a hospital setting—buried in the bill as no one looks at the Rx cost in a hospital bill. Fortunately, BCBS provides us with a detailed list of drugs and the cost for that drug. This is where I discovered we were paying as much as \$45,000 for one injection for some drugs. If these drugs were miracle cures, go for it. But we are finding that many of these drugs have marginal effects.

Then why the massive cost? The Affordable Care Act (Obamacare) never addresses the true cause of out-of-control escalation of healthcare—instead it is actually exacerbating the problem. Obamacare forced people to lose their doctors and their low-deductible health plans and forced millions into inferior coverage that they cannot afford because of the high deductibles. Instead, we are now forced to deal with the IRS on all the artificial controls and red tap—costing businesses even more money.

Insurance is one of the most complicated businesses there is. We had a group of politicians decide they wanted to get control of the people by controlling their health choices, and we now live with the results. There are many options we can put into place to completely reverse this total mess, but we have to listen to those who really understand all the intricacies of risk and how to manage costs.

All the players will be affected—hospitals, doctors, drug manufacturers, insurance companies and yes even us, the ones who pay for all of this. It is not too late to fix this fiasco. ■

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Mike Feimer is president of the South Dakota Bankers Insurance & Services (SDBIS), Inc. Feimer can be reached at 605.660.2341 or mfeimer@sdba.com.

## SDBA Membership Elects 2016-2017 Officers

**S**DBA membership elected new officers for 2016-2017 at the general membership meeting held June 14 during the 2016 NDBA/SDBA Annual Convention in Bismarck. The new officers started their year-long terms immediately following the meeting. The new officers are:

- **Chairman:** Paul Domke, president/CEO/CCO, Heartland State Bank, Redfield
- **Chairman-Elect:** Dave Rozenboom, president, First PREMIER Bank, Sioux Falls
- **Vice Chairman:** Karl Adam, president, First Dakota National Bank, Pierre
- **Immediate Past Chairman:** Rick Rylance, regional president, Dacotah Bank, Rapid City

### Chairman Paul Domke



Paul Domke began working at Bank of Wessington (now Heartland State Bank) when he was in high school. He began working at the Tulare branch in 1988, and in 2007 moved to the Redfield office. He has served as president/CEO of Heartland State Bank since April 2008.

Domke's community involvement has included the Community Memorial Hospital Foundation Board, Beadle and Spink Enterprise Community Board and the Tulare Town Board. He currently serves on the Grow Spink and Redfield Energy Board.

Domke has five children: Lucas (wife Courtney), Tyler (wife Ashley), Hannah (husband Robert), Samuel and Cami Jo. He has four grandchildren with two more to arrive in 2016.

### Chairman-Elect Dave Rozenboom



Dave Rozenboom is the president of First PREMIER Bank in Sioux Falls since 2011. He began his banking career in 1985 in an entry-level professional development program at U.S. Bank in Aberdeen. Rozenboom later relocated to U.S. Bank in Sioux Falls in 1989, where he served as the business banking

manager from 1994-2001 and regional president of eastern South Dakota and northwest Iowa from 2001-2011.

Rozenboom has been active in leadership roles in a number of community organizations. He most recently co-chaired the successful \$15.5-million campaign for the Forward Sioux Falls 2016-2021 economic development program. He has also served as the board chair for Sioux Falls Area Chamber of Commerce, Avera McKennan Hospital & University Health Center, Sioux Falls Christian Schools and Junior Achievement of South Dakota.

Rozenboom and his wife, Tammy, have been

married for 32 years and have four children and two grandchildren. Daughter Katie is a nurse practitioner with Avera Medical Group. Her husband Josh Soodsma is a CPA and manager at Eide Bailly. The couple has a son, Levi, and a daughter, Josie. Daughter Heidi is a physician assistant with Avera Medical Group. She is married to Jon Vogel, who is in the chemistry program at USD pursuing his PhD. Son Mike is a second-year law student at Drake University in Des Moines, Iowa, and son Brett received his accounting and finance degrees from Dordt College and joined Eide Bailly.

### Vice Chairman Karl Adam



Karl Adam earned a B.A. in political science in 1987 and a master's of public administration in 1989 from the University of South Dakota, Vermillion. He began his banking career with Dakota State Bank, Blunt, in 1995, as a management trainee and later served as president. Last year, he joined First

Dakota National Bank in Pierre as president.

Adam served two consecutive terms on the SDBA Board of Directors and was a member of the South Dakota Bankers Foundation and the SDBIS Board of Directors. He has served as a trustee for the Pierre Rawlins Municipal Library Board including serving as its president, was a member of the St. Mary's Foundation Board of Directors, and South Dakota Republican chairman from 2006-2008.

Adam and his wife, Joan, have been married for 27 years. They have five children: Katherine, 22; Conrad, 20; Jack, 17; and Phillip and Paul, 14. Adam and his wife began their life together living in Washington, D.C., where he worked at the U.S. Department of Commerce as a President George H.W. Bush appointee and she worked with the administrator of Georgetown University Hospital. They moved to Pierre in 1991, and Adam worked in the Governor's Office of Economic Development from 1991-1994 in the Business Recruitment Division, before joining the banking industry.

