

South Dakota Banker

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

CFPB Director Richard Cordray Visits South Dakota

Page 5

INSIDE...

**Three SDBA Members Named
to 'Best Banks to Work For' List**

Page 12

**FFIEC Guidance:
Mobile Financial Services**

Page 16

**Succession Planning:
How Deep Is Your Bench?**

Page 18

SOUTH DAKOTA
DEVELOPMENT CORPORATION

sba 504

LOAN PROGRAM



South Dakota Development Corporation's SBA 504 loan program offers long-term, fixed-rate financing to for-profit businesses for fixed-asset purchases.

- Long-term, fixed-rate financing
- Available to all for-profit businesses, including retail operations
- As a Certified Development Corporation (CDC), the SDDC offers 504 loans statewide
- Loan amounts: \$2 million; up to \$5 million under public policy; or, \$5.5 million for manufacturing or energy-related borrowers
- Subordinate lien position to bank
- Fixed asset purchases

For more information on the SBA 504 loan program, contact LaJena Gruis at ljena.gruis@state.sd.us or 605-773-3301.

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South Dakota Banker is a monthly magazine published by the South Dakota Bankers Association that is dedicated to enhancing the banking profession by providing useful and timely information on important events and trends in the banking industry. Members are invited to submit news and information.

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September 2016 | www.sdba.com

contents

Message from the Chairman	4
Learn Benefits of Utilizing SDBIS Products, Services; SDBA Looking to Fill Position	
From the Executive Office	5
CFPB Director Richard Cordray Visits South Dakota	
South Dakota Bankers Insurance & Services Update	6
Preventing Slips and Falls Battling the Hazards of Winter	
Fall Training	7
Learn to Transition to a More Technology-Sophisticated Institution: Attend SDBA Bank Technology Conference	
Fall Training	8
Bank Security Management Training: Security, Fraud and Risk Management	
2016 ABA National Agricultural Bankers Conference	9
Fall Training	10
IRA Update Seminar to Be Held in October	
Financial Literacy	11
Banker Volunteers Needed for 2016 Get Smart About Credit Day	
Area Banks	12
Three SDBA Members Named to "Best Banks to Work For" List	
Cybersecurity Training	14
43 Learn About Cybersecurity Leadership	
Graduate Banking School	15
SD Bankers Attend Graduate School of Banking at Colorado	
Technology	16
FFIEC Guidance: Mobile Financial Services	
Industry Insight	18
Succession Planning: How Deep Is Your Bench?	
Bank Notes	19
Classifieds	20
Education Calendar	22



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message from the chairman

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

Learn Benefits of Utilizing SDBIS Products, Services



I am not sure which words I least like to hear—"summer is ending soon" or "the political campaigning and rhetoric will be ramping up." Nonetheless, both are happening.

I want to write a few words about the SDBA's subsidiary South Dakota Bankers Insurance & Services (SDBIS), Inc. SDBIS has been an integral part of the SDBA helping to generate revenue for the Association. SDBIS serves the whole South Dakota banking sector with a great line of products and services that if banks, especially smaller ones, would have to try to do on their own, would be searching hard and at the mercy of other pricing structures.

SDBIS President Mike Feimer and his staff have worked hard at securing product lines and rates that are good for all. It is strength in numbers and diversity of those that use the products that allows SDBIS to do just that. From health insurance, bonds, property and casualty, they sure have taken care of the people to which I talk.

I know there are options that we all have in selecting

.....
SDBIS President Mike Feimer
and his staff have worked hard
at securing product lines and
rates that are good for all.
.....

these products and services. Please keep in mind that the Association brings with it the power and leverage of all South Dakota banks, and as a group, we are much stronger and in the long haul much better served.

If you currently utilize these products and services, thanks. If you don't, please get in touch with SDBIS staff and see if they can benefit you now and in the future. ■

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

Now Hiring!

SDBA Looking to Fill Position

The South Dakota Bankers Association (SDBA) is looking to hire an administrative vice president who will also serve as executive director of the South Dakota Bankers Foundation. Deb Gates, who currently holds the position, is retiring at the end of the year.

The full-time, salaried position is responsible for developing, implementing and directing delivery of a broad range of education, using a variety of delivery methods, to the banking industry. The position is also responsible for directing activities of the South Dakota Bankers Foundation and providing leadership and

administrative support to assigned SDBA committees and the Board of Directors. Strong written, oral, presentation and computer skills are required.

The position is 40 hours per week and offers a 401(k) plan and health benefits. The starting salary depends on experience. The office is located in Pierre S.D., and working remotely is not an option.

Phone, email or stop by to pick up a complete job description at the SDBA at 109 W. Missouri Ave., Pierre, SD 57501, phone 605.224.1653 or email deb gates@sdba.com. The deadline to apply is Sept. 30, 2016. ■

CFPB Director Richard Cordray Visits South Dakota



Early on a foggy morning during Sturgis Motorcycle Rally week, I headed to Huron for a roundtable discussion between the director of the Consumer Financial Protection Bureau (CFPB), Richard Cordray, and a group of bankers about challenges in the home mortgage lending space.

Shout-out to Angela Beilke, vice president-mortgage department manager at American Bank & Trust, Huron. It's because of Angela's willing service as a member of the CFPB's Community Bank Advisory Council that Director Cordray and his staff decided to stop in Huron on their tour beyond the D.C. beltway.

As the fog began to lift about 30 miles east of Pierre, I noticed a parked car ahead, flashers blinking, sitting on the opposite shoulder of U.S. Highway 14. As I drew closer, I also noticed a motorcycle sitting upright in an un-mowed section of that westbound ditch and a couple of "senior" riders walking up toward the parked car. Then I spotted a single set of black skid marks starting in the eastbound lane, crossing over through the westbound lane and eventually disappearing into that tall grass. Everyone appeared to be in good shape, so I continued east on 14 in order to make the meeting with Director Cordray and SDBA members.

As I drove along, I started to wonder about what may have caused the motorcycle to veer off course. Was the accident fog related? Did the riders have to take the ditch in order to avoid a collision with a deer or some other wildlife? Since it was very early in the day, I didn't think that driver fatigue would have been a factor. A mishap had occurred, but no one got hurt. Just another day on the open highway.

Reflecting on the dialogue between bankers and Director Cordray and his staff later that morning, I started thinking about some parallels between the hazards of the open road and challenges in the home mortgage space for bankers and their customers. Here's a recap of those discussions.

