

# SDBANKER



OFFICIAL PUBLICATION OF THE SOUTH DAKOTA BANKERS ASSOCIATION | JANUARY 2020

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**EDITORIAL:** Published monthly by the South Dakota Bankers Association, SDBANKER Magazine is dedicated to enhancing the state's banking profession by providing useful and timely information on important events and trends in the banking industry. Statements of fact and opinion are made on the responsibility of the authors alone and do not represent the opinion or endorsement of the SDBA. The magazine welcomes news from SDBA members. Articles may be reprinted with permission. Email abousa@sdba.com.

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## message from the chairman.....

BY SHAWN ROST | South Dakota Market President | First Interstate Bank, Rapid City

# Winning, Grinding and Mistakes I Have Learned From Along the Way

**A**s bankers, we are all starting out the New Year with a plan to be better at our work, improve the financial performance of our banks, create stronger teams and take better care of our customers. We have a business plan, a budget and strategies to achieve all these things. The year is new, and we are optimistic if not excited about 2020. OK, "bankers" are reserved and a conservative group in general...but we are at least hopeful for 2020. I am personally going to be excited.

I was thinking recently about all the lessons I have learned over the years in business and which ones I can employ to really make an impact in 2020. We all have these nuggets of learning we have acquired over the years, and I hope my banking colleagues will email me some others that I have not learned or remembered, so I can use them in a future article. Following are two truths I have learned and a few lessons I learned the hard way.

## Truth Number One

Teams that win are not lucky. They have a solid plan that they execute with precision. They are nimble enough to adjust as circumstances change. They have the vision to recognize when they need to adjust, and their egos don't get in the way of their vision. They have the knowledge to understand that wins come from being better than the competition in the gray area. The area where things are not perfect. Where data indicates opportunity, but it isn't as clean cut as your chief credit officer may like. They have the courage to trust what their gut is telling them and the perseverance to negotiate deals that create win-win relationships. Winners find ways to close the deals in the middle. Winning teams show up with a can-do attitude every day regardless of what may have happened yesterday.

## Truth Number Two

Grinding is the foundation of a winning team. A definition of grinding is always being focused on your goals both long and short. Always thinking three steps ahead from where you are and living by a schedule and a calendar to maximize productivity and efficiency



We all have these nuggets of learning we have acquired over the years, and I hope my banking colleagues will email me some others that I have not learned or remembered, so I can use them in a future article.

every day. Always looking for the opportunities to motivate and grow yourself and your teammates. Always holding yourself and your team accountable to not only benchmarks but time frames. Grinding is not getting distracted by things not relevant like who might have it better than I do, or maybe the grass is greener, or wishing something was better. Grinding is about getting it done always and holding yourself and your team to the highest of standards. Grinding is synonymous with always, not once in a while when it feels good or when I feel like it. Winning teams understand this.

## Lessons Learned the Hard Way

Now for some lessons learned by messing something up:

- Make work fun every day. Work can be hard at times, but keep your sense of humor and find ways to make it fun.
- Do the hardest things before 10 a.m. Procrastination shortens life spans and makes you unlikeable.
- Don't transfer or promote incompetence. Help people find the right seat on the bus or help them get off your bus with dignity. They will eventually thank you for this.
- Promotions take time; you won't be the bank president in five years. Take care of your coworkers, learn your job and the one you want, take great care of your customers, grind. Eventually, your supervisor will recognize the fact that you have achieved Yoda status at your current position and



promote you. Patience is hard for some of us. It took me 20 years longer than the five I projected during my interview 27 years ago with our bank to get to my current role. I remember a comment about me being quite cocky and wet behind the ears in that interview.

- Be willing to move locations with your bank if you want more career opportunity.
- Just because every other bank is doing it doesn't make it right. And sometimes most are not doing it; we just think they are. They now call this FOMO (fear of missing out).
- If everyone is building spec homes including former bankers and insurance agents, a recession is probably coming soon.
- Grinders need to have balance in their life, too. Don't ever forget about your family, and find your life balance.
- Bankers don't get enough exercise at work. Science proves that people who work out and are generally healthier have more energy and more positive attitudes.
- Hire for attitude not aptitude. You can teach the skills of a position. You can't teach someone to be pleasant and positive.
- Not following policy and procedure kills careers.

- Challenging the status quo with respect and patience opens doors. Business changes with time; we need people to help us bankers get out of our rut, too.
- Great sales people should never be your CFO or CCO. It's akin to letting the fox guard the hen house.
- There are exceptions to every rule or theory; winners don't focus too much on the 1% outlier. Those that do are known as BWATOTs (but what about that one time...).

I hope there is something in here for everyone to help them in 2020—either by doing something great, or equally important, not messing something up.

Speaking of doing something great, I hope I see all the usual suspects at the SDBA State Legislative Day on Feb 12 in Pierre, and I hope you bring along some new faces. The day will also include special sessions specifically designed for emerging bank leaders, as well as an emerging leaders networking reception the evening of Feb. 11. Please sign up and show up. See you at the meetings. *(For details on the State Legislative Day, see pages 12-13.)* 📅

Shawn Rost is South Dakota market president at First Interstate Bank in Rapid City. Rost can be reached at 605.716.8928 or shawn.rost@fib.com.

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from the executive office.....

BY CURT EVERSON | President | South Dakota Bankers Association

# SDBA Board Approves Changes to Bylaws

**T**he SDBA Board of Directors has periodically reviewed and approved narrowly-focused changes to the Association's governing bylaws, but records show that a comprehensive review hasn't happened for a few decades.

This past June, SDBA Chairman Shawn Rost appointed and led a work group consisting of SDBA Board of Directors Jeff Davis, Bryant State Bank, Bryant; Dave Bangasser, Dacotah Bank, Sioux Falls; and SDBA Immediate Past Chairman Karl Adam, First Dakota National Bank, Pierre. Their final work product was distributed to the full SDBA Board of Directors on Oct. 3, and I am pleased to report that the Board adopted the proposed changes on Dec. 5, 2019.

A copy of the newly-revised bylaws along with an explanatory memo will be emailed to all member bank CEOs, but I thought it might be helpful to provide the following overview.

Less substantive changes to the bylaws include:

- Moving from gender-specific to gender-neutral terminology.
- Changing a few procedural terms to reflect current business practice.

Changes that are more substantive or strategic in nature include several relating to SDBA Board elections and governance.

- **Group (regional) board seats reduced from five to four.** Group boundaries redefined per a map that can be found on the SDBA's website. Counties in new groups can be found in Section 4 of Article VI. The primary objective of this realignment was to better reflect the current geographical distribution of banks in the state.
- **Eliminate Credit Card Category and replace with Maximum Dues Payer seat.** Since the early 1980s, credit card banks have had a standing seat on the SDBA Board. Each time that seat came up for election, credit card banks would recommend someone to represent their industry on the Board, and the SDBA chairman would appoint that person. Today, Citibank is the only bank that has elected that category of membership.

Under the new bylaws, a single chair-appointed seat would be shared by banks which, by operation of SDBA's deposit-based dues formula, reach the maximum allowable dues payable to the SDBA. Under the bylaws, no member bank shall pay more than 10% of total dues assessed and collected in a given year. Two banks (Wells Fargo and Citibank) currently hit that cap based on their South Dakota deposits. Those changes can be found in Section 1 of revised Article V.