### Immediate Past Chairman Rick Rylance



Rick Rylance began his banking career with Dacotah Banks, Inc., in 1978. He has worked in the Aberdeen, Lemmon, Sisseton, Webster and Rapid City markets. Rylance has worked in the operations and loan departments and served as branch manager in Sisseton and president in Webster. He

currently serves as western regional president for Dacotah Bank in Rapid City.

*Continued on page 21*



## SDBA, ICBSD, CSBS to Co-host Executive Leadership of Cybersecurity Seminar in August

**T**he South Dakota Bankers Association (SDBA), Independent Community Bankers of South Dakota (ICBSD), Conference of State Bank Supervisors (CSBS) and the South Dakota Division of Banking are co-sponsoring the Executive Leadership of Cybersecurity Seminar on Aug. 16, 2016, at Dakota State University in Madison.

CSBS's Executive Leadership of Cybersecurity (ELOC) Seminar is a program that addresses the issue of cybersecurity within the financial services industry with a particular focus on community banks.

The ELOC Seminar is a non-technical program designed for bank CEOs, senior executives and bank board members. It brings together bankers, law enforcement, and state and federal regulators to discuss the cyber threat landscape, information sharing, the recently released FFIEC Cybersecurity Assessment Tool, and additional cybersecurity resources for banks.

CSBS is committed to addressing the issue of cybersecurity in the financial services industry through its ELOC program and is working with state banking agencies and state financial associations around the country to help facilitate local ELOC Seminars.

### Learning Objectives

The goal of the ELOC Seminar is to provide bank executives with a baseline to moderate level understanding of the cyber threat landscape, to share best

practices, and to provide resources to bankers in order to help them make more informed decisions when it comes to the cybersecurity of their institutions.

### Background

In 2014, CSBS launched, on behalf of state bank commissioners, an online cybersecurity awareness campaign where the goal was to heighten awareness among bank CEOs that the management of an institution's cybersecurity risk is an executive-level issue that requires CEO involvement.

### Schedule

Registration will begin at 8:30 a.m., with opening remarks by South Dakota Director of Banking Bret Afdahl at 9 a.m.

Morning sessions are "Threat Landscape and Globalization of Cybercrime;" "Regulatory Response, Cybersecurity Risk Assessment Tool and Roundtable Discussion;" and "Threat Intelligence Collection and Sharing by Community Banks."

Afternoon sessions are a table top exercise on cyber threat scenarios/hacking simulation and executive leadership of cybersecurity best practices.

The seminar will adjourn at 4 p.m. following closing remarks by Afdahl.

To learn more and register, visit [www.sdba.com/](http://www.sdba.com/) events or call the SDBA at 800.726.7322. ■

## SDBA/SDBIS Strategic Priorities...continued from page 5

sunset at the end of this year. At the risk of being a bit premature, I want to congratulate Deb and to offer my personal thanks for so many years of great service to SDBA members.

Mike Feimer and I are both north of 60, so the Board determined that formalizing executive leadership succession plans for both parts of the organization is a top priority. Rest assured that the Board will be working with senior staff to put solid succession plans in place.

I want to conclude this column with a couple of quotes from the SDBA's new strategic Vision 2020.

"SDBA is empowered to pro-actively recognize and respond to changes in the financial services marketplace. We respond by providing products and services that

directly or indirectly enhance the collective abilities of our members to be the leading providers of financial services to their customers."

Whether we are talking about advocacy, banker education or ancillary products and services, know this:

"The Board of Directors and SDBA team are committed to adding value to association membership, recognizing unprecedented opportunities to leverage collective strength for the betterment of all members."

Enough said. ■

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Curt Everson is president of the South Dakota Bankers Association. Everson can be reached at 605.224.1653 or [ceverson@sdba.com](mailto:ceverson@sdba.com).



# SDBA Offers Most Comprehensive IRA School

**I**RAs still have unlimited potential. Fewer people are qualifying for pensions, and more than 50 percent of all employees work for an employer that doesn't offer any type of retirement plan. IRAs are the alternative, so let's work together to see how we can increase your IRAs.



The SDBA is offering its 2016 IRA School Sept. 7-9 at the Clubhouse Hotel & Suites in Sioux Falls. Learn about possible changes that will affect IRAs plus:

- **Traditional IRA** (major emphasis)
- **Roth IRA** (major emphasis)
- Health Savings Accounts (1.5-2 hours Friday p.m.)
- SEP-IRA
- SIMPLE-IRA
- Covering All Changes from 2015 to 2016
- Current Legislative IRA Proposals

## Why Attend

A person could attend as many one-day IRA seminars

as he or she wants, but one will not cover what will be covered in a school. With each topic, we can go into so much more depth at the school.

- Learn new IRA rule changes/reinforce existing rules.
- Learn what it means to be in or out of compliance.
- The opportunity to go more in-depth in all topics versus attending any one-day program.
- The opportunity to ask more questions, share with others and go through real case problems.

## Who Should Attend

- **New IRA Personnel:** Quickest, easiest and most comprehensive way to get a new person trained in IRAs plus HSAs.
- **Experienced Personnel:** Much more thorough and comprehensive than a one-day seminar. This covers new materials and reinforces old materials, plus covers transactions that occur infrequently. This is a must for IRA bank resource people.