Each of the handful of community banks represented at the meeting are actively engaged in originating home loans. At the outset, Director Cordray asked that bankers tell him about issues of concern and stated his goal of responding to each concern during the course of the meeting. Bankers raised concerns about:

- Appraisals (cost, timeliness, lack of comps in rural areas)
- Qualified mortgage challenges especially in rural communities



Richard Cordray

- New HMDA data reporting requirements, processes and related privacy concerns
- CFPB's process for defining rural vs. non-rural areas
- Reg Z-related timeframes affecting home loans from construction through closing
- TILA/RESPA Integrated Disclosures (TRID)
- Owners' title insurance

That's a pretty good list to cover in an hour and a half. To his credit, Director Cordray did address several of the concerns he felt were valid and noted efforts the CFPB was taking to address some of those issues. But, I honestly walked away from the meeting thinking that inasmuch as the Director and his staff said they wanted to hear about problems associated with the CFPB's regulations, they tended to believe that bankers too often perceive problems that do not actually exist.

Director Cordray encouraged bankers to "just make lending decisions like you have always done, and you will be fine." I wouldn't want to speak for everyone in the room, but I am guessing that bankers may have taken a skeptical view of that counsel, not only in light of the increased regulation associated with lending, but also because the banks represented in the room work with the OCC/FDIC or Federal Reserve examiners and their interpretation of the CFPB's regulations.

As the roundtable discussion was nearing its end, Director Cordray let us know that he was a bit frustrated at the ongoing pushback against the CFPB's rulemakings. He challenged anyone in the room to document one case where a bank has been sued over any issue involving a non-QM loan. When concerns were raised about the volume and complexity of documents involved in originating or closing a residential real estate loan, he pointed to the CFPB's new Know-Before-You Owe Loan Estimate and Mortgage Closing Disclosure tools and was quick to indicate it was state and local government-driven forms and processes that caused much of the complexity.

What all parties involved in the home mortgage lending business need to understand (bankers, regulators and trade association staff like me) is that for most people, perception is reality. In preparation for the meeting with the Director, I decided to do some homework. I found a resource on the ABA's website that I thought might be helpful entitled "The new CFPB Mortgage Origination Rules Deskbook." The stated goal of attorneys at the D.C. law firm of Buckley Sander, one of whom used to work at the CFPB, in creating this deskbook "was to consolidate all of the many, varied sources of regulatory guidance on mortgage lending rules. They looked holistically at:

- Preamble language associated from official Federal Register releases of the rules

Continued on page 19

Preventing Slips and Falls Battling the Hazards of Winter



Slips, trips and falls can occur at any time during the year, but the snow and ice hazards from our South Dakota winters greatly increase the challenges to preventing these types of claims.

Many people are surprised to learn that slips and falls are the number one cause of insurance claims at community banks. Slip, trip and fall claims make up a large portion of workers' compensation and general liability claims. These types of losses represent a significant cost to your business. Working to prevent slips and falls may help banks avoid financial losses such as paid claims, increased insurance premiums and administrative time spent handling incident reporting. Additionally, injuries in a facility can create adverse publicity, which in turn could affect a bank's name and reputation. Ultimately, all of these issues may have a negative effect on the bottom line.

Did you know that...?

- The National Safety Council reports that the leading cause of accidental death and injury in public buildings is slips and falls. For all public places, they are second only to motor vehicle accidents.
- Slips and falls are the leading cause of nonfatal accidental injuries. More than 12 million occur each year, requiring medical attention that includes eight million emergency room visits.
- More than 25,000 fatalities occur from slip-and-fall accidents annually. For people over the age of 75, they are the leading cause of accidental death.
- Slips and falls are the leading cause of workplace injuries for employees, with the average injury costing more than \$22,000.
- The Insurance Information Institute reports that the average cost of a premise's liability claim, decided by a jury, is more than \$600,000.

Winter Slip and Fall Prevention Plan

Providing a clean, dry walking surface 100 percent of the time may not be possible during the winter months, but a winter slip and fall prevention plan can greatly reduce the risks. Planning should begin well before the first snowfall and address items such as:

- **Snow and ice management contracts.** Define depth and weather triggers, timing of service, specific areas covered, where snow will be piled (if

not removed) to avoid thaw/refreeze hazards, use of ice control products and who is responsible for thaw/refreeze follow up.

- **Drainage.** Reroute gutters that empty onto walkways to minimize the potential for refreeze of snow melt. Repair or re-grade low spots that collect water along walking surfaces.
- **Supplies and Equipment.** Ensure adequate snow and ice management supplies and equipment are available. Consider a power brush for snow removal; they typically leave a cleaner and safer walking surface.
- **Education.** Involve and educate your employees and co-workers on the prevention of slips and falls. Ask what they see as the problem areas each winter.

Precautions to Take During Winter Weather

- Make every effort to clear walkways and parking lots before employees and customers arrive.
- Place adequate water-absorbent mats at each building entrance. Monitor for puddles beyond the mats and mop up immediately. Install extra mats as needed.
- Place wet floor warning signs when conditions warrant.
- Monitor all walkways throughout the day, both indoors and outside. Remove snow accumulation from walkways and apply ice control products as necessary.
- Encourage employees to report any slip/fall hazards that they may observe throughout the day.

There definitely is more risk for slips and falls during the winter months, but there are other hazards to be aware of throughout the year, such as: wet floors; uneven walking surfaces; polished or freshly waxed floors; loose flooring, carpeting or mats; transition from one floor type to another; missing or uneven floor tiles; damaged or irregular steps, no handrails; sloped walking surfaces; electrical cords or cables; open desk or cabinet drawers; and poor lighting

Slip, trip and fall claims can be very costly to your bank. Many slip-and-fall injuries are preventable. Encourage employees to be alert and report hazardous conditions. Take the necessary precautions and prevent a very costly injury this winter season. ■

Roger Larson is commercial lines specialist for the South Dakota Bankers Insurance & Services (SDBIS), Inc. Larson can be reached at 605.280.0912 or rlarson@sdba.com.

Learn to Transition to a More Technology-Sophisticated Institution

Attend SDBA Bank Technology Conference

Deloitte & Touche recently published “Forward Look at the Top Regulatory Trends for 2016 in Banking.” According to Deloitte, some trends from 2015, such as concerns about credit quality, continued into 2016.

Meanwhile, the impact of technology on every aspect of banking operations and strategy can be seen throughout the 2016 regulatory picture—from model risk management to data quality to the focus on preventing and responding to cyber threats. Using technology as a tool to enhance compliance and credit quality can both decrease and increase risk. Finding the right balance among investment, maintenance and innovation is now an essential part of risk management and compliance.