- **Reconfigure and rename four size-based categories to better realign seats that reflect today's institutional mix in South Dakota.** The new categories as follows can be found in Section 1 of revised Article V.
  - \* **Large Community and Regional Banks**—South Dakota deposits of \$750 million or more
  - \* **Midsize Community Banks**—deposits between \$200 million and \$750 million
  - \* **Community Banks**—deposits between \$75 million and \$200 million
  - \* **Small Community Banks**—deposits of less than \$75 million
- **Add a chair-appointed seat to the Board to be filled by the past chair of the Emerging Leaders Work Group.** Evidencing SDBA leadership's continuing focus on building connections between emerging leaders of South Dakota's banking industry and the SDBA, Article VI Section (v) creates a new seat to be occupied by the past chair of the SDBA's Emerging Leaders Work Group

These bylaw changes will take effect on May 1, 2020, to coincide with the SDBA's annual board election cycle, providing a smooth transition and clear path forward both for incumbents and new bankers interested in running for a seat on the SDBA Board. 📊

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



# Heart & Vascular Screening Program

Free of Charge to Members of the SD Health Benefit Plan

**T**he South Dakota Bankers Benefit Plan (SDBBP) welcomes you in collaboration with Avera Heart Hospital, Sanford Heart Hospital, Monument Health (former Regional Health) and Prairie Lakes Healthcare System to participate in the SDBBP Heart & Vascular Screening Program.

All employees and covered spouses who are age 40 or older and part of the SDBBP will receive a heart and vascular screening free of charge, with the SDBBP covering exam expenses. Those not covered by SDBBP are welcome and encouraged to screen for a negotiated rate of \$50.

## Heart Screening Includes:

- Self-Report Questionnaire (including dietary review)
- Cholesterol (fasting/non-fasting)
- Glucose/Blood Sugar
- Blood Pressure
- Framingham Score (estimation of your 10-year cardiovascular risk for heart disease or heart attack)
- CT Calcium Score (test for evaluating plaque buildup in the coronary artery)
- **Diabetic Patients:** Vascular screenings are indicated for type 1 diabetics at age 30 and older.

## Vascular Screening Includes:

- Stroke Screening/Carotid Artery Ultrasound (imaging test for evaluating plaque buildup in the carotid artery)
- Abdominal Aortic Aneurysm Ultrasound (imaging test to see the abdominal aorta to measure its size)
- Ankle Brachial Index (noninvasive way to check for peripheral artery disease, which occurs when narrowed arteries reduce the blood flow to your limbs)

**PREVENTION** is the key to a healthy, long, productive life. Preventive health screenings are designed to uncover areas of concern even before you have symptoms. Heart disease continues to be the number one cause of death in South Dakota and the U.S.

- 80% of all heart attacks are caused by modifiable risk factors: inactivity, poor diet, smoking and high blood pressure.

- 70% to 90% of all type 2 diabetes is caused by modifiable risk factors: obesity, inactivity, poor diet and smoking.
- Most strokes are linked to high blood pressure and inactivity. The Framingham Heart Study showed that regular physical activity to develop high fitness alone would prevent two-thirds of early strokes.
- Chronic diseases, which account for 75% of health care expenses, are largely caused by modifiable risk factors.
- Four modifiable health behaviors (smoking, poor diet, inactivity and alcohol use) are responsible for at least 42% of all U.S. deaths.

## Preparing for Your Screening

To schedule a screening, please contact your nearest hospital location listed in a brochure that all eligible employees and covered spouses will be receiving. Additional information will be mailed to each participating bank in January.

- This SDBBP-sponsored screening is for employees and spouses age 40 or older.
- You do not qualify for this screening if you are being treated by a cardiologist.
- A vascular screening is recommended every five years, unless previous abnormal screening then every one to two years.
- Wear loose and comfortable clothing and avoid pantyhose.
- All medications can be taken with a sip of water.
- Avoid caffeine and tobacco for two hours prior to the screening.
- Fast (no food, drink, gum) for four hours prior to your appointment.
- Bring your SDBBP Health Card for verification and the Heart & Vascular Screening Voucher, which you will be receiving, to your appointment.

We look forward to improving the health and wellness of the SDBBP members in 2020! If you have any questions or concerns, please contact the location you wish to have your screening preformed. 📍

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



# SD Banks Make a Difference Survey

**T**he SDBA is calling on member banks to participate in its annual South Dakota Banks Make a Difference Survey.

Each January, the SDBA emails all member banks the online annual survey. The results provide a glimpse into how banks work every day to help South Dakotans grow and prosper.

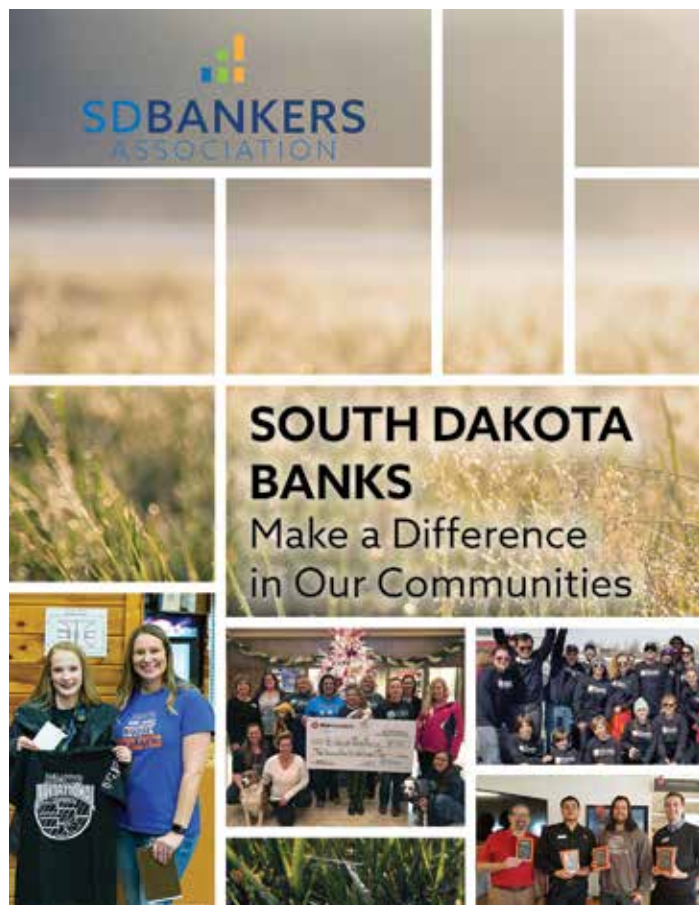
The Association requests that banks supply basic data for calendar year 2019, or for the most recent 12-month period for which the bank has data available. The SDBA will present the findings at its State Legislative Day on Feb. 12, 2020, in Pierre.

The SDBA is also requesting short narratives and photos of banks' community service projects. If your bank has a community service project from this past year that you would like to be included, please submit a short narrative describing the project. If you have a photo of the project, email it to [abousa@sdba.com](mailto:abousa@sdba.com).

The names of all banks that participate in the survey will be listed in the survey piece. All individual information will be kept confidential as to the amounts disclosed in any of the categories.

Last year, responses were compiled from 36 of the SDBA's 73 member banks. The results of last year's survey can be viewed at [www.sdba.com/sd-banks-make-a-difference](http://www.sdba.com/sd-banks-make-a-difference).

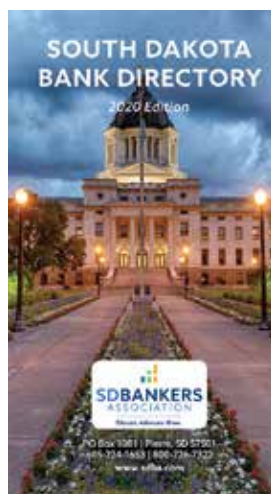
The deadline to participate in the survey is Jan. 31, 2020. If you have any questions on the project, contact Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com) or 605.224.1653.



## 2020 SD Bank Directory Available

**T**he SDBA's 2020 South Dakota Bank Directory is now available.

The South Dakota Bank Directory provides detailed information on all South Dakota banks, including addresses, telephone and fax numbers, important contact names and additional pertinent information. The directory also contains information on the SDBA, banking associations, regulatory agencies, endorsed vendors, associate members and South Dakota officials.



All SDBA member banks and branches receive one complimentary directory. Associate members will receive a complimentary directory when they pay their 2020 membership dues.