The school instructor is Mike Nelson, JM Consultants. Visit [www.sdba.com/events](http://www.sdba.com/events) or call 800.726.7322. ■

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or Chuck Parsons at (605) 335-5266 or [crparsons@fnbsf.com](mailto:crparsons@fnbsf.com).

# Bankers Recognized for Service to Industry

South Dakota bankers were recognized for their service to the banking industry at the SDBA's general business meeting on June 14, 2016. The meeting was held during the 2016 NDBA/SDBA Annual Convention in Bismarck.

Those recognized during the meeting were:

## In Remembrance *(those who have passed away)*

- Glen Anderegg, First Bank & Trust, Brookings
- Duane Bunkowske, Wells Fargo Bank, Pierre
- Ted Hofer, Merchants State Bank, Freeman
- Emmett Johnson, First State Bank, Roscoe
- Tom Long, Citizens State Bank, Arlington
- Barry Martin, U.S. Bank, Sioux Falls
- Former SDBA Chair Dean Mehlhaff, Eureka State Bank, Eureka
- Former SDBA Chair Jim Mirehouse, U.S. Bank, Rapid City
- Robert Rice, Citizens State Bank, Arlington
- Former SDBA First Lady Nane Thomson, Sioux Falls/Centerville

## 40-Year Banker Awards

- Kevin Arend, Security State Bank, Alexandria
- Pam Carrico, Plains Commerce Bank, Conde
- Denis Fokken, First Dakota National Bank, Yankton
- Rodney Geringer, Plains Commerce Bank, Watertown
- Gwen Gevens, First Dakota National Bank, Yankton
- Judy Konechne, First Dakota National Bank, Chamberlain
- Tom LaBrie, Dacotah Bank, Clark

## 50-Year Banker Award

- Amaine Johnson, Reliabank, Watertown

## SDBA Outgoing Board of Directors

- Ron Kristensen, Farmers & Merchants State Bank, Plankinton
- Dave Zimbeck, Citibank, N.A., Sioux Falls

Those who were recognized for their years of service but are not pictured below received their awards at another time. ■

Rodney Geringer (on left), Plains Commerce Bank, Watertown, receives his 40-year banker award from 2015-2016 SDBA Chairman Rick Rylance.



Tom LaBrie (on left), Dacotah Bank, Clark, receives his 40-year banker award from 2015-2016 SDBA Chairman Rick Rylance.



From left, 2016-2017 SDBA Chairman Paul Domke, Heartland State Bank, Redfield, presents a plaque to 2015-2016 SDBA Chairman Rick Rylance, Dacotah Bank, Rapid City.



From left, 2016-2017 SDBA Chairman Paul Domke, Heartland State Bank, Redfield, recognizes 2015-2016 First Lady Rhonda Rylance, with her husband, Rick Rylance, in the background.





## Dakota Bankers Winning Together

**B**ankers, family members and business partners were all “Winning Together” at the 2016 ND/SD Bankers’ Annual Convention June 12-14 at the Best Western Ramkota Hotel in Bismarck. This year’s event provided

a jackpot of ideas and timely information from nationally-acclaimed speakers to take back to everyone’s hometown banks to effect positive change. This year’s theme was “Winning Together.” The SD/BA is making plans

to host the 2017 Quad States Convention June 4-6 at the Rushmore Plaza Civic Center in Rapid City. Next year’s convention will include South Dakota, North Dakota, Montana and Wyoming. Be watching for more details later this year. ■





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## Four SD Bankers Receive GSB Scholarships

**D**illon Kjerstad, First National Bank in Philip, was selected to receive an At-Large Outstanding Leader Scholarship to attend the 2016 Graduate School of Banking at the University of Wisconsin-Madison. Bruce Nordlee, Pioneer Bank & Trust, Rapid City, and Mat Timmer, Minnwest Bank, Sioux Falls, were selected to receive Prochnow Educational Foundation/SDBA Scholarships to attend GSB-Wisconsin.

In addition, Heartland State Bank received a GSB Banker Advisory Board Scholarship and has selected employee Joseph Lutter, Redfield, as its recipient.



*Dillon Kjerstad*

Kjerstad is a loan officer and assistant vice president for First National Bank in Philip, where he has worked since 2013. He previously worked for Wells Fargo in Mesa, Ariz., Madison, S.D., and Sioux Falls. Kjerstad has an economics and ag business degree from South Dakota State University and a master of business administration from the University of South Dakota.

Nordlee is an assistant vice president at Pioneer Bank & Trust, where he has worked since May 2015. Nordlee

previously worked at First Interstate Bank in Rapid City and Deadwood as a commercial loan officer. He has a business administration and finance degree from National American University.

Timmer has worked at Minnwest Bank since 2009 where he is an assistant vice president. Timmer previously worked at Wells Fargo Bank in Brookings as a teller/CSR. He has a business economics degree from SDSU.

Lutter joined Heartland State Bank in 2011 as a loan officer. He previously worked as a sales associate at Home Federal Bank in Watertown. Lutter has a bachelor of science in engineering (mathematics) degree from SDSU.

The scholarships pay \$1,300 of the annual tuition for each of three GSB sessions, for a total of \$3,900. ■



*Bruce Nordlee*



*Mat Timmer*



*Joseph Lutter*

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# Self-Service for the Win

By Michelle Jerome, Marketing Manager, NuSource Financial LLC

As the industry continues to evolve, technology has become a crucial element of the banking experience. With branch traffic declining and younger demographics demanding more out of their financial services, many financial institutions (FIs) are investing in branch transformation solutions.