To stay in front of cyber threats, regulators are requiring banks to do more rigorous testing—establishing policies, procedures and controls is not enough. Effective cybersecurity requires a bank to get controls in place, monitor and adjust for new threats, and respond effectively when an attack occurs.

Banks typically focus on the first stage but forget about the last two. And the regulators have indicated that banks should expand disruption scenarios beyond their own boundaries to include potential weak links such as customers, third-party vendors and critical infrastructure components. According to Deloitte, if 2015 was focused on change, 2016 is the year of transformation.

The SDBA is offering the 2016 Bank Technology Conference on Sept. 20-21 at the Hilton Garden Inn Sioux Falls Downtown in Sioux Falls to provide information to help community banks as they continue the transition to a more technologically-sophisticated institution in this ever-changing world of mobile devices and electronic payment systems.

Hot Topics

- Cybersecurity Bootcamp: A Year of the CAT (Cybersecurity Assessment Tool)—How Risk Assessment is Changing (For the Better)
- Who’s on First, What’s on Second? Changes in Banking and the Millennials Driving Them
- Enterprise-wide Innovation: Is It Impossible, Improbable or Inevitable?
- Cyber Security Breach Playbook—What Every IT Administrator Needs to Know
- Teaching Business Customers about CyberSecurity
- How to Protect the “Missing Layer” in Your Cyber Security Plan



- Finding the ROI in Security
- Non-Bank Competitors: Understanding and Responding to their Technology Edge
- Planning to Fail Well—Today’s Incident Response Expectations

Hot Speakers

- David Peterson, i7 Strategies, Hahira, Ga.
- Jack Vonder Heide, Technology Briefing Centers, Chicago, Ill.
- Jessica Mashburn, Secure Identity Systems, Brentwood, Tenn.
- Bryan Ansley, FNB Merchants/Secure Identity Systems, Brentwood, Tenn.
- Jon Waldman, Secure Banking Solutions, Madison, S.D.
- Andy Deinert, Vantage Point Solutions, Mitchell, S.D.

Who Should Attend

This conference targets the “Technology Team” in your bank. Technology managers, information security officers, IT committees, IT auditors, heads of operations, chief information officers, and anyone with responsibilities or an interest in bank technology are encouraged to attend.

Attendees will also have the chance to visit with a number of technology vendors who will be exhibiting at this year’s conference.

For the complete conference agenda and to register online, visit www.sdba.com/education. Questions, contact Deb Gates with the SDBA at 800.726.7322 or debates@sdba.com. ■

Bank Security Management Training: Security, Fraud and Risk Management

The SDBA's Bank Security Management Training: Security, Fraud and Risk Management on Oct. 20, 2016, will highlight issues impacting the banking industry on fraud trends, card fraud and physical security issues. This one-day training will be held at the Clubhouse Hotel & Suites in Sioux Falls.

This fast-paced seminar will focus on issues that are sometimes not considered by bankers who are taxed to the limit with the operational challenges of running their bank. This seminar will present current trends and include examples of how financial institutions and law enforcement are responding to today's perils.

Program Highlights

1. No Trojan Horse Required—How the Crooks Exploit Banks

In this session, Jim Rechel, president of The Rechel Group, a fraud risk analysis, prevention, detection and investigation firm and former FBI agent, will analyze how the criminal element is incorporating the ever-expanding stable of technology tools to exploit the weaknesses in bank operational processes. Utilizing current examples, Rechel will provide a look inside the operations of current scams, providing attendees with insight into how the criminals view banks and utilize every tool available to get to the money. This session will highlight:

- Card skimming—why it's not going away
- How criminals are exploiting breaches over longer periods of time
- The nexus between common fraud schemes and today's technology
- Prevention steps to consider for your bank

2. Using Social Media in Investigations

Discover what tools are available to maximize banks' investigations using social media sites and apps. This portion of the seminar will provide information to immediately put to use and will highlight:

- Developing methods to use social media to link entities, people and transactions
- Methods to enhance due diligence and fraud investigations
- Discussion of recent legal findings

3. Physical Security Robbery Preparedness

While the perils maintain similar names, the approach banks take to planning for the unforeseen require financial institutions to address current trends. This portion of the seminar will address:

- Analysis of current trend data
- Integrated deterrence halos and incorporating the Heinz principles into strategies
- Developing policies, procedures and systems consistent with Bandit Shield guidelines
- Implementing active threat concepts into physical security planning

4. The Insider Threat—Don't Look the Other Way

The moral hazards of bailouts and the continuing difficult economic climate are not just topics for intellectual debate and academic pontification. Both conditions have an impact on those who work at institutions, and when combined with the powerful influence of the rationalization process, some employees make the decision to embezzle to satisfy their needs.

This session will highlight:

- Motivating factors to embezzlers
- Red flags they unknowingly exhibit
- Steps banks can take to protect their institution

Who Should Attend

Security officers or directors, compliance officers, operations managers, auditors, HR directors, legal staff, loan officers, disaster recovery managers, collection staff and fraud investigators can all benefit from attending this seminar.

Presenter



Jim Rechel is president of The Rechel Group, Inc., a risk-consulting firm headquartered in Cincinnati, Ohio. He is on the board of The Institute for Criminal Justice Education, Montgomery, Ala., and a member of numerous national organizations.

Rechel is also a certified financial security officer. He is a past local board member of the International Association of Financial Crimes Investigators and the American Society of Industrial Security. Prior to working for The Rechel Group, Inc., Rechel was vice president for Fifth Third Bank headquartered in Cincinnati.

Register to Attend

For more information and to register, visit www.sdba.com/education. Or contact Deb Gates with the SDBA at 800.726.7322 or debates@sdba.com. ■

SNEAK
PREVIEW



AG BANKING AT THE CROSSROADS: STRATEGIES FOR THE ROAD AHEAD

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IRA Update Seminar to Be Held in October

The IRA Update Seminar builds on attendees' knowledge of IRA basics to address some of the more complex IRA issues their financial organizations may handle. This course also includes all changes that have occurred and discusses any pending legislation. This is a specialty session; previous IRA knowledge is assumed.

The SDBA will hold the IRA Update Seminar on Oct. 20, 2016, at the Ramkota Inn in Sioux Falls. Instructor Mike Nelson uses real-world exercises to help participants apply information to job-related situations.