Additional copies are available for purchase. The member cost is \$30 plus tax for a single copy, or \$25 each plus tax for multiple copies. The non-member cost is \$45 plus tax for a single copy, or \$40 each plus tax for multiple copies. Orders can be placed online at [www.sdba.com/bank-directory](http://www.sdba.com/bank-directory) or contact the SDBA's Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com) or 605.224.1653.

Any inaccuracies in the 2020 directory should be brought to the attention of the SDBA, and corrections will be made in the next edition. Banks will also receive a survey in the fall requesting current information.



## Emerging Leader of the Month: Paul Moore

**A**s part of the SDBA's mission to grow South Dakota's future bank leaders, we are featuring a monthly emerging leader in SDBANKER Magazine. This month's feature is Paul Moore who works for Great Western Bank in Madison.

### First-Ever Job



My first job was at Rust Fencing near Estelline. I started working there in junior high and continued during the summers until my sophomore year of college. My main responsibility was to cut 28 to 32-foot pipe into 8-foot posts. When I needed a break from cutting pipe, I would go to the shop and make clips and straps that were used

to fasten sucker rods to either pipe posts or wooden posts. The work ethic and responsibility this job taught me has influenced how I approach my current career.

### Emerging Leader Story

My banking career started in 2008 with Great Western Bank in Watertown. I spent a year and a half as a personal banker prior to joining the business and ag banking department as a credit analyst. Both of these positions provided me with learning opportunities so that I could move into a business and ag banker role in 2011. My final stint as part of the business and ag banking department in Watertown was leading the seven-member team. Looking for a change of scenery, I was able to join our specialized agri department in Hartford, where I spent a little more than a year. Great Western Bank has continued to provide me with great career opportunities, which has led to my current position as the market president for our Madison, Brookings and Colman branches.

### What He Most Likes About His Job

I enjoy the fact that each day is different. I get the opportunity to work with business owners, farmers and ranchers that are spread across numerous industries and at different points in their careers. It is rewarding to help the clients that are purchasing or expanding a business, as well as those that are preparing to pass the operation down to the next generation.

Another great part of my current job is helping my co-workers grow in their career paths. I have been blessed with great leaders and mentors, and I strive to be that individual for my co-workers.

### What Motivates Him

My motivation comes from seeing both clients and co-workers succeed in their endeavors. It is so rewarding to see the smile on someone's face after they have conquered one of their goals.

### If He Could Have Any Job...

Growing up, one of my sisters and her husband introduced me to auto racing. Ever since then, I have enjoyed dirt track racing. While I'm afraid my time has passed to get into racing, I have always thought it would be a blast to travel the country and get paid to drive a race car three to four nights a week.

### In His Spare Time

My spare time is spent with family and friends. Once spring rolls around and through the fall, you will find me playing golf or attending a race in the Midwest. My go-to hobby in the winter is ice fishing with my buddies. When I'm not enjoying one of these hobbies, I try to fit in a little travel.

### Involvement in the SDBA

My path to the SDBA's emerging leaders came from a past co-worker and friend, Jesse Block. In hearing about the great networking and industry knowledge that the emerging leaders group has brought to Jesse, it was an easy choice to want to get involved. While being new to the group, it has been fun to see the SDBA's efforts to engage the younger generation of bankers. This is a rewarding group, and I highly recommend getting involved. 🌈



*Paul Moore (on left) and his friends skiing.*

# Gain Information and Networking at Bank Management Conference

**N**ow is the perfect time to make plans to attend the NDBA/SDBA Bank Management Conference on Feb. 14-15 in Scottsdale, Ariz. Six keynote speakers will provide executive-level officers, bank directors and senior-level bankers with timely insights on the economic landscape, M&A trends, balance sheet management, talent acquisition, FinTech opportunities and top strategies for 2020.

Bankers value strategic information and networking with colleagues, and the Bank Management Conference offers plenty of both, in addition to some of the best hospitality Arizona has to offer. The conference will be held at Westin Kierland Resort & Spa, an AAA four diamond resort located adjacent to Kierland Commons. The conference will also include a golf tournament and programs for spouses and guests.

The conference is hosted by the NDBA and co-sponsored by the SDBA. Learn more and register to attend at [www.sdba.com/events](http://www.sdba.com/events).



# Be a Voice in the Conversation in Washington

**C**ongress and regulators need to hear from bankers across America to keep policy moving in the right direction. Be a voice in the conversation.



The ABA will hold the Washington Summit along with three forums on March 23-25 at the Washington Marriott Marquis in Washington, D.C. Tell lawmakers and regulators how specific rules and regulations impact your ability to serve your communities; join colleagues from across the country to share successes and best practices; and hear from Washington insiders on the future of the industry and economy.

- **Mutual Community Bank Forum:** Attend the largest gathering of mutual bankers on March 22-23 to explore the issues challenging your bank and bring the concerns of mutual institutions to Washington. Meet with regulators on issues that affect your institution and community.

- **Emerging Leaders Forum:** The Emerging Leaders Forum on March 23 is an opportunity for new voices in banking to share challenges and strategies, network with peers from across the country and gain new perspectives on leadership. There will be a private reception following the Emerging Leaders Forum.
- **Women's Leadership Forum:** This forum on March 25 will feature a panel of women bank CEOs discussing how to develop, engage and retain women leaders, round table discussions and a networking lunch that will encourage an exchange of ideas and solutions

Registration for the Summit and forums is free. To learn more and register, visit [www.aba.com/training-events/conferences/washington-summit](http://www.aba.com/training-events/conferences/washington-summit).

The ABA will provide a \$750 scholarship to two emerging bank leaders from South Dakota to attend the Summit. The scholarship will work as a travel reimbursement to be paid after the event. To apply, contact the SDBA's Halley Lee at [hlee@sdba.com](mailto:hlee@sdba.com).

The SDBA offers a \$500 stipend to help with the travel expenses of one person from each SDBA member bank to attend the Summit. Stipends will be paid after the event. Questions, call the SDBA at 605.224.1653.



# SDBA Prepares for 2020 State Legislature

**T**he 2020 South Dakota Legislature opens on Tuesday, Jan. 14, in Pierre and is a 37-day session. The main run of the session ends on March 12, with March 30 reserved for consideration of gubernatorial vetoes.

The SDBA Board of Directors and Legislative Committee met on Dec. 5, 2019, in Pierre to discuss potential legislation that could be introduced during the 2020 Legislative Session. Topics included:

- Appraiser Involvement in Evaluations
- State Treasurer's Office Financial Empowerment Council
- Changes to Division of Banking Applications
- Series LLCs
- Local Government Infrastructure Loan Program

The full legislative schedule, listing of bills, legislators and committee schedules can be found at [www.sdlegislature.gov](http://www.sdlegislature.gov).

Bankers can stay current on legislative issues of importance by reading or listening to a podcast of the SDBA's weekly Legislative Update and reading the Legislative Bill Watch. The publications and podcast are posted at [www.sdba.com/lobbying](http://www.sdba.com/lobbying) on Fridays during session. You can also request to receive email notifications when the publications are posted online by contacting Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com) or 605.224.1653. 📧

## SDBA Legislative Committee Members

**Chairman:** Joshua Horak, First Interstate Bank, Spearfish

**Vice Chair:** Jody Bender, U.S. Bank, Rapid City

### Term Ending April 30, 2020

- Mike Hollan, Dacotah Bank, Aberdeen
- Jeremy Keizer, Reliabank, Sioux Falls
- Tony Nour, First PREMIER Bank, Sioux Falls
- Mike Owens, Sunrise Bank Dakota, Onida
- Jason Stone, Great Western Bank, Chamberlain

### Term Ending April 30, 2021

- Corey Heaton, Wells Fargo Bank NA, Sioux Falls
- Michael Hudson, First National Bank, Pierre
- Tim Kintner, Great Western Bank, Sioux Falls
- Tanner Kost, Dakota Prairie Bank, Fort Pierre
- Lynn Peterson, CorTrust Bank, Yankton
- Matt Smith, Dacotah Bank, Sioux Falls
- Kevin Tetzlaff, First Bank & Trust, Brookings
- Cindi Walsh, U.S. Bank, Aberdeen

### Term Ending April 30, 2022

- Dillon Kjerstad, First National Bank in Philip, Philip
- Joe Miller, The First National Bank in Sioux Falls, Sioux Falls
- Larry Ness, First Dakota National Bank, Yankton
- Dave Rozenboom, First PREMIER Bank, Sioux Falls
- Jeanni Stahl, Metabank, Sioux Falls
- Rod Wolforth, First Bank & Trust, Garretson



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make  
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**Todd Holzwarth**

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# MAKE SURE OUR INDUSTRY IS HEARD

The SDBA 2020 State Legislative Day on Feb. 12 at the Ramkota Hotel & Conference Center in Pierre is your opportunity to stay up-to-date on both state and federal legislation which could affect the banking industry, visit with state legislators and constitutional officers, and make sure our industry is heard.