However, it can be difficult to know exactly what will work for you. FIs are facing more options than ever before and when implementing new technology want to maximize on the investments. Additionally, you must ensure that branch transformation initiatives will be well-received by customers.

Ultimately, the branch should be designed to serve consumers in the way they want to be served, and having the right strategy in place helps achieve this. One strategy gaining traction in today's ever-changing banking environment is the self-service model.

## What "Self-Service" Banking Looks Like

A growing number of tech-savvy consumers are now comfortable performing banking transactions that fall outside of the traditional brick-and-mortar branch model. For example, consumers can conduct financial transactions via computers, smart phones or ATMs at any hour of the day. It is possible, and increasingly common, to apply for a loan online, resolve an account issue by chatting via text with a customer service representative, make a check deposit via remote capture or connect with a video concierge at an intelligent ATM. Self-service technologies at the branch deliver a wide array of perks to both customers and bank personnel. Cost savings, strengthened customer relationships and the benefits of choice are just a few of these advantages.

## Cost Savings

According to a study by Accenture, a leading global professional services company, "banks employ approximately 514,000 tellers in the United States and pay them an average yearly wage of \$25,760." That's an annual industry spend of more than \$13 billion. In addition to employing tellers, there's also the high costs associated with building and maintaining branches, which allocates up to 50 percent of space to teller-related activities. Expenses inside the branch are high, but are the expenses justified in terms of the value being delivered? According to the numbers, the answer is no.

Accenture's study states, "It is up to 95 percent cheaper to process deposits digitally than through a teller, and the cost of online and mobile payments is 65 percent lower than payment via physical checks." The bottom line is self-service technologies free up valuable labor and branch space. These savings can then be invested into enhancing your customer relationships.

## Strengthened Customer Relationships

Customer loyalty is critical to a FI's success. When it comes to implementing self-service technologies, it is imperative to focus on improving those customer relationships in the process. Today's consumers want convenience, first and foremost. Additionally, FIs need to rethink their approach to customer service and create personalized touchpoints across all channels, using branch transformation strategies.

With the help of self-service solutions like intelligent ATMs, banks can offer customers greater products and services, with the added benefit of extended hours. FIs with high numbers of customers engaged via self-service are often among those with the highest rates of loyalty and customer satisfaction. Furthermore, satisfied customers are less likely to take their banking business elsewhere. The key to happy customers is to provide a banking experience that exceeds their expectations. This can be done by giving consumers the benefits of choice.

## Benefits of Choice

As technology forms a new age of consumer banking, there are many self-service solutions available in and out of the branch. Consumers have the options of banking online, using mobile devices, visiting an intelligent ATM and so much more. With all of the self-service technologies available, it is important to remember that the human touch still matters. Despite the recent rise in mobile and online banking, studies indicate that the average consumer still prefers individual, in-person assistance when performing sophisticated transactions or making intelligent and informed financial decisions. The branch may not be necessary for all banking transactions, but consumers still want to be able to visit for certain things. This is where enhancing the customer experience with an assisted self-service model becomes beneficial.

## Assisted Self-Service

There is a type of technology available today that achieves cost savings, strengthens customer relationships and offers the benefits of choice. Hyosung's MX8800 is a flexible, compatible and scalable self-service banking kiosk that creates an unmatched experience for its users. Unlike traditional ATMs, the MX8800 offers 10 additional types of transaction options including loan payment processing and cash withdrawals to upwards of \$1,000 in any denomination.





## The Best Defense is a Good Offense



Since taking ABA's helm on Jan. 1, my priority has been meeting with and listening to bankers and state association executives about what's needed to help banks succeed. I've logged tens of thousands of miles in service to that goal and by late June had visited with nearly 3,500 industry leaders at various state conventions and meetings.

The feedback I have received has been invaluable, and it has driven ABA activities in recent months. For example, you have told me in no uncertain terms that the industry needs to take our advocacy game to a new level to counter an increasingly organized, antagonistic and aggressive anti-bank lobby.

I would have thought that the stridency with which the public policy sector treats our industry would have lessened by now, six years after Dodd-Frank and eight years post-crisis. But in fact it has increased. This is a problem. Bank-bashing—including that which comes from within the industry—damages the entire industry's image and feeds those who would prefer that banks be managed by Washington.

That is why ABA is pushing back—hard—in defense of banks. Among other things, we launched a targeted pro-bank image campaign aimed at Washington opinion elites. We are advertising on the radio and at Washington Nationals baseball games—which a disproportionate number of members of Congress, Hill staff, regulators, agency staff and reporters attend—as well as on social media pushing positive messages about the important role banks play in their communities. You can see some of that messaging at [aba.com/AmericasBanks](http://aba.com/AmericasBanks).

We also are going all-in on our Power Up initiative, which is aimed at getting more bankers engaged in politics—from building lawmaker relationships to donating funds for races—in order to increase our success

in Washington. I am grateful for the state associations' leadership in promoting this cause. More bankers are telling us they either know their member of Congress or are willing to get to know them. They are contributing more to BankPac and their state PACs and are giving to the Fund for Economic Growth. (Incidentally, if you are one who has done all three, please know that staff at ABA affectionately refer to you as a "power player." If you haven't but want to learn more, visit [aba.com/PowerUp](http://aba.com/PowerUp).)