Course Highlights

- NEW: "Fiduciary" regulations
- Understanding how selection of beneficiaries determines death distributions
- Review contribution rules
- Transfers versus rollovers
- Moving QRP
- Charitable distributions

- Setting up inherited IRAs
- Distributions from an inherited IRA
- Roth distributions
- Conversions
- Legislative update

Instructor

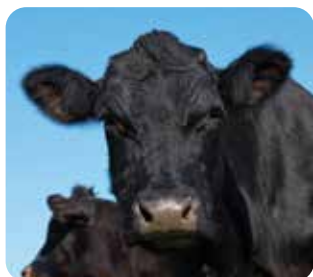


offers all IRA products and services

Mike Nelson taught marketing for 13 years at Central Lakes Community College in Brainerd, Minn., before starting JM Consultants. He has conducted insurance, real estate and securities training seminars and developed financial training services for financial institutions. JM Consultants

Register to Attend

For more information and to register, visit www.sdba.com/education. Or contact Deb Gates with the SDBA at 800.726.7322 or debates@sdba.com. ■



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Banker Volunteers Needed for 2016 Get Smart About Credit Day

The American Bankers Association Foundation is calling for banker volunteers for its annual Get Smart About Credit program, an initiative designed to teach teens and young adults how to use credit effectively.

Bankers will celebrate Get Smart About Credit Day on Oct. 20, 2016, and throughout the month by visiting classrooms across the country to present lessons on important financial obstacles facing young adults, including paying for college, building good credit habits, managing money and protecting their identity.

"I believe it's important for us, as an industry, to leverage our own financial knowledge to teach today's teens about the importance of credit and how to use it wisely," said Rob Nichols, ABA president and CEO. "The Get Smart About Credit program provides participating bankers with all the resources they need to get students thinking critically about their financial futures."

This is the 13th year bankers have celebrated Get

Smart About Credit, which will be sponsored by Citi, Wells Fargo and U.S. Bank, who's support makes possible the development of free materials for all participating banks.

Bankers interested in participating in the program can sign up online at www.aba.com/GetSmart. Registered banks will be featured in a list of participating banks on the ABA Foundation's website and in press materials. ■



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Three SDBA Members Named to ‘Best Banks to Work For’ List

Two SDBA member banks and one associate member were named to American Banker Magazine’s fourth annual list of the 60 best banks to work for.

Topping the list were Live Oak Bank, Wilmington, N.C.; HomeBanc, Lake Mary, Fla.; and Bell State Bank and Trust, Fargo, N.D., which is an SDBA associate member. First Bank & Trust in Brookings and Sioux Falls was number 17, and First PREMIER Bank in Sioux was number 60.

These and other banks were celebrated for being employee-centric, offering programs and amenities like catered weekly lunches, wellness programs, an onsite gym and dog park, anniversary celebrations and a “pay it forward” charitable giving program.

Familiar names—and more than a dozen newbies—can be found in the annual ranking of the nation’s most employee-friendly banks. Find out why these 60 banks are so successful at keeping their employees happy and engaged at <http://www.americanbanker.com>.

#3: Bell Bank

Location: Fargo, N.D.

Assets: \$3.9 billion

Employees: 657

President and CEO: Michael Solberg

Bell Bank, number three in the overall ranking, is number one in the category for banks with \$3 billion to \$10 billion of assets.

Bell Bank’s motto, according to President and Chief Executive Michael Solberg, is “Happy Employees, Happy Customers.”

So Bell, which shortened its name from Bell State Bank & Trust



Employees celebrate Bell Bank’s 50th anniversary.

on Aug. 22, does plenty to try to make sure its employees are happy and, by all accounts, it succeeded spectacularly on May 6, the bank’s 50th anniversary. Every full-time and part-time employee received a one-time cash bonus of \$2,500 and \$1,000, respectively. At a party to celebrate the milestone, Bell also gave away 50 massages and 50 televisions that had a 50-inch screen.

Besides the surprises on special occasions, employees like Joe Ackerland enjoy ongoing support in the form of career development.

“Bell has invested in me by sending me through the Dakota School of Banking,” said Ackerland, a branch manager who has worked at the bank for nine years.

More recently, Ackerland expressed an interest in commercial lending, and Bell responded by sending him to the Commercial Lending Academy at the University of Minnesota’s Continuing Education Center.

The result is that employees genuinely feel they matter, because the bank demonstrates this through meaningful action, rather than just paying lip service to the idea, said Steph Melgaard, a vice president and virtual bank services manager who has been with Bell for two years.

“‘Happy Employees, Happy Customers’ is not just a poster that hangs in the break rooms,” Melgaard said, “but truly the basis of how we do business.”

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- 🏠 Competitive Rates
- 🏠 Tax Credit – Mortgage Credit Certificate (MCC)



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#17: First Bank & Trust



In recognition of reaching \$2 billion dollars in assets, First Bank & Trust held a corporate party in Brookings for employees and their guests.

Location: Brookings and Sioux Falls

Assets: \$2.1 billion

Employees: 492

President and CEO: Kevin Tetzlaff, Brookings, and Brian Thompson, Sioux Falls

Popular with employees: On-site childcare is available at the Brookings location, and the children sometimes come through the office to visit employees, which adds fun to the workday.

Fitness/wellness program:

Employees win prizes for participating in a yearlong program that encourages healthy eating habits and exercise.

Community service initiative: Each year, First Bank puts about 5 percent of its profits into a special fund to support organizations that improve the community, whether by helping local youth or promoting the arts and education. Its donations totaled about \$1.3 million last year.

#60: First PREMIER Bank



The PREMIER Summer Track Meet has been an anticipated community tradition for more than 20 years, drawing close to 2,000 participants in 2015.

Location: Sioux Falls

Assets: \$2 billion

Employees: 339

CEO: Dana Dykhouse


Popular with employees: For more than 20 years, First PREMIER Bank has provided scholarships to high school seniors. Last year, 15 of the 31 \$1,000 scholarships awarded went to children of bank employees.

Activity to relieve stress/promote fun:

Unique sales meetings help foster teamwork. One example is an exercise in a corn maze meant to highlight a healthy approach to organizational change.

Community service initiative: Last year, the bank was the exclusive sponsor of the United Way rally, "Start with Heart." The event featured the rock band Heart. ■

The **SDBA School of Compliance**, typically scheduled in the fall of even-numbered years, will not be held this fall. Instead, it will be held in the spring of 2017 in Sioux Falls. **Be watching for more details.**



Call me at
605.201.1864
Gene Uher

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- Bank stock & ownership loans
- Bank building financing
- Business & personal loans for bankers

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43 Learn About Cybersecurity Leadership

Forty-three people attended the Executive Leadership of Cybersecurity (ELOC) training held at Dakota State University (DSU) in Madison on Aug. 16, 2016. The training was co-hosted by the South Dakota Division of Banking, South Dakota Bankers Association, Independent Community Bankers of South Dakota, Conference of State Bank Supervisors and DSU. Speakers included law enforcement officials, state and

federal regulators and DSU educators. Topics covered the threat landscape and globalization of cybercrime, regulatory response and cybersecurity risk assessment tool, threat intelligence collection and sharing by community banks, a roundtable exercise of cyber threat scenarios/hacking simulation, and ELOC best practices. Be watching for more ELOC training to come. ■
(Photos courtesy of ICB of South Dakota.)