The day will include an SDBA Legislative Committee meeting, luncheon, featured speaker Bob Sellers, Gov. Kristi Noem (*invited*), the chance to visit with legislators at the State Capitol, and an evening reception with state legislators and constitutional officers.

The day will also include special sessions specifically designed for emerging bank leaders, as well as an emerging leaders networking reception the evening of Feb. 11.

## SPEAKERS

### BOB SELLERS ■ *Emmy-Winning Journalist, Former Network Anchor, Forbes Author*



Former CNBC & Fox anchor Bob Sellers is an Emmy-winning journalist with 25 years of experience in television who takes a nonpartisan look at what's going on in Washington. As a former financial professional, he also knows how to interpret changes in the financial landscape based upon historical patterns, and his connections inside the Beltway allow him to read the political trends and predict the direction of the economy, tax rates and other developments that could affect individuals and their businesses. As the author of "Forbes Best Business Mistakes: How Today's Top Business Leaders Turned Missteps into Success," Sellers has heard advice from some of the most successful leaders of our time and shares those stories in an enlightening and entertaining way.

#### What's Next in Washington

Our Founding Fathers could not have envisioned 24-hour cable news networks, viral videos or fake news purveyors in foreign countries trying to influence elections, but they did expect politicians to be politicians—and humans to be, well, human. Learn about the latest in the Mueller investigation, about legislation which could affect you directly, and about executive orders which could change the direction of federal policy. Get an update on the upcoming November elections, because as a former president once said, "Elections have consequences." Emmy-winning journalist Bob Sellers will help attendees prepare for what's coming from inside the Beltway and how it will play out from Wall Street to Main Street.

#### Learning from the Legends

The pursuit of success is never a straight line—it's a cycle. In other words, it never ends. That's why it's important to know the right steps to reach your goals, and what to do when something goes wrong. This session is based upon the book by Bob Sellers, "Forbes Best Business Mistakes: How Today's Top Business Leaders Turned Missteps into Success." Hear stories from American business leaders who look at failures as positives, finding lessons and opportunities to get back on track. Learn that attitude changes outcome; that success is a habit. And learn what to do when your next step isn't clear. You will see that your own path to success will be unique to you and defined not by what you do, but how you do it.

### JACKIE ROLOW ■ *Executive Vice President & Chief Talent Officer*



Jackie Rolow has been a vital part of the SHAZAM Network for the past 25 years. She started as a part-time human resources clerk and receptionist in 1992, and worked her way up to her current role as executive vice president and chief talent officer. Rolow's energy and supportive personality will inspire you to make your workplace a destination for the best talent in your industry. She has a gift for empowering employees to find their passion and creating a stronger and more effective working environment. Rolow brings expert HR perspective on strategic change, the constantly evolving legal and regulatory issues surrounding human resources, and effective goal setting to her highly-engaging presentations.

#### How "Smart" Are Your Emotions?

How often have you been told to check your emotions at the door? There's a growing field of research on the value and importance of emotional intelligence—an individual's ability to use information to guide thinking and behavior to adapt to different environments or achieve one's goals. Understanding and using emotions correctly can make you a better communicator and, ultimately, more effective in your job. Learn strategies to increase your emotional intelligence and use that knowledge for better decision-making. With a greater understanding of your emotions, you'll experience positive impacts in both your professional and personal life.



## SCHEDULE AT-A-GLANCE

### Wednesday, Feb. 12, 2020

All events will be held at the Ramkota Hotel & Conference Center, 920 W. Sioux Ave., Pierre.

10:00 a.m.–noon	<b>Registration</b>
10:30 a.m.–noon	<b>SDBA Legislative Committee Meeting</b>
12:00–1:00 p.m.	<b>Luncheon</b>
1:00–2:00 p.m.	<b>What's Next in Washington</b> <b>Bob Sellers</b> <i>Message2Media, Brentwood, Tenn.</i>
2:00–2:30 p.m.	<b>Message from the Governor</b> <b>The Honorable Kristi Noem</b> (invited) <i>Governor, State of South Dakota</i>
2:30–5:00 p.m.	<b>Option 1:</b> <b>Visit with Legislators at State Capitol</b> <i>Transportation on your own to the State Capitol.</i>
2:45–3:45 p.m.	<b>Option 2:</b> <b>How "Smart" Are Your Emotions?</b> <b>Jackie Rolow</b> <i>SHAZAM, Des Moines, Iowa</i>
5:00–8:00 p.m.	<b>Reception with Legislators &amp; Constitutional Officers</b> <i>Ramkota Hotel &amp; Conference Center</i>

### Hotel Details

A block of rooms has been reserved for the evenings of Tuesday, Feb. 11, and Wednesday, Feb. 12, at the following hotels in Pierre:

#### Ramkota Hotel & Conference Center

920 W. Sioux Ave. Phone: 605.224.6877  
Rate: \$126.99 Block Cut Off: Jan. 12

#### ClubHouse Hotel & Suites

808. W. Sioux Ave. Phone: 605.494.2582  
Rate: \$129 (queens) Block Cut Off: Jan. 11  
\$134 (king)

## EMERGING LEADERS SESSIONS

Emerging bank leaders are invited to attend all events in the schedule at-a-glance to the left and the following special sessions specifically designed for emerging bank leaders.

### Tuesday, Feb. 11, 2020

Emerging leaders networking reception will be held at Branding Iron Bistro, 420 W. Sioux Ave., Pierre

5:30–7:00 p.m.	<b>Emerging Leaders Networking Reception</b>
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### Wednesday, Feb. 12, 2020

All events will be held at the Ramkota Hotel & Conference Center, 920 W. Sioux Ave., Pierre.

7:00–9:15 a.m.	<b>Emerging Leaders Visit to the Capitol for Committee Hearings</b> <i>The bus will leave for the State Capitol at 7:00 a.m. Please meet near the SDBA registration desk in the hallway of the Ramkota Conference Center. Emerging leaders will then attend legislative committee hearings to be determined.</i>
9:30–10:30 a.m.	<b>Learning from the Legends</b> <b>Bob Sellers</b> <i>Message2Media, Brentwood, Tenn.</i>
2:45–3:45 p.m.	<b>How "Smart" Are Your Emotions?</b> <b>Jackie Rolow</b> <i>SHAZAM, Des Moines, Iowa</i>
3:45–5:00 p.m.	<b>Emerging Leaders Networking with Past &amp; Current SDBA Board of Directors</b> <i>Join past and current SDBA Board of Directors and fellow emerging leaders for a fun, fast-paced networking opportunity.</i>

Attire for the Emerging Leaders Reception on February 11 is business casual.  
Attire for the State Legislative Day on February 12 is business professional.

# Reviewing the Bank's Board Package

When is the last time your board reviewed the contents of the board package? If you have not reviewed the information that your board reviews on a monthly basis in more than 12 months, you may not be providing the information you should.