And we are aggressively challenging cases of regulatory overreach, such as the National Credit Union Administration's egregious member business lending rule approved earlier this year, which we believe contradicts the law, and the CFPB's proposed rule on arbitration, which would dramatically limit the use of arbitration agreements even though data show they serve consumers better than class action lawsuits.

The feedback I've received in my first six months on the job also makes clear that we must be proactive in addressing broad trends that are reshaping banking. That is why two staff task forces at ABA have been studying the challenges and opportunities posed by the fintech revolution and massive demographic shifts. The groups will be recommending new ways ABA can serve the industry, with a sharp focus on how we can help community banks. More on that to come. And rest assured that contrary to many headlines, millennials are not disenchanted with banks and that opportunities for partnering with nonbank fintech companies abound.

These are just a few ways ABA, working closely with state bankers associations, is striving to build a more secure and competitive future for your bank. These efforts are built on banker feedback, and I hope you'll keep that coming. ■

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Rob Nichols is president and CEO of the American Bankers Association (ABA). You can reach Nichols at [nichols@aba.com](mailto:nichols@aba.com).

One of the greatest features of the MX8800 is its assisted self-service capability. Customers have the ability to perform transactions completely on their own or request assistance if needed. Help comes either through a video representative or a universal teller within the branch.

### MX8800's Key Customer Benefits

- **Superior Choices:** Customers can perform transactions independently, or be assisted by video or a teller in branch.
- **Increased Cost Savings:** As branch traffic continues to decrease, the 8800 helps maximize profitability by reducing overhead and automating teller transactions.

- **Reduced Operational Costs:** One teller can manage up to six machines.
- **Fully Customized Integration:** Direct integration with core system enabling customers to do 85 percent of teller transactions themselves.
- **Greater Efficiency:** No more dual-key entry, saving time and reducing the chance for errors.
- **Extended Service Hours:** Available 24/7, not just during business hours. ■

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To learn more contact NuSource Financial LLC, an SDBA endorsed vendor and associate member, at 952.942.9191 or visit [www.nusourcefinancial.com](http://www.nusourcefinancial.com). Or email Marketing Manager Michelle Jerome at [michellej@nusourcefinancial.com](mailto:michellej@nusourcefinancial.com).

# IRS Finalizes Roth Distribution & Rollover Rules, Procedures



**T**he IRS (finally) finalized the rule concerning qualified retirement account distributions that contained both pre-tax as well as Roth amounts. Notice 2014-54, back in 2014, tried to clarify this issue but further confused it with terms like “simultaneous distributions.” This finalization aimed to correct those confusions.

Per the IRS rule change published in the Federal Register on May 18, 2016, the separate allocation of the pre-tax and Roth amounts is no longer required as long as the funds are distributed and rolled over to a qualified account. It can be by a direct rollover or by a 60-day rollover.

This change is effective for all applicable distributions on or after Jan. 1, 2016.

However, there are special provisions for certain distributions made on or after Sept. 18, 2014, and before Jan. 1, 2016. Any individual or financial institution having this potential situation should review it with his or her own tax and legal counsel.

**NOTE:** The rollover must abide by **ALL** of the rules and procedures currently in place for such a transaction. The **ONLY CHANGE** affecting the rollover is the ability to allocate the assets differently than under the old, long-time IRS rules.

**EXAMPLE:** An employee terminates employment having a 401(k) plan with a total balance of \$30,000. The Roth amount is \$20,000 and the remaining \$10,000 is the pre-tax amount.

Under the **NEW** rule, the employee can direct the full amount to be distributed with the pre-tax amounts rolled over to his new employer’s plan and the Roth amounts directed to his Roth IRA or Roth IRAs. This would work well, for instance, for the individual whose new employer’s plan did NOT have a Roth account provision.

While the procedure now seems to be clear, all individuals and IRA custodians/trustees with this situation should review their specific details with their own tax and legal counsel.

## President Obama Vetoes Resolution Against DOL Fiduciary Rule

On June 8, 2016, President Barack Obama vetoed a resolution to kill the Department of Labor’s new fiduciary rule. It had been approved by the House in April and the Senate in May. In part, the President said, “This rule is

critical to protecting Americans’ hard-earned savings and preserving their retirement security.”

The House and Senate resolutions did not come close to the super majorities needed to override the veto. This appears to be another matter that likely will be decided in the November elections.

If you follow the activity surrounding the new fiduciary rule, you will see that for every opinion agreeing with the new definition there appears to be at least one siding with going to court over it. This matter does not look like it will be clear any time soon.

## Important Dates to Remember

### May 31, 2016 (NOW PAST DUE)

- Due date for 2015 Form 5498 to recipients and the IRS.

### Oct. 1, 2016

- Deadline for self-employed persons or small employers to establish a SIMPLE-IRA for the year 2016.

