

SDBANKER



OFFICIAL PUBLICATION OF THE SOUTH DAKOTA BANKERS ASSOCIATION | **NOVEMBER 2020**

**The Race Is On—
Keeping Up With BSA**



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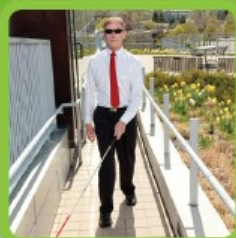


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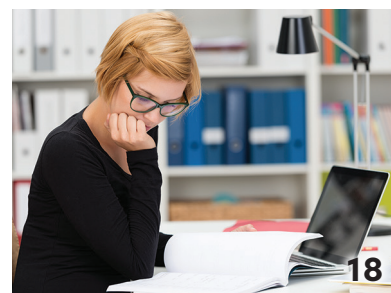
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message from the chair.....

BY STEVE BUMANN | CFO | BankWest, Inc., Pierre

Reflection of a Respected Leader

Last month, this article focused on Karl Adam, the new president for the SDBA. This month please allow me to reflect on Curt Everson, outgoing SDBA president, and what he has meant to the organization.

Curt came to the SDBA with a strong background in economics, finance and public policy, but with very little direct banking knowledge and experience. He spent time to delve into and develop an understanding of the business of banking. In a relatively short period of time, Curt had a deep understanding of the issues that were pertinent to the industry and to the Association and its membership.

Over my years of involvement in the SDBA, I have seen many issues come up in the state and nation surrounding banking. Curt always has taken the

time to research the issue, inform and educate the membership, and help the SDBA Board of Directors to develop positions around those issues.

One of the keys to Curt's success is that he is a skilled lobbyist. He has worked tirelessly to protect and defend the industry from attacks on many different fronts. I believe that banking in South Dakota is in a stronger position than it would be without his leadership.

I must admit that I did not contact the past chairs of the SDBA to receive their input, but I know that most, if not all, of them and I am confident in saying that each of them would speak glowingly of Curt and what he has meant to the SDBA.

The praise for Curt is not just from bankers in the state of South Dakota. I have had the opportunity to attend many ABA-sponsored events in Washington, D.C. At those events, you have the opportunity to talk with bankers and association executives from around the country. Every time they find out that I am from South Dakota, they always comment that they have a great deal of respect for Curt. He is widely respected across the country, and that is a real plus for South Dakota.

One of the dangers of writing an article like this is that you can place somebody on a pedestal and set up the next person for failure. Curt is not perfect, and he has strengths and weaknesses. My goal here is to send him off to retirement knowing that he is loved and respected by bankers across South Dakota and even across the United States.

Karl, you have big shoes to fill, but I am confident that you are the right person for the job. Your feet will fit just fine into those big shoes! 📊

Steve Bumann is CFO at BankWest, Inc. in Pierre. Bumann can be reached at 605.945.3749 or Steve.Bumann@bankwest-sd.bank.

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from the executive office.....

BY CURT EVERSON | Outgoing President | South Dakota Bankers Association

Thank You and Goodbye

SDBA leadership last engaged in a formal strategic planning process in 2016. The 2020 end date for that plan happened to coincide with the year I turned 65, so it was logical that one of the SDDBA's strategic priorities was to execute successful association succession planning. Strategies included identifying timelines for hiring each key executive role, creating detailed job descriptions, determining search committees and the final directive "Get it done!"

It pleases me to report this strategic priority for the SDDBA has been accomplished. At the end of 2019, I submitted a budget for 2020 reflecting a short period of transition with a new executive officer. My retirement dye was cast. Then came COVID-19.

After the conclusion of the 2020 State Legislature, SDDBA Chair Steve Bumann announced my impending retirement, and we finalized a position description, job announcement and copy for classifieds. During that same period, COVID-19 was sweeping across the country. Banks proceeded to close lobbies, and gatherings of 10 or more were highly discouraged, including the SDDBA's Annual Business Meeting. In response to the pandemic, Congress swiftly enacted the CARES Act, including SBA's Paycheck Protection Program. Any thoughts I might have had about going quietly into the night were quickly set aside. The SDDBA Board's anticipated time frame for soliciting applicants and interviewing finalists was wisely delayed for a few months.