*By Darlia Fogarty, President, Compliance Alliance*

**T**he reports in the board package have traditionally been somewhat non-specific, often based on guidelines provided by the Office of the Comptroller of the Currency or FDIC. Our community bank boards have traditionally been focused on the analysis of the bank's financial performance. This approach was based on the philosophy of "more is better," so the bank made sure it provided everything the board needed to carry out its responsibilities.

A shift in the banking industry as well as the overall economy has complicated board reporting for banks of all sizes. Each required policy has its own reporting requirements, which may not necessarily be directly linked to board reporting, it does influence it and requires reporting standards. This is primarily because such documentation may be expected to serve as a partial record of the bank's processes and procedures for the benefit of regulators.

While financial performance analysis continues to play a significant part in reporting to the board, the inclusion of operational risk management and compliance management adds to the amount of information that bank officers are obligated to include in their presentation to bank directors. Considering that the data being reported to the board comes under scrutiny from so many different avenues, and carries severe penalties for banks found not following best practices, the importance of reporting has significantly increased. This can be quite challenging for smaller banks where senior management already finds themselves wearing more than one or even two hats.

Heightened risk and compliance considerations call for a more thorough, broader analysis. The reactive approach is not considered adequate and must be replaced with pro-active monitoring and reporting. In a nutshell, the reports have to be comprehensive, but meaningful. There is an implied obligation to educate the bank's directors regarding the best practices employed by the bank, so they can effectively make



decisions based on the information they are presented.

For these reasons alone, banks need to reassess their approach to board reporting, if they haven't already. The two key overall areas to reevaluate are content and delivery.

## Board Package Delivery

Board packages should be delivered well in advance of the scheduled board meeting to allow ample time to review the information before time for discussion. Delivery encompasses more than just a timing factor.

An effective delivery incorporates the following:

- Easy-to-understand presentation
- Useful information
- Direct delivery from the data source, not a report that has been manually crafted by someone

It would be virtually impossible to meet all of the requirements for report delivery outlined above without the use of technology. The bank's IT system (platform) can produce timely and accurate information for reports to be included in the board package. Systems can accumulate data across business units, making it realistic to provide support data for ongoing risk assessments and for reporting at the business



unit level. This technology can function not only as a comprehensive collection of financial information, but can also be used as the focal point for bank-wide risk management and control.

The use of technology-produced reports supplies not only accurate data, but it also accumulates data over time which provides an active, dynamic benchmark against which bank performance can be measured. All the information in a data warehouse produced by the IT platform ties back to the source—the financials and the general ledger—allowing the bank's management team to walk into a meeting with the information they need to support their position. If auditors request reports to assist them in their analysis, the bank can go to the data warehouse and recreate reports if there is any question of potential irregularities.

Once we have the delivery issues addressed, we can focus on the actual reporting and best practices.

## Board Package Content

Board members greatly appreciate a shift towards a more efficient and effective agenda, with a focus on committee reports and presentation of only meaningful information about the condition and operations of the bank. Most directors only visit the bank once or twice a month, which makes a full understanding of the bank's plans and status very difficult. There needs to be an educational element in board meetings. Most directors have an ongoing need and desire for growth and development in their understanding of the banking industry. With education, directors can become more effective in their recognition and understanding of the risks to be monitored, as well as the factors that most influence a bank's strength and performance.

Financial and operational presentations by management should focus on informing the board members on what time it is; not how the watch was built. This approach can result in more interesting and informative board meetings and will likely result in greater interaction and participation by the board members.

There are no regulatory requirements on information that must be included in the monthly board package; the only requirement is that the board should receive and review enough information to effectively manage and oversee the bank. That being said, there are a few best practices for assembling information for your board's review.

### Best Practice #1: Provide the Board with Information, Not Data

Change the monthly financial report to something meaningful. Most boards need to know only about 20 to 30 key data points and ratios and how those numbers compare to budget, peer banks and prior year results to have a good handle on the condition of the bank.

The typical financial report at a bank board meeting

is encompassed in a 25 to 30-page document that blurs into a very detailed, and often meaningless, presentation of pure data that is often difficult to follow.

Providing meaningful information in an understandable format is essential for the board members to identify and manage risk. Less is often more in effective board presentations.

### Best Practice #2: Encourage Board Participation

No board should have a devil's advocate who is in opposition to everything, but there should be an open enough relationship in the board room which allows for opposing views and occasional "no" votes. Many times there are meaningful questions that go unasked in the board room. Board members need to feel informed and comfortable enough to ask challenging questions and also to say that they don't understand a proposal or a presentation.

In my experience, "why" can be a very powerful question. I know several bank boards that have greatly benefited from a few independent thinking directors in the past years that led up to the current economic downturn. Those directors had the insight and the courage to question the popular belief of the booming real estate market. More importantly, the culture of the boards on which they served allowed for real discussion of concerns expressed by directors.

Information to include in the board package:

- **Financial Performance Reports**—These reports provide supporting information of the bank's health and profitability.
- **Risk Management Reports**—Board reports should allow the bank's directors to assess the institution's ability to manage, monitor and control risks through the review of processes, policies and practices.

Again, there are no regulatory requirements for these reports, and it is obviously different for each bank. Consider your bank's complexity and markets and require your management to provide information that will give you the ability to make informed and quality decisions. 📊



Darlia Fogarty brings a wealth of knowledge and practical experience to Compliance Alliance banks and staff. Fogarty served as a commissioned national bank examiner with the OCC for a large majority of her career, where she developed an expertise in compliance while administering examinations in banks of all sizes. She contributed as a member of the retail credit team, with a strong knowledge of compliance as well as all other areas of the banks operations and lending. Fogarty also has many years of experience as a compliance officer/auditor and four years as a compliance/audit consultant.



ask the appraiser.....

BY SHERRY BREN | Executive Director | South Dakota Appraiser Certification Program

# Ethics Rule—Conduct

## Are Condition and Marketability Reports Covered by USPAP?

**Question:** I am a state-certified appraiser and was recently asked by a client to perform a condition and marketability report. A value conclusion is not requested as part of the assignment; however, I must sign the report as an appraiser. Is this assignment covered by USPAP?

**Response:** Yes. Since the condition and marketability of a property directly pertain to its value, this is a valuation service. Furthermore, because you are being asked to perform the service as an appraiser, the assignment involves appraisal practice. USPAP defines appraisal practice as:

*Valuation services performed by an individual acting as an appraiser, including but not limited to appraisal and appraisal review.*

*Comment: Appraisal practice is provided only by appraisers, while valuation services are provided by a variety of professionals and others. The terms appraisal and appraisal review are intentionally generic and are not mutually exclusive. For example, an opinion of value may be required as part of an appraisal review assignment. The use of other nomenclature for an appraisal or appraisal review (e.g., analysis, counseling, evaluation, study, submission, or valuation) does not exempt an appraiser from adherence to the Uniform Standards of Professional Appraisal Practice.*

All services performed as part of appraisal practice must comply with USPAP. The portions of USPAP that apply generally to appraisal practice include the PREAMBLE, the DEFINITIONS, the COMPETENCY RULE, and the JURISDICTIONAL EXCEPTION RULE. (See Advisory Opinion 21, USPAP Compliance for further advice.)

## Unacceptable Assignment Conditions—Nondisclosure of Facts

**Question:** I have an assignment that involves a tract of land that is improved with two structures. However, the client has requested that I appraise the underlying land and only one of the two structures, without mentioning the other structure. Is it ethical to not disclose the presence of the second structure?

**Response:** No. The Conduct section of the ETHICS RULE states:

*An appraiser must not use or communicate a report or assignment results known by the appraiser to be misleading or fraudulent.*

*An appraiser must not knowingly permit an employee or other person to communicate a report or assignment results that are misleading or fraudulent.*

In the situation described, performing an appraisal without disclosing the existence of both structures in the report would be misleading.