### Oct. 17, 2016

- Final deadline to file individual tax returns for the year 2015. (Forms 1040, 1040A, 1040EZ.)
- Last day the IRS will accept an electronically filed tax return for the year 2015. If filing after Oct. 17, you’ll need to mail in your tax return for processing.
- Final deadline to fund a SEP-IRA or solo 401(k) for tax year 2015 if you requested an automatic extension of time to file.
- Extended calendar year personal tax return due date.
- Last date to correct 2015 excess IRA contribution without a penalty.
- File Form 5500 if timely extension was requested on Form 5558.

### Nov. 8, 2016

- Federal Election Day

### Dec. 15, 2016

- Fourth Quarter Federal Estimated Tax Due Date

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Mike Nelson is the SDBA’s endorsed IRA training and audit provider. He is president of JM Consultants, which offers all IRA products and services. Nelson can be reached at 218.831.1858 or m88nelson@hotmail.com.

## bank notes

### Wayne Fischer Named President of Citizens State Bank



Wayne Fischer has been elected president and a member of the Board of Directors of Citizens State Bank, Arlington. Fischer succeeds Bob Rutten, who retired after 18 years of service to the bank.

Fischer has served as the bank's senior vice president for the past two-and-a-half years. In his new position, Fischer will manage the daily activities of the bank, as well as provide future direction for the organization. He is a nearly 40-year banking veteran having worked for several community banks in eastern South Dakota.

Fischer is a graduate of Parkston High School. He has a bachelor's degree in agricultural business from Colorado State University, a master's of business administration degree from the University of South Dakota and is a graduate of the Midwest Banking Institute, Morris, Minn. He is also involved with Brookings-based RTI, LLC, a veterinary contract research organization.

Citizens State Bank is a \$100-million organization with locations in Arlington, Sinai and Castlewood. ■

### Tiffany Caponigro Joins Vantage Point Solutions



Vantage Point Solutions (VPS), an SDBA associate member, has hired Tiffany Caponigro as its newest risk and regulatory compliance manager.

A certified regulatory compliance manager, Caponigro has more than a decade of risk management experience in the financial services industry.

Her expertise includes audit services, enterprise risk management, regulatory compliance, credit review and credit analysis.

For five years, Caponigro served as the general auditor for a \$250-million community bank in Tennessee where she created an internal audit department, an area which had previously been fully-outsourced. She also aided in the development of the bank's first enterprise risk management program.

Caponigro earned her degree in risk management and insurance from the University of Georgia. She is a member of Leaders of Tomorrow, sponsored by Community Bankers of Iowa. Tiffany and her husband reside outside of Des Moines, IA.

"We are thrilled to add Tiffany to our banking team at Vantage Point Solutions. Not only does she bring much needed enterprise risk management expertise for community banks, she is centrally located in Iowa for the convenience of our customers," says Natalie Sundvold, VPS banking division. ■

### Stewart-Peterson Joins SDBA as Associate Member

The SDBA Board of Directors has approved Stewart-Peterson as an associate member.

**Contact:** Tate Struve, Sales Director

**Address:** 137 S. Main St., West Bend, WI 53095

**Phone:** 800.334.9779

**Email:** [tstruve@stewart-peterson.com](mailto:tstruve@stewart-peterson.com)

**Website:** [www.stewart-peterson.com](http://www.stewart-peterson.com)

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comprehensive approach to building a strong price focuses first and foremost on the most powerful tool in a risk management toolkit—cash sales. We supplement those recommendations with the prudent use of hedging tools. The Stewart-Peterson philosophy embraces a strategic approach to evaluating the market. Rather than focusing on price forecasting, we utilize market scenario planning to help ensure that our customers are prepared for any downside risk, while still positioned to capitalize on upside opportunity. We also build strategies that help lenders stress test an operation and to understand the impact of any market action. From risk management educational meetings to individual meetings, Stewart-Peterson is dedicated to helping farmers and lenders manage the volatility of commodity markets. ■

### FDIC Streamlines IT, Operations Risk Exam Procedures

Effective July 1, 2016, the FDIC implemented the Information Technology Risk Examination (InTREx) program for conducting IT and operations exams. The updated program reflects a more efficient, risk-focused approach, the agency said, and is designed to help ensure that IT and cybersecurity risks are promptly identified and addressed by bank management.

InTREx includes a streamlined IT profile that financial institutions will complete 90 days in advance of their exam, which replaces the IT Officer's Questionnaire (ITOQ). The profile includes 65 percent fewer questions than the ITOQ and is intended to provide exam staff with more focused insight on a bank's IT environment.

Learn more at <https://www.fdic.gov/news/news/financial/2016/fil16043.html>. ■

## classifieds

### **Auditor II, Fishback Financial Corporation, Brookings, S.D.**

Fishback Financial Corporation is looking for an individual to fill an auditor II position. This person should have a bachelor's degree in a related business field plus two years of previous audit experience or the equivalent. An audit-related certification from at least one bank trade association is required. This position's responsibility includes: performing audits; evaluating the internal control structure; assessing compliance with laws, regulations, bank policies and bank procedures; updating appropriate audit programs; and performing tests and preparing reports. This person communicates audit findings to affected personnel and appropriate levels of management and serves as a resource person in areas of specialization. For more information and to apply online, please visit our website at [www.bankeasy.com](http://www.bankeasy.com). ■