SD Bankers Attend Graduate School of Banking at Colorado

As part of the class of 2016, three South Dakota bankers graduated from the Graduate School of Banking at Colorado (GSBC). The graduates were Robert Schelske, First Dakota National Bank, Mitchell; David Kotab, Commercial State Bank, Wagner; and Dan Scheurer, Security First Bank, Rapid City.

GSBC awarded 159 total graduates from across the nation with a certificate in banking in a ceremony on July 28 at the University of Colorado in Boulder, Colo.

GSBC prepares bank-industry professionals to take on senior management roles within their organizations. Each student has been recognized by his or her bank CEO, president and supervisor as a rising star within their organization. During the 25-month program, which meets two weeks each July for three consecutive years, students complete six intersession research projects, on-campus coursework, exams and a bank management simulation.

Next year's school session will be held July 16-28, 2017. Visit www.GSBColorado.org for details. ■



L-R: Robert Schelske, First Dakota National Bank, Mitchell; David Kotab, Commercial State Bank, Wagner; and Dan Scheurer, Security First Bank, Rapid City

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FFIEC Guidance: Mobile Financial Services

FFIEC Updates IT Examination Handbook to Include Mobile Financial Services



Recently, the FFIEC released an expected and overdue update to its IT Examination Handbook. Retail Payment Systems Booklet Appendix E: Mobile Financial Services was written to encompass the often-used mobile banking product and service line for financial institutions, which has not been explicitly recognized in the IT Exam Handbook until now.

According to the guidance, Appendix E: Mobile Financial Services (MFS) “focuses on risks associated with MFS and emphasizes an enterprise-wide risk management approach to the effective management and mitigation of those risks.” Appendix E: MFS discusses the different types of mobile financial services that institutions are currently implementing and provides an updated work program to help examiners review and provide recommendations regarding MFS.

Mobile Financial Services Technologies

Appendix E: MFS identifies four current MFS technologies being employed by financial institutions:

1. Short message service (SMS) mobile banking (text banking)
2. Mobile-enabled websites and browsers
3. Mobile applications
4. Wireless (mobile) payment technologies

SMS Mobile Banking: SMS mobile banking utilizes text messaging to allow a customer to provide financial transaction instructions to their financial institution. Typical SMS mobile banking transactions include information gathering (balance checking), transfer of funds between accounts, account alerts or updates, or one-time passwords for website authentication.

Mobile-enabled Websites/Browsers: Mobile-enabled websites and browsers allow a customer to access the same Internet banking products and services offered by the financial institution to a desktop computer user,



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For more information, contact your South Dakota Calling Team:

Pete Switenki VP, Investments 952.885.9485 pete.switenki@ubb.com	Doyle Hardie VP, Lending 605.681.5020 doyle.hardie@ubb.com	Todd Holzwarth VP, Correspondent Banking Officer 605.214.0957 todd.holzwarth@ubb.com
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only the website or the browser is optimized for a mobile device (tablet, laptop or smartphone). Mobile-enabled websites or browsers aim to enhance the customer experience by ensuring Internet banking products and services are in the best format for viewing on a mobile device.

Mobile Applications: Mobile applications are downloadable software applications developed specifically for use on mobile devices. Mobile banking applications are typically customized for a specific financial institution (branding, products, services, look-and-feel) and allow a customer to perform the same services (information gathering, initiate transfers, pay bills, etc.) as offered via traditional Internet banking. Mobile applications offer a faster, more user-friendly interface than the SMS-based or Web-based mobile banking.

Wireless (Mobile) Payment Technologies: Wireless payment technologies (mobile payments) come in a variety of applications, including wireless payments at point-of-sale (POS) terminals (Apple Pay, Android Pay or Samsung Pay), peer-to-peer payments (Fiserv Popmoney, PayPal, Venmo), or other types of wireless payments (mobile wallets). Most mobile payment technologies allow the user to make a payment without the need for a physical card (or check) during the transaction.

Four different types of mobile payment technologies are identified in Appendix E: MFS:

- **Near Field Communication (NFC):** NFC is a wireless protocol that allows for the exchange of payment credentials (or other information) stored on the mobile device only while the payment terminal and the device are within direct proximity of one another (“tapping” a device on an NFC terminal is often used to initiate the transaction).
- **Image-based:** Coded images similar to barcodes (called quick-response or “QR” codes) used to initiate payments. Credentials may be encoded within a QR code image or stored in the cloud. For example, specific retailers might use quick response (QR) codes to identify customers in a closed-loop mobile payment system.
- **Carrier-based:** Carrier-based transactions are billed directly to a customer’s mobile carrier (cellular) invoice. Merchants are paid directly by the mobile carrier, bypassing traditional payment networks. For example, a carrier-based payment may occur when mobile users donate money to charity through SMS messages or purchase an “add-on” in a mobile gaming application.
- **Mobile P2P:** Peer-to-peer payments (P2P) are most often initiated on a mobile device using the recipient’s mobile phone number, email address or another identifier. Payment is through established retail payment technologies. P2P

payments may be made via text message (SMS) or mobile application (Fiserv Popmoney). P2P allows a customer to send money via their mobile device to other users enrolled in the institution’s system.

While MFS continues to gain market share, as far as payment platforms are concerned, established retail payment channels (ACH, credit/debit card networks, EFT, etc.) are still the backbone of transferring money between financial institutions. The traditional retail payments channels allow financial institutions to leverage existing banking relationships to verify identities, satisfy federal anti-money laundering requirements, and fund accounts despite the new technologies and risks regarding mobile-based transactions.

What are the risks associated with MFS?