## Does Disclosure of Prior Services Apply to Appraiser or Property?

**Question:** An appraiser performed a review of an appraisal report for 123 Main Street. Seven months later, he was asked to review another appraisal report regarding the same property prepared by the same appraiser. The appraiser is unsure if he must disclose to the client that he provided a prior service regarding the subject property. He knows an appraisal review is the development and communication regarding the quality of another appraiser's work. He thinks a review assignment is not about a property, it is about an appraiser. Is the reviewer correct that the subject of an appraisal review is the appraiser and no disclosure of any prior services is necessary?

**Response:** No. An appraisal review assignment is not about an appraiser, but the work of the appraiser. As such, an appraisal review is a prior service. Standards Rule 3-2 provides additional insight into developing an appraisal review. The reviewer must:

*(b) identify the purpose of the appraisal review, including whether the assignment includes the development of the reviewer's own opinion of value or review opinion related to the work under review. If more than one person signs this certification, the certification must clearly specify which individuals did and which individuals did not make a personal inspection of the appraised property.*

*(d) identify the work under review and the characteristics of that work which are relevant to the intended use and purpose of the appraisal review, including:*

*Continued on page 21*



# SDBA to Hold Webinar on SECURE Act Retirement Plan Changes

**T**he SECURE Act was passed on Dec. 19, 2019, containing the most changes to retirement plans since the Pension Protection Act of 2006. JM Consultants will hold a webinar on the retirement plan changes in the SECURE Act on Jan. 16 and Jan. 22.

The webinar will provide an overview or a snapshot of the changes to both IRAs and QRPs, in addition to other changes affecting IRA procedures. Other highlights include:

- Increase credit for establishing new SEP or SIMPLEs
- Repeal maximum age for traditional IRA contributions
- Penalty-free withdrawals for birth or adoptions
- RMD age increasing from 70.5 to 72
- Changing non-spouse beneficiary options
- Penalty free from employer sponsored

- New life expectancy tables and transition rules
- Many others

Although additional guidance on the SECURE Act should be issued in the near future, it is important for IRA personnel to be aware of the changes as a majority took affect on Jan. 1, 2020. More detailed information will be provided in future training programs provided by the SDBA or by scheduling in-house, customized training programs for you financial organization.

Mike O'Brien with JM Consultants will present both seminars at 9:30 a.m. to 10:45 a.m. CST. The cost is \$195, with additional bank branch connections only \$60 per connection. Lean more and register for the webinar at [www.sdba.com/events](http://www.sdba.com/events).

JM Consultants can also do a special, customized webinar just for your bank if you have a lot of branches. Contact Mike Nelson at 218.831.1858 or [m88nelson@hotmail.com](mailto:m88nelson@hotmail.com).



**Brian J. Gatzke, ARA, MBA**  
*Certified General Appraiser, SD & MN*

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• Commercial Properties	• Estates, Donations, & Trusts

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# Adapting to the Speed of Technology Change

## Why Businesses Need to Foster a Culture of Collaboration

Article courtesy of Office Depot

**W**hat do you want to be when you grow up? As recently as 10 years ago, answering that question seemed pretty easy. Computer scientist. Plumber. Doctor. Musician. Kids understood the options and picked jobs based on their interests.

Now the rapid pace of technology advancements significantly complicates the question. According to a recent study, 85% of jobs that will be in demand in 2030 do not currently exist. We are only starting to understand the impact that emerging technologies such as artificial intelligence (AI), machine learning, robotics and the Internet of Things (IoT) will have on how things get done.

Businesses of all sizes are responding. To help professionals prepare for what's next, organizations of all types acknowledge that the best path forward is to foster a culture of collaboration. The goal is to enable people to work together to share ideas, spark creativity and collectively solve problems.

By proactively developing mindsets that embrace change, as new technologies make their way into more mainstream applications, individuals will be prepared with the skills needed to learn, adapt and thrive.

### Technology Changes Everything

The advanced technology that was once the basis of storylines for science fiction movies has made its way into everyday life. The smartphones we take for granted have more computing power than the systems that guided the Apollo 11 moon landing. Fast network speeds and mobile devices make it easier for many people to be productive away from a formal office setting.

At the same time, if not managed properly, technology also has the power to make people feel disconnected. Sure, it's possible to connect with team



members via online applications at any time of the day, but it's easy to lose a sense of community when most interactions are done in isolation. Businesses that intentionally promote a culture of collaboration will benefit from better employee engagement and a better sense of belonging.

### Nurturing the New Workforce

In addition to the impact of new technologies on the workforce landscape, changes in demographics make it difficult for companies to find skilled workers. Baby boomers—those born between 1946 and 1964—are retiring at the rate of 10,000 people per day, up from about 2,000 people per day just 10 years ago. By 2030, everyone who falls in this demographic will be 65 years of age or older. The Generation X population—those born between 1965 and 1981—is much smaller than the baby boom generation (66 million compared to 75 million).

Fewer people in the workforce requires companies to be more flexible about where qualified employees live and work. Now more than ever, employees are

likely to be located in multiple time zones and work in teams built from representatives of many departments.

Companies fostering a culture of collaboration are critical for engaging workers and inspiring them to develop problem-solving skills and embrace the possibilities that new technologies enable.

## Collaboration is Key

"Collaboration is like carbonation for fresh ideas," said Caroline Ghosn, founder and CEO of Levo, a networking platform created for young professionals. "Working together bubbles up ideas you would not have come up with solo, which gets you further faster."

Teams that collaborate at work get access to each person's specialized knowledge. Problems are addressed from multiple angles, and participants gain new perspectives from outside their knowledge base. It's a chance to learn from others' experiences of which an individual may never otherwise be exposed.

## Creating Collaboration-Friendly Environments

Social media, online collaboration tools and always-on Internet access combine to create an exciting ecosystem. Companies need to be intentional about the environments in which their employees collaborate by providing furniture that easily adapts to the task at hand, support for interactive technology and collaboration tools.

Modern methodologies, such as Agile, Lean and Design Thinking, require modern tools, furniture, tech and supply assortments for product, project and solutions development.

Workspaces need to support both remote and on-site workers with compelling physical spaces that encourage teamwork. Flexible seating configurations, support for devices and easy ways to interact with co-workers around the globe are essential. Just as important are separate quiet spaces for individual reflection and focused work. Employees need access to tools that support creative thinking and ideation


sessions, ranging from sticky notes and markers to mobile power stations and ideation boards.

Home environments are equally important in this equation since technology makes it easier to work from almost anywhere. Because many people spend less time in offices, solutions that connect individuals to others are important to eliminate feelings of isolation. The kitchen table just doesn't cut it as a workspace. Dedicated home office environments with comfortable seating and a range of office supplies are spaces where people can separate their work commitments from their personal lives.

## Ready for What's Next

The rapid pace of changing technology makes it difficult to predict what careers will emerge in the coming years. We do know that one thing will remain constant—the need for people to work together. Putting in place now the tools and environments that support creative problem-solving and cross-discipline collaboration prepares businesses to benefit from what's next—whatever that turns out to be.

## Office Depot® Can Help

Office Depot understands the needs of today's collaborative work environments. We offer a wide range of configurable furniture and office supplies that foster productivity, inspire creativity and encourage critical thinking. Look to Office Depot for more than 200,000 best-in-class technology products from brands such as Apple®, HP, Microsoft and Lenovo®, backed by installation, repair and ongoing support services to keep your workplace connected and productive. Visit [business.officedepot.com](http://business.officedepot.com). 

Office Depot, an SDBA endorsed vendor and associate member, provides office supplies/copy and print. Where we will ensure best pricing, a free cost analysis so you know you're getting the lowest price and free shipping. For more information, contact Isaac Mares at [isaac.mares@officedepot.com](mailto:isaac.mares@officedepot.com) or 855-337-6811 ext 12878.