### **Information Technology Software Operations Officer, Primebank, Le Mars, Iowa**

Primebank is currently accepting applications for an information technology software operations officer in its Le Mars office. This position is responsible for the operation and support of Primebank's primary software application. Duties include monitoring of mainframe computer system and data processing operations, confirmation of proper back up processes and disaster recovery plan protocols, coordination with all departments concerning operational needs and problem resolution, and satisfaction of regulatory requirements relating to computer and data processing operations. Candidates must possess demonstrated leadership and managerial skills, comprehensive troubleshooting abilities, effective interpersonal and relationship-building skills, and strong oral and written communication skills. A bachelor's or associate's degree in data processing, business management or a related field, as well as relevant previous work experience, is preferred but not required. Previous experience with Fiserv Premier Software applications a plus. A full-service, commercial bank, Primebank offers an excellent compensation and benefits package. Please submit applications in confidence to: Primebank, Attention: Human Resources, PO Box 1408, Le Mars, Iowa 51031-1408, or

[HumanResources@primebank.com](mailto:HumanResources@primebank.com). Equal Opportunity Employer/Vet/Disabled Member FDIC. ■

### **Network Administrator, Primebank, Le Mars, Iowa**

Primebank is currently accepting applications for a network administrator in its Le Mars office. This position is responsible for support involving issues concerning PC hardware/software, printers, LAN passwords, telephone and email networks, and all other system-related issues. In addition, this position is responsible for providing training and support on software applications. Candidates must possess corresponding technical knowledge and experience, as well as effective interpersonal and relationship-building skills. A bachelor's or associate's degree in networking, computer science or a related field, as well as relevant previous work experience, is preferred but not required. A full-service, commercial bank, Primebank offers an excellent compensation and benefits package. Submit applications in confidence to: Primebank, Attention: Human Resources, PO Box 1408, Le Mars, Iowa 51031-1408, or [HumanResources@primebank.com](mailto:HumanResources@primebank.com). Equal Opportunity Employer/Vet/Disabled Member FDIC. ■

### **Network Administrator/ Information Security Officer, Citizens State Bank, Arlington, S.D.**

Citizens State Bank of Arlington is interested in filling the position of network administrator/information security officer. The position reports to the bank president and handles the comprehensive management of the bank's information technology needs. Roles and responsibilities include: Network Administrator: Plans, directs and implements hardware acquisitions to make sure they are consistent with the business plan of the bank. Manages standards for the network; implements and monitors controls to ensure they are maintained and secure. Adds and maintains users on the network, assigning application access, assuring security and maintaining their configurations within the established standards. Information Security Officer: Oversees the IT committee and ultimately reports pertinent information to the board of directors of the bank. Manages all security assessments, policies and

procedures. Manages systems and procedures designed to protect against any anticipated threats or hazards to security or integrity of customer records and information. Computer Technician: Installs workstations, printers and software applications on the LAN/WAN. Provides technical and administrative support for LAN/WAN. Troubleshoots computer, printer and software problems. Qualifications: An associate degree in pertinent fields required, a bachelor's degree is preferable. Two to five years of IT experience is preferred. Must be an independent, problem-solving worker. Must be able to communicate effectively with staff and balance multiple priorities. Eager to take advantage of educational opportunities to stay current with the IT industry. A team player willing to do what needs to be done. For more information contact John Rice, Citizens State Bank, PO Box 378, Arlington, SD 57212 or email [john.rice@csbarlington.com](mailto:john.rice@csbarlington.com). Citizens State Bank is an Equal Opportunity Employer. ■

### **Senior Compliance Officer, First Dakota National Bank, Yankton, S.D.**

First Dakota National Bank is seeking to add a senior compliance officer, due to continued growth. This position will assist with the leadership and administration of a variety of compliance functions and also assist with administration of the bank's Community Reinvestment Act Program. The preferred candidate will hold a bachelor's degree and have five to seven years related compliance management experience, expertise with Truth-in-Lending and HMDA, a Certified Regulatory Compliance Manager (CRCM) designation and/or comparable training; or equivalent combination of education and experience. The position will report to the senior VP—compliance and join a five-person compliance team. Office location is flexible, but frequent travel will be needed to the bank's corporate headquarters in Yankton, S.D. First Dakota, which has total assets exceeding \$1.3 billion and a financial team of more than 350 dedicated banking professionals, offers competitive compensation and benefits programs that include medical, dental, life, short and long-term disability, PTO, career apparel and a 401(k) retirement plan. Compensation for this position will be based on the successful candidate's capabilities and



experience. Interested candidates may email a resume and cover letter to: Laurie Moeller, VP-human resource, at [lmoeller@firstdakota.com](mailto:lmoeller@firstdakota.com). First Dakota National Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. Member FDIC. ■

### Senior Operations Officer, First Dakota National Bank, Yankton, S.D.

First Dakota National Bank is seeking to add a senior operations officer, due to a pending retirement. This position will assist with the leadership and administration of a variety of operational functions, including deposit operations, business continuity planning and physical security. The preferred candidate will hold a bachelor's degree and have a minimum of five years experience in bank deposit or general operations, with a minimum of two years in a management or leadership

role, or an equivalent combination of education and experience. The position will report to SVP—deposit operations and EV—corporate affairs and will reside at the bank's corporate headquarters in Yankton, S.D. First Dakota, which has total assets exceeding \$1.3 billion and a financial team of more than 350 dedicated banking professionals, offers competitive compensation and benefits programs that include medical, dental, life, short and long-term disability, PTO, career apparel and a 401(k) retirement plan. Compensation for this position will be based on the successful candidate's capabilities and experience. Interested candidates may email a resume and cover letter to: Laurie Moeller, VP-human resource, at [lmoeller@firstdakota.com](mailto:lmoeller@firstdakota.com). First Dakota National Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. Member FDIC. ■

### Officers...continued from page 7

Rylance is past chair of Youth and Family Services in Rapid City and is a board member of Black Hills Works Foundation and Rapid City Rush Foundation. He has also been involved in the Rapid City Economic Development Partnership, United Way and a classroom teacher for Junior Achievement.