The institution’s risk management process should incorporate the risk of using mobile financial services. Also, the risk of using MFS is dependent on the types of functionality offered by the institution, the type of information being stored, transmitted and processed through the MFS, and the rate of adoption. Appendix E: MFS should identify four different types of mobile financial services:

- **Strategic Risk:** The institution must determine if utilizing MFS aligns with the existing strategic vision, goals and risk appetite. If implementing MFS does not align with these strategic planning items, strategic risk increases.
- **Operational Risk:** Operational risks of MFS include the risks around transaction initiation, authentication and authorization and the MFS hardware and software itself.
- **Compliance Risk:** Compliance risks to the institution include not being in compliance with consumer laws, regulations and supervisory guidance, as well as failure to perform proper due diligence and ongoing management of MFS vendors.
- **Reputation Risk:** The risk of the financial institution’s reputation being harmed as a result of information stored, transmitted and processed through the MFS becoming compromised or interrupted for a period of time.

To read more about the risks associated with MFS, risk measurement, monitoring and reporting, and what Secure Banking Solutions (SBS) can do to help, see the full story posted on the SDBA’s website at www.sdba.com/sbs-institute-overview. ■

Jon Waldman, CISA, CRISC, is a partner and senior information security consultant with Secure Banking Solutions (SBS), LLC, in Madison. An SDBA endorsed vendor, SBS has a team of auditors and consultants that can assist in updating IT risk assessments and ensure that information security programs adequately reflect the risk-mitigating controls around MFS. Contact SBS at 605.923.8722 or visit <https://www.protectmybank.com>.

Succession Planning: How Deep Is Your Bench?



Succession planning is a concept that is gaining more and more prominence, and for good reason. As baby boomers continue to retire in record numbers, banks are faced with making decisions about key positions that will impact their future success, and it's important to "get it right."

Boards of directors play an important role in this process—helping to ensure the bank has a robust and effective process for identifying top talent and ensuring a smooth transition for key management positions, especially in the C-Suite.

Succession planning is all about ensuring you develop your "bench"—recruiting and developing the talent that represents the future—and instilling in these employees the knowledge, skills and abilities (referred to as KSAs) to enable them to be successful in their current roles and well-positioned to take on increasing areas of responsibility and more challenging jobs. A formalized succession planning process to support this objective provides several key benefits, including:

- Identifying the key roles in the bank's management structure.
- Documenting the critical skills and competencies needed to support strategic objectives.
- Identifying potential internal candidates for succession by job role.
- Assessing whether internal candidates possess necessary job skills.
- Communicating the importance of succession planning to all key stakeholders.

From ABA's perspective, the industry has embraced the need for succession planning and is taking concrete steps to address talent gaps. Many state bankers associations have taken steps as well, such as implementing emerging leaders programs to engage younger bankers in the advocacy process and help them develop their skills and professional networks.

The graduate banking school marketplace is seeing a resurgence and, in some cases, record attendance levels, further demonstrating the investment many banks are making in their future.

A clear byproduct of this heightened interest in succession planning and leadership development is that as the industry distances itself from the financial downturn, banking will be positioned once again as a

"career of choice." A dynamic culture is also being created in many community banks that provide opportunities for people to grow and advance.

This culture development requires the full support of the CEO, the board and senior leaders. When properly executed, culture can be a competitive advantage and a key opportunity to reach out to the new generation of bank employees (the much-talked-about millennials).

The board has many competing responsibilities—especially given the current regulatory environment and importance of risk management oversight. Your shareholders and regulators want to know that you have in place a solid plan of action as part of the bank's long-term vision or if called upon in an emergency. This fiduciary responsibility goes beyond the CEO's office and includes most other key positions, including division heads.

Not only must the board address the risks associated at the C-Suite level, it must also look internally at director succession to ensure that the board's composition continues to satisfy the needs of the bank. It's important to integrate this level of review into the annual process leading to the recommendation of the slate of directors in support of the annual shareholder vote.

Additionally, boards must consider the key skills required to serve as a director, who in the community may represent ideal candidates and how best to attract these individuals. Given the demands on these individuals in their current day jobs, and the increased level of governance required of bank boards, this can often be a challenging proposition.

Proper planning and the development and management of a well-thought-out succession planning methodology will go a long way toward ensuring that your board of directors remains vital and serves the bank well.

Having a culture that recognizes the importance of leadership development, as well as the discipline to identify critical roles and functions—with an eye towards the future—can help position a bank for continued growth and success. ■

Jim Edrington is executive vice president of professional development at the American Bankers Association. Edrington can be reached at jedrington@aba.com.

Dakota Bankers Gather at GSBC



Bankers from South Dakota and North Dakota attending the Graduate School of Banking at Colorado (GSBC) gathered at Cantina Laredo in Boulder. Bankers from the two states traditionally meet for a Dakota bankers reception and dinner midway through their classes at GSBC. This year's school session was held July 17-29 at the University of Colorado in Boulder. ■

BHCB Supports Small Businesses During Mount Rushmore Road Construction

Mount Rushmore Road construction in Rapid City is a three-year project that affects one third of the businesses directly each year and everyone indirectly for all three years. The road is the premier tourism gateway to the Black Hills and Mount Rushmore.

Black Hills Community Bank (BHCB) in Rapid City joined with its neighbors and fellow businesses to film a public awareness TV commercial inviting residents to shop on the road and to thank people for their continued support during the construction. The four gentlemen on the monument came down to assist in the promotion.



This year is phase two of the construction project. Mount Rushmore Road will remain open to two-way traffic with minimal delays throughout the project. ■

Bridgette French Selected to Receive SD Bankers Foundation Scholarship

Bridgette French, a senior majoring in banking and financial services at Northern State University in Aberdeen through online classes, was selected to receive a \$1,500 scholarship from the South Dakota Bankers Foundation.

French is currently employed as a tax policy management analyst with the South Dakota Department of Revenue. Following graduation in 2017, she plans to further her education and career with the State of South Dakota by applying for the Governor's Leadership Program to use toward a master's degree.

A nontraditional student, French spends her free time outside of school with her two children and their many activities within her community.

The South Dakota Bankers Foundation annually awards a scholarship each year to a junior or senior majoring in banking and financial services at Northern State University. ■

Director Cordray Visits South Dakota...continued from page 5

- CFPB interpretive rules and bulletins
- CFPB small entity compliance guides
- Webinars during which CFPB staff answered specific compliance questions
- CFPB guidance at conferences
- Their own informal compliance discussions with CFPB staff

This "deskbook" is more than 400 pages in length.

To its credit, the CFPB has tried its own hand at clarification of certain informal guidance whether issued through webinar, compliance guide or otherwise and to make additional clarification and

technical amendments. One attendee at the roundtable told me that the recent TRID amendments that attempt to clarify some of these issues is 293 pages in length.