## Data Business Equipment Joins SDBA as Associate Member

The SDBA Board of Directors has approved Data Business Equipment as an SDBA associate member.



**Contact:** Lauren Miller,  
Sales & Marketing Coordinator  
**Address:** 10513 Buena Vista Ct, Des Moines, IA 50322  
**Phone:** 800.373.3000 ext 120  
**Email:** [lmiller@databusinessequipment.com](mailto:lmiller@databusinessequipment.com)  
**Website:** [www.databusinessequipment.com](http://www.databusinessequipment.com)

Data Business Equipment has been helping integrate technology into financial institutions throughout the Midwest since 1968. By helping them control costs, accelerate processing and increase customer service, we have become an essential part of their profitability and success. Part of our strength is the long-term relationships we've built and maintain with the top manufacturers of banking technology, enabling us to provide practical solutions for any sized bank, credit union or other financial institution.





## Leon Eich Joins Cornerstone Bank



With more than 25 years of experience in the financial services industry, Leon Eich has joined Cornerstone Bank as a vice president of business banking in Sioux Falls.

Originally from Canton, Eich graduated from South Dakota State University with a degree in

commercial economics and minors in accounting and computer science. He currently lives in Canton with his wife, Shelly, and their three children. Eich is an active member in the Lions Club and serves on the Sanford Health Network board as well as the Canton Economic Development Corporation.

The parent company of Cornerstone Bank, Cornerstone Holding Company is a \$975 million financial institution with 11 locations in North Dakota and South Dakota. 📊

## Megan Winterboer Promoted at Cornerstone Bank



Megan Winterboer has been promoted to AVP/cash management sales officer at Cornerstone Bank in Sioux Falls. Winterboer joined Cornerstone Bank as a cash management sales officer in April 2018.

The parent company of Cornerstone Bank, Cornerstone Holding Company is a \$975 million financial institution with 11 locations in North Dakota and South Dakota. 📊

## Becky Burke Recognized at BankWest

Becky Burke, Pierre, is the recipient of the 2019 Charles H. Burke Community Leadership Award. The award recognizes BankWest employees who are willing to get involved, work for causes bigger than themselves, and donate their time and talents to benefit others.

Burke is involved with Kiwanis, Oahe YMCA and is a founding member of the Pierre Pool Committee.



*Charles Burke III and Becky Burke*

As a gold recipient, the highest honor a Girl Scout can achieve, she's a life-long supporter of Girl Scouts and Boy Scouts. Burke serves on the board of the Pierre/Fort Pierre Community Foundation, contributes to the Youth Orchestra, plays in the Capitol City Band and shares her musical gifts through church. 📊

## Bill Baker Retires from The First National Bank in Sioux Falls

With a career spanning 35 years, William "Bill" L. Baker retired as CEO of The First National Bank in Sioux Falls. Dec. 17 is now known in Sioux Falls as "William L. Baker Day." Baker was the fourth generation of his family to lead the bank. 📊



*Peg and Bill Baker*

## Marcella Hurley Joins SBA



Marcella Hurley is a new lender relations specialist with the Small Business Administration's South Dakota District Office in Sioux Falls.

Originally from South Dakota, Hurley understands the community impact of supporting emerging businesses, entrepreneurs and expansions and has actively supported these goals since 2005, serving with Small Business Development Center networks in South Dakota and Colorado.

In South Dakota, she most recently served as regional director Small Business Development Center and Procurement Technical Assistant Center counselor in Pierre. In this capacity, Hurley leveraged her previous experience as a lender to serve clients in 14 counties in central South Dakota and as the lead for the Center of Excellence for Native American Entrepreneurship.

Hurley holds an MBA from the University of South Dakota, is a certified business appraiser and a member of the International Society of Business Appraisers. She is also an adjunct instructor for universities across South Dakota, including Sinte Gleska University, facilitating lender round tables and business development planning workshops across the state. 📊

## SDBA MEMBERS

Have information from your bank about promotions, accomplishments or branch news? Submit your Bank Notes stories and photos to Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com).

### Ag Business Banker, Plains Commerce Bank, Watertown, S.D.

Plains Commerce Bank is looking for an experienced, energetic, self-motivated person to fill a full-time ag business banker position at its Watertown location. Qualities of a successful candidate include: three-plus years of ag lending experience required with a background in agriculture, strong relationship management and interpersonal skills, commitment and enthusiasm for community banking, general computer skills and willingness to learn new programs, and ability to work under pressure. Responsibilities of this position include (but not limited to): identifying, pursuing, and developing potential ag loan and deposit opportunities, preparing and presenting potential loan requests, performing farm inspections, evaluating cash flows and farm business plans, maintaining proper loan files, and representing/promoting a positive image of the bank through involvement and/or participation in the community, charitable organizations and agencies. Travel required. We offer a competitive compensation and benefits package. Visit [www.plainscommerce.com/careers](http://www.plainscommerce.com/careers) to apply. Member FDIC. Equal Housing Lender. ■

### Agri-Business Banker II, First Bank & Trust, Brookings, S.D.

First Bank & Trust is looking for an individual to fill an agri-business banker II position. This person should have a bachelor's degree plus five years of related experience in the bank lending area or equivalent. This person should have strong experience in loan documentation, loan file compliance and workout strategies. It is necessary that this person possess good communication skills. For more information about this position and to apply online, please visit our website at [www.bankeasy.com](http://www.bankeasy.com). ■

### Agricultural Loan Assistant, Dacotah Bank, Aberdeen, S.D.

Dacotah Bank, 12th largest agricultural bank in the United States, is seeking an outgoing, people-oriented candidate who is enthusiastic about helping customers and ready to lead the conversation. Looking for individual with strong relationship management and interpersonal skills and commitment and enthusiasm for community banking. Responsibilities of this position include: perform all duties necessary to originate loan documents on the bank's loan processor system as directed by lending officers; assist in full range of duties pertaining to the loan processing, servicing, auditing and reporting function, including but not limited to the uploading and input of new, renewed, extended and paid off loans and file maintenance of all loans; and provide prompt and courteous service to customers. Don't miss out on your opportunity to shine with one of American Banker's Best Banks to Work For. We offer an excellent benefits package, a competitive salary and an enjoyable work environment. Apply online at: [dacotahbank.com/careers](http://dacotahbank.com/careers). Dacotah Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. ■

### Banking Systems Supervisor, First Bank & Trust, Brookings, S.D.

First Bank & Trust is looking for an individual to fill a banking systems supervisor position. This person should have a minimum of a bachelor's degree plus five years of related experience. This person must possess a working knowledge of banking operations, help desk support, compliance and technology used by the corporation. This person must display excellent leadership skills, analytical skills, decision-making skills and attention to detail. This person should also possess excellent written and oral communication skills and be able to communicate effectively with all levels within the corporation and with key vendors. For more information about this position and to apply online, please visit our website at [www.bankeasy.com](http://www.bankeasy.com). ■

### Wealth Management Administrative Specialist, First Bank & Trust, Sioux Falls, S.D.

First Bank & Trust is looking for an individual to fill a wealth management administrative specialist position. This person should have an associate's degree plus a minimum of two years of prior financial experience with a bank, a wealth management services company/group, a corporate trust department, private trust company, brokerage firm or the equivalent. This person should have excellent oral and written communications skills. Training or experience in all areas of office machines is required. Personal computer training and experience with Microsoft Word, Access and Excel is preferred/recommended. For more information about this position and to apply online, please visit our website at [www.bankeasy.com](http://www.bankeasy.com). ■

## CLASSIFIED LISTINGS

If you have a job opening at your bank, send your classified listing to Alisa Bousa at [abousa@sdba.com](mailto:abousa@sdba.com) and we will post it on the SDBA website and print it in SDBanker Magazine. The fee is \$50 per ad (200 word limit) for SDBA members or \$100 per ad (200 word limit) for non-members.