Rylance's wife, Rhonda, is a secretary/paralegal for Lynn, Jackson, Schultz and LeBrun, and the couple has two sons. RJ works for Morgan, Theeler, Cogley & Petersen Law Firm in Mitchell and lives in Parkston, where his wife, Leslie, is activities director. Reid works for Scheels All Sports in Sandy, Utah. ■

*If you have a job opening at your bank or something to sell, send your classified listing via email to [ademers@sdba.com](mailto:ademers@sdba.com) and we will post it on the SDBA website, print it in one issue of the South Dakota Banker Magazine and include it in the SDBA eNews. This service is free to member banks and associate members (200 word limit). The fee is \$50 for nonmembers. Questions, contact Alisa DeMers at 800.726.7322.*



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## Seminars and Conferences

### **Executive Leadership of Cybersecurity Seminar**

Aug. 16, 2016: Dakota State University, Madison

### **2016 SDBA IRA School**

Sept. 7-9, 2016: Clubhouse Hotel & Suites, Sioux Falls

### **2016 SDBA Bank Technology Conference**

Sept. 20-21, 2016: Sioux Falls

### **2017 SDBA State Legislative Day**

Feb. 8, 2017: Ramkota Conference Center, Pierre

### **2017 SDBA Agricultural Credit Conference**

April 12-14, 2017: Ramkota Conference Center, Pierre

### **2017 FDIC Directors' College**

May 2, 2017: Sioux Falls Convention Center, Sioux Falls

## Webinars

The following are available as live webinars and/or recorded seminars. For more information and additional webinars, visit [www.sdba.com/webinars](http://www.sdba.com/webinars).

- July 6, 2016: Federal Benefit Payments Garnishment Requirements
- July 7, 2016: Entering the World of Consumer Lending – Part 1 (3-part series)
- July 12, 2016: Alert! Implementing New Customer Due Diligence Rules – Legal Entity Customers (part 1)
- July 12, 2016: Call Center Representative Training
- July 13, 2016: Email Security – Oops, You Clicked; Now What?
- July 13, 2016: Developing a Star Teller
- July 14, 2016: Entering the World of Consumer Lending – Part 2 (3-part series)
- July 19, 2016: Financial Forecasting to Determine Repayment Capability on Long-Term Loans
- July 19, 2016: Annual Regulation Training for Your Branch: Reg CC, D, E, Reg DD
- July 20, 2016: Creating a Customer Service Experience that will Sell!
- July 20, 2016: Best-Ever Compliance Checklists for Consumer Loans
- July 21, 2016: Entering the World of Consumer Lending – Part 3 (3-part series)
- July 21, 2016: Using Credit Risk Ratings to Determine Asset Quality (Asset Quality Ratings)

- July 26, 2016: Alert! Implementing New Customer Due Diligence Rules – Consumers (part 2)
- July 26, 2016: NEW! Small Creditor Revisions, ATR & QM Requirements
- July 27, 2016: Audit Report Writing
- July 27, 2016: Flood Insurance: Compliance Issues and Enforcement Topics that Continue to Plague Lenders
- July 28, 2016: Compliance Perspectives
- Aug. 1, 2016: Bank Call Reports for Beginners – 5-Part
- Aug. 2, 2016: UCC 3 and 4: Endorsements and Other Legal Check Issues
- Aug. 3, 2016: Excel Explained: Filtering/Formatting Data
- Aug. 3, 2016: BSA for Lenders
- Aug. 4, 2016: Overdraft Privilege – 10 Hot Spots
- Aug. 4, 2016: Tricks that Make Training Stick
- Aug. 8, 2016: Bank Call Reports for Beginners – 5-Part
- Aug. 9, 2016: Personal Accounts – 25 Questions and Answers on Vital Issues
- Aug. 15, 2016: Bank Call Reports for Beginners – 5-Part

## Banking Schools

### **Graduate School of Banking at Colorado**

July 17-29, 2016: University of Colorado in Boulder

### **Graduate School of Banking at Wisconsin**

July 31-Aug. 12, 2016: University of Wisconsin-Madison

### **2016 SDBA IRA School**

Sept. 7-9, 2016: Clubhouse Hotel & Suites, Sioux Falls

### **GSB Financial Managers School**

Sept. 18-23, 2016: University of Wisconsin-Madison

### **GSB Bank Technology Security School**

Oct. 23-28, 2016: University of Wisconsin-Madison

### **GSB Advanced IT Forum**

Oct. 24-26, 2016: University of Wisconsin-Madison

*Program and registration information is available six to eight weeks before each conference. For complete registration information, visit [www.sdba.com](http://www.sdba.com).*



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