The size and complexity of home mortgage regulations and interpretive guidance is daunting to many community bankers. It would be well for the lawyers working at the CFPB to understand that indeed, perception is reality. ■

Curt Everson is president of the South Dakota Bankers Association. Everson can be reached at 605.224.1653 or ceverson@sdba.com.

classifieds

Chief Financial Officer, Plains Commerce Bank, South Dakota

Plains Commerce Bank is looking for an experienced, energetic, self-motivated person to fill a full-time chief financial officer position. Responsibilities include (but not limited to): Oversees the treasury, budgeting, tax, accounting and financial reporting activities including staff who work in these areas. Oversees reporting to regulatory authorities and to the Board including preparation and review of call report. Prepares financial reports; ensures complete/accurate financial, statistical and accounting records. Analyzes department budgets and allocates operating budget. Writes, reviews, and distributes financial policy and procedure statements to ensure regulatory and policy compliance. Qualities of the successful candidate include: Experience in the banking industry to also include managing staff. CPA designation and bachelor's degree in accounting with five years of experience in public accounting. Minimum seven to 10 years of stable career experience in a similar role or capacity in the accounting function of a bank. Understanding of regulatory requirements and overall environment. Preferably understands the call report process and would be able to complete the bank's call report. Understanding of interest rate risk (ALM) and can help manage the bank's investment portfolio. Knowledge of accounting principles and best practices. Visit www.plainscommerce.com/about/careers to apply. Plains Commerce Bank offers a competitive compensation and benefits package. Plains Commerce Bank is an Affirmative Action/Equal Opportunity Employer. Member FDIC. ■

Chief Lending Officer, BankWest, Pierre, S.D.

BankWest, a family-owned business with a 127-year history, is seeking new people to join its financial services team. While each position requires a unique skill set, every member of our team shares a passion for customer service and a sincere interest in seeing our customers succeed. Our chief lending officer assists the EVP chief credit officer in managing the business development officers to meet the goals and objectives of the bank. This employee will provide leadership, training and technical

assistance to ensure maximum customer service and satisfaction. A bachelor's degree in business administration, finance, economics or related field and 10 years of progressive responsibility experience. All new employees must pass pre-employment screening. BankWest is recognized as a market leader in customer care, community reinvestment and depth of services. Apply at www.bankwest-sd.com, contact your local Career Center or BankWest at 800.253.0362. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin. ■

Compliance Officer, Hilltop National Bank, Casper, Wyo.

The compliance officer is responsible for developing, implementing and administering all aspects of the bank's compliance management program. This position plans, organizes and controls the bank's day-to-day administrative, lending and operational compliance activities; collaborates with senior management in the overall administration of these directives for the bank. Participates in various committees, audits and examinations. Conducts staff training related to compliance. Advises the board of directors, senior management and bank personnel of emerging compliance issues and consults and guides the bank in the establishment of controls to mitigate risks. Bachelor's degree from a college or university and at least three years of related experience or training; or the equivalent combination of education and experience. Work-related experience should consist of an in-depth background in bank compliance and bank regulations. Educational experience, through in-house training sessions, formal school or financial industry-related curriculum, should be applicable to the financial industry. Advanced knowledge of bank administration, lending, and operations products and services; related state and federal laws and regulations, and other bank operational policies and procedures is preferred. Hilltop National Bank is an EEO Employer – Race, Gender, Veteran, Disability. Apply in person at 300 County Club Road, Suite 307, Casper, WY 82609 or submit confidential resume to HRDirector@HilltopNationalBank.com. ■

Director of Credit Administration, American Bank & Trust, Sioux Falls, S.D.

American Bank & Trust is looking for a director of credit administration. This is an excellent opportunity for the right candidate looking to advance in his or her career and seeking growth opportunities with a locally-owned, successful organization. This position is responsible for providing ongoing development and guidance to assure a strong credit administration culture bank-wide and for providing assistance in maintaining an effective credit policy and managing the credit quality of the bank's loan portfolio. Assists the chief credit officer and senior credit analyst in the development and implementation of ongoing credit training. Responsible for the management of a high-quality loan portfolio as may be assigned. Education: bachelor's degree in business, finance, accounting or related business field or equivalent combination of education and experience; completion of graduate-level banking school preferred; and specialized credit training. Experience: minimum 10 years of commercial and/or ag lending experience and minimum five years of credit administration experience within a financial institution environment preferred. Send resume to: HR Manager, American Bank & Trust, 1820 Dakota Ave. S., Huron, SD 57350. American Bank & Trust is an Equal Opportunity Employer, Member FDIC. ■

Enterprise Risk Manager, Plains Commerce Bank, South Dakota

Plains Commerce Bank is looking for an experienced, energetic, self-motivated person to fill a full-time enterprise risk manager position. Responsibilities include but are not limited to the development, implementation and management of an enterprise risk management (ERM) program for the bank; evaluate compliance and identify risk and possible fraud situations as directed by the Board of Directors; ensure audit and compliance procedures are being carried out company wide; and manage a staff of professionals to complete the audit and compliance functions of the bank. Qualities of a successful candidate include the ability to

If you have a job opening at your bank or something to sell, send your classified listing via email to 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.

understand the laws and regulations that impact bank loan and deposit functions and the availability and willingness to travel to offsite locations. Candidate must also have a four-year degree in business or business-related experience as well as five or more years of experience in ERM and audit/compliance. Plains Commerce Bank offers a competitive compensation and benefits package. Visit www.plainscommerce.com/about/careers for more information and to apply. Plains Commerce Bank is an Affirmative Action/Equal Opportunity Employer. Member FDIC. ■

Evaluation Specialist, BankWest, Pierre, S.D.

BankWest, a family-owned business with a 127-year history, is seeking new people to join its financial services team. While each position requires a unique skill set, every member of our team shares a passion for customer service and a sincere interest in seeing our customers succeed. If this sounds like you, read on... Evaluation Specialist: Our evaluation specialist performs internal real estate evaluations for residential, commercial and agricultural properties. This employee will provide independent and credible assessments of real estate value through analysis of current market data, economic conditions and other intelligence. A bachelor's degree in business administration or related field with five to seven years of real estate, loan review or related work experience. All new employees must pass pre-employment screening. BankWest is recognized as a market leader in customer care, community reinvestment and depth of services. Apply at www.bankwest-sd.com, contact your local Career Center, or BankWest at 800-253-0362. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin. ■

Mortgage Loan Officer, Security First Bank, Rapid City, S.D.