## Ask the Appraiser...continued from page 16

(vi) the physical, legal, and economic characteristics of the property, properties, property type(s), or market area in the work under review.

*Comment: The subject of an appraisal review assignment may be all or part of a report, a workfile, or a combination of these, and may be related to an appraisal or appraisal review assignment.* ■

If you have an appraisal related question that you would like to have answered in the "Ask the Appraiser" column, submit it to Sherry Bren, executive director of the Appraiser Certification Program, 308 S. Pierre St., Pierre, SD 57501, fax 605.773.5405 or by email to [Sherry.Bren@state.sd.us](mailto:Sherry.Bren@state.sd.us).

# Seminars/Conferences/Webinars/Schools

## SDBA EVENTS

### **SDBA 2020 State Legislative Day**

Feb. 12, 2020 | Pierre

### **NDBA/SDBA Bank Management Conference**

Feb. 14-15, 2020 | Scottsdale, Ariz.

### **IRA Update Seminar**

March 5, 2020 | Sioux Falls

### **ABA 2020 Washington Summit**

March 23-25, 2020 | Washington, D.C.

### **New Accounts Seminar**

April 8, 2020 | Sioux Falls

### **SDBA Agricultural Credit Conference**

April 15-17, 2020 | Pierre

### **2020 NDBA/SDBA Annual Convention**

June 7-9, 2020 | Bismarck, N.D.

### **SDBA Bank Technology Conference**

Sept. 9-10, 2020 | Sioux Falls

### **LEAD STRONG: Women in Banking Conference**

Sept. 23-24, 2020 | Sioux Falls

### **NEXT STEP: Emerging Leaders Summit**

Oct. 27-28, 2020 | Sioux Falls

### **Annual Security Seminar**

Oct. 28, 2020 | Sioux Falls

## WEBINARS

For a complete list of webinars, visit [www.sdba.com/webinars](http://www.sdba.com/webinars).

### **CRA Nuts & Bolts—Five Steps to Pass the Exam**

Jan. 21, 2020

### **Writing an Effective Credit Memorandum**

Jan. 21, 2020

### **Basics of Real Estate Loan Documentation**

Jan. 22, 2020

### **IRA Update—Catching Up with the Latest Changes**

Jan. 22, 2020

### **Privacy of Consumer Financial Information**

Jan. 23, 2020

### **Writing Teller Training Procedures**

Jan. 23, 2020

### **Update! Nonresident Aliens: Interest Reporting, CIP and CDD**

Jan. 24, 2020

### **Incident Response—Plan to Fail**

Jan. 27, 2020

### **A Deep Dive into E-Oscar Reporting—A Look at Common Scenarios and Approaches**

Jan. 27, 2020

### **Dealing with Subpoenas, Summonses, Garnishments, Tax Levies, Etc.**

Jan. 28, 2020

### **Creating the Right ERM Program for YOUR Community Bank**

Jan. 28, 2020

### **FTC Endorsement Guides**

Jan. 29, 2020

### **W-9 Deposit Account Set Up and Interest Reporting—B Notices and Back Up Withholding**

Jan. 29, 2020

### **Nailing Your Job of Head Teller**

Jan. 30, 2020

### **Escrows**

Jan. 30, 2020

### **Health Savings Accounts—Clarifying the Rules**

Jan. 31, 2020

### **Troubled Debt Restructuring**

Feb. 3, 2020

### **2020 Deposit Regulatory Update and Review Seminar OnDemand with Live Streaming**

Feb. 4, 2020

### **Two-Day Annual Deposit and BSA Update and Review Seminar OnDemand with Live Streaming**

Feb. 4, 2020

### **E-Sign for Lending—Challenges and Solutions**

Feb. 4, 2020

### **Loan Documentation: Top 10 Mistakes and How to Avoid Them**

Feb. 4, 2020

### **BSA Officer and Staff Annual Update and Review Seminar OnDemand with Live Streaming**

Feb. 5, 2020

### **Letters of Credit**

Feb. 5, 2020

### **State of HMDA in 2020**

Feb. 6, 2020

### **Are You Determined to Lead an Exceptional Branch?**

Feb. 6, 2020

### **Annual BSA Training for the Frontline**

Feb. 7, 2020

## SCHOOLS

### **GSB Bank Technology Management School**

March 22-27, 2020 | Madison, Wis.

### **GSB HR Management School**

March 29-April 3, 2020 | Madison, Wis.

### **Dakota School of Lending Principles**

April 14-17, 2020 | Bismarck, N.D.

### **GSBC Executive Development Institute for Community Bankers**

April 26-29, 2020 | Broomfield, Colo.

### **GSBC Community Bank Investments School**

May 17-21, 2020 | Denver, Colo.

### **Dakota School of Banking**

June 14-19, 2020 | Jamestown, N.D.

### **National School for Experienced Ag Bankers**

June 22-25, 2020 | Spearfish

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

July 19-31, 2020 | Boulder, Colo.

### **GSBC Community Bankers Summit**

July 27-29, 2020 | Boulder, Colo.

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

August 2-14, 2020 | Madison, Wis.

### **SDBA IRA School**

Sept. 9-11, 2020 | Sioux Falls

### **GSBC Workshop on Community Bank Investments**

Sept. 16-18, 2020 | Las Vegas

### **GSB Financial Managers School**

Sept. 20-25, 2020 | Madison, Wis.

### **GSB Strategic HR Forum**

Sept. 24-25, 2020 | Minneapolis

### **GSB Sales and Marketing School**

Sept. 27-Oct. 2, 2020 | Madison, Wis.

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

October 11-16, 2020 | Dallas, Texas

For more details and to register for a training, visit the SDBA's online event calendar at [www.sdba.com/events](http://www.sdba.com/events).  
Questions, contact the SDBA's Halley Lee at [hlee@sdba.com](mailto:hlee@sdba.com) or 605.224.1653.



# Save the Date

## April 14-17, 2020

Courtyard by Marriott  
Bismarck, ND



## Dakota School of Lending Principles

### About the School:

The Dakota School of Lending Principles is a learning event with one foot grounded in the classroom and one foot in the bank. This school allows students to learn the theory and process of basic lending and then put this knowledge to work in actual nuts and bolts sessions. This school provides basic instruction appropriate for loan officer trainees, loan support personnel and personal bankers. To ensure exposure to bank structure and terminology, it is recommended that applicants have a minimum of six months lending experience or one year of loan department experience. Applicants not meeting the suggested prerequisites will be contacted to discuss admission qualifications.

Students will gain the following from the school:

- ♦ Insight into how funds and risk management and profit objectives affect the lending process.
- ♦ Increased skill in comprehending and analyzing business and personal financial statements.
- ♦ Improved skill ascertaining client needs through the interviewing process.
- ♦ Increased knowledge of the steps and analysis process involved in consumer, real estate, small business and agricultural lending.
- ♦ The ability to capitalize on selling opportunities.
- ♦ An understanding of loan documentation requirements.
- ♦ The opportunity to learn from respected, dynamic and experienced faculty members as well as peers.
- ♦ The opportunity to expand skills and knowledge beyond the bounds of "on-the-job training".

### Four Modules:

- ♦ Consumer Lending
- ♦ Real Estate Lending
- ♦ Analyzing Small Business Lending and Loan Documentation
- ♦ Agricultural Lending

### Experienced Banking Faculty:



**Richard Beck**  
Ford Wayne IN



**Perry Haralson**  
Cornhusker Bank  
Lincoln NE



**Tom Capouch**  
First State Bank  
Portland ND



**Tim Ohlde**  
The Elk State Bank  
Clyde KS

# SDBA STATE LEGISLATIVE DAY

FEBRUARY 12, 2020

RAMKOTA HOTEL & CONFERENCE CENTER, PIERRE



**SDBANKERS**  
ASSOCIATION

Educate. Advocate. Grow.

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*Make sure our industry is heard.*