Security First Bank is currently seeking an experienced mortgage loan officer to develop new and expand existing mortgage lending relationships. Duties include examining, evaluating, authorizing or recommending approval of customer applications for consumer residential real estate loans at various locations. The position will promote and represent the bank and mark referrals at various locations. The successful candidate will have a background in banking, real estate or title work. The

ideal candidate will have excellent communication and customer service skills as well as the ability to maintain a high level of accuracy at all times. An undergraduate degree in finance or accounting or equivalent experience required. We offer a competitive compensation and benefits package including medical, dental, vision, 401(k), paid time off and holidays. Resumes may be mailed to: Security First Bank, c/o Kevin Dietz, Rapid City, SD 57709 or uploaded online at www.security1stbank.com. Security First Bank is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex or nation origin. We are also an equal opportunity employer of individuals with disabilities and protected veterans. ■

Personal Banker/MLO, Minnwest Bank, Sioux Falls, S.D.

The personal banker/MLO opens bank accounts for new and existing customers and helps customers with banking and lending needs. The personal banker/MLO is expected to pro-actively develop new business from outside the bank and assist walk-in customers. This position requires excellent customer service skills, selling skills and professional interactions with customers and co-workers. Must be flexible, detail oriented, able to multitask, a team player and organized. Applicants should have a minimum of one to three years of banking and sales experience. Competitive wage based on experience. This position is 40 hours per week. (AA/EOE). Apply to: Evan Ingebrigtsen, Minnwest Bank, 5001 S. Louise Ave., Sioux Falls, SD 57108, joinourteam@minnwestbankgroup.com. ■

VP of Credit Administration, Plains Commerce Bank, South Dakota

Plains Commerce Bank is looking for an experienced, energetic, self-motivated person to fill a full-time VP of credit administration position. Responsibilities include (but not limited to): Develops credit information for use by lending officers or committees in making lending decisions on new, renewal and extension loans. Reports loan portfolio to Board of Directors and all appropriate regulatory agencies. Handles responsibility for the review of the organization's loan portfolio. Participates in the development of procedures and controls. Coaches, develops and manages staff. Qualities of the successful candidate include:

Experience in the banking industry to also include managing staff. Bachelor's degree in business, finance and/or banking and five-plus years of credit experience required or equivalent degree. Minimum seven to 10 years of stable career experience in a similar role or capacity in the credit administration function of a bank. Understanding of regulatory requirements and overall environment. Visit www.plainscommerce.com/about/careers to apply. Plains Commerce Bank offers a competitive compensation and benefits package. Plains Commerce Bank is an Affirmative Action/Equal Opportunity Employer. Member FDIC. ■

Vice President-Trust and Investments Manager, First Dakota National Bank, South Dakota

First Dakota National Bank is seeking someone to lead the bank's trust and investments department. The department provides trust services, estate and financial planning, and retirement and investment management services. The manager leads a team of 12 employees and will be responsible for helping guide the strategic direction of the department, ensuring regulatory compliance, and directing and coordinating the activities of the department. The preferred candidate will hold a bachelor's degree in a related field and have a minimum of 10 years experience in trust or investment management. Preference will be given to candidates with a background in trust services, investment management, knowledge of regulatory compliance, an understanding of trust operations, as well as expertise in business development. Preference will also be given to candidates that hold a CTF designation or have a J.D. or masters degree. The location of the position is flexible. First Dakota, which has total assets exceeding \$1.4 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: Rob Ness, Executive Vice President, at rness@firstdakota.com. First Dakota National Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. Member FDIC. ■

Seminars and Conferences

2016 SDBA Bank Technology Conference

Sept. 20-21, 2016: Hilton Garden Inn Sioux Falls
Downtown, Sioux Falls

Bank Security Management Training

Oct. 20, 2016: Clubhouse Hotel & Suites, Sioux Falls

IRA Update

Oct. 20, 2016: Ramkota Hotel, Sioux Falls

Call Report Seminar

Nov. 17, 2016: Hilton Garden Inn Sioux Falls
Downtown, Sioux Falls

IRA Basics

Dec. 8, 2016: Ramkota Hotel, Sioux Falls

2017 SDBA State Legislative Day

Feb. 8, 2017: Ramkota Conference Center, Pierre

IRA Update

Feb. 24, 2017: Ramkota Hotel, Sioux Falls

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

IRA Basics

May 2, 2017: Ramkota Hotel, Sioux Falls

2017 Quad States Convention

June 4-6, 2017: Rushmore Plaza Civic Center, Rapid City

Webinars

The following are available as live webinars and/or recorded seminars. For more information and additional webinars, visit www.sdba.com/webinars.

- Sept. 13, 2016: Creating and Protecting Your Salaried-Exempt Status (Avoiding Inadvertent Mistakes and Land Mines)
- Sept. 13, 2016: Analyzing Appraisals for Mortgage Decisions
- Sept. 14, 2016: BSA Red Flags for Money Laundering: Frontline Annual Training
- Sept. 14, 2016: Best-Ever Compliance Checklists for Commercial Loans
- Sept. 15, 2016: Controlling the Risks of Power of Attorney Documents
- Sept. 15, 2016: Developing a Star New Accounts Representative—Personal and Technical Skills
- Sept. 19, 2016: 7 Habits of Highly Successful Bankers
- Sept. 20, 2016: Regulation—Joint Intent

- Sept. 20, 2016: Get Global: Understanding Global Cash Flow Analysis
- Sept. 20, 2016: Regulation—Joint Intent
- Sept. 21, 2016: Living Trust Documents
- Sept. 21, 2016: Mortgage Servicing Compliance
- Sept. 22, 2016: BSA Series: Completing CTR & SAR Reports Line by Line
- Sept. 22, 2016: Compliance Perspectives
- Sept. 23, 2016: Call Reports: RC-C Loan Coding and Related RC-R Reporting
- Sept. 27, 2016: Residential Construction Lending
- Sept. 29, 2016: Legal Liabilities when Check Fraud Occurs
- Oct. 4, 2016: Analyzing Tax Returns for Mortgage Decisions
- Oct. 4, 2016: Lead The Way At Your Branch
- Oct. 5, 2016: Excel Explained: Managing Large Workbooks
- Oct. 5, 2016: Developments in Federal Wage and Hour Law
- Oct. 6, 2016: Fair Credit Reporting Act Compliance—10 Critical Issues
- Oct. 12, 2016: Adverse Action Notices
- Oct. 12, 2016: Writing Business Account Procedures—New CDD Rules Impact

Banking Schools

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

2017 National School for Beginning Ag Lenders

June 19-22, 2017, Black Hills State University, Spearfish, S.D.

Graduate School of Banking at Colorado

July 16-28, 2017: University of Colorado-Boulder

Graduate School of Banking at Wisconsin

July 30-Aug. 10, 2017: 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.

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