But here we are in mid-October. Mr. Bumann, the selection committee and SDDBA Board have completed their work. Karl Adam has been hired as the 11th president of the SDDBA and will have been on the job for a couple of weeks by the time you read this article. For the first time in the documented history of the SDDBA, a short transition period is underway. I am thrilled to be handing the SDDBA reins to my good friend, Karl. His 25 years of banking experience combined with keen, long-standing interests and insights into public policy will serve the interests of South Dakota's diverse banking industry extremely well. I firmly believe it won't take long for SDDBA members to happily observe "Curt who?" Life is good!

Those who know me understand that my emotions lie just barely below my surface, especially in the case of family and friends whom I hold dear. COVID-related

travel restrictions likely saved me from a bit of an emotional roller coaster. Risks of embarrassment aside, I had planned to spend considerable time on the road during my final months of service to SDDBA members. I would have enjoyed another Annual Convention and one more meeting of the seven-county clearinghouse. I would have cherished the chance to share a conversation across your desk, at a table in your favorite coffee shop, on a tee box at your favorite golf course or tailgating before a Jackrabbit football game (yeah...the Coyotes were supposed to visit Brookings this fall).

With coronavirus cases spiking across South Dakota this fall, I put the kibosh on any face-to-face retirement gathering. I do not wish to have an SDDBA-related gathering at the center of any contact tracing effort by public health authorities. Mr. Bumann will be hosting a virtual retirement reception via Zoom 4-5 p.m. CST on Nov. 10. By then, I hope everyone has recovered either from the thrill of victory or the agony of defeat associated with election night 2020.

I want every reader of this column to know what a great honor it has been for me to serve as SDDBA president for the past 18 years. Shaping public policy at the state and federal level on behalf of this state's strong and diverse banking industry is truly the capstone of my professional career. I sincerely thank every banker who has voluntarily stepped to the plate in support of your industry, your community and the SDDBA. I also want to personally thank the great staff at the SDDBA and SDBIS. For your steadfast commitment to the betterment of banks and bankers across this great state, I am forever in your debt. Saying thank you doesn't seem like enough, but my sincerest gratitude is the best I have to give.

As I close my final column as SDDBA president, I was thinking that a simple goodbye doesn't seem adequate either. But as it turns out, I learned that goodbye is actually derived from the 16th century contraction "Godby'e" or "God be with Ye." My good friends, my SDDBA family, as I walk out the SDDBA's door for the final time, I have no greater wish for every one of you. 🌈

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



south dakota bankers insurance & services update.....

BY MIKE FEIMER | President | South Dakota Bankers Insurance & Services Inc.

Premium Holiday this December

Health Plan Rates to Increase 4 Percent for 2021

The South Dakota Bankers Benefit Plan Trust (SDBBPT) will see only a 4% rate increase for 2021, and we will have a premium holiday for the month of December 2020.

South Dakota group plans are receiving on average an 8.5% increase for 2021. SDBBPT has experienced well below medical trend rate increases over the past seven years. Our annual increases have been 9%, 10%, 3.7%, 3.4%, 2%, -3%, 4% and 2021's 4% increase.

The total claims paid over the prior year are up 1%, inpatient cost is down 18%, outpatient cost is up 9%, and Rx costs are up 10%. Two percent of members on the health plan accounted for 41% of our entire claims paid. That 2% represents 52 members located in 17 different banks.

Prescription costs continue to rise. In 2017, we experienced a 16.2% increase in prescription costs, 2018 was a 13.25% increase, 2019 was an additional 13%, 2020 was 13%, and Wellmark Blue Cross Blue Shield is projecting an additional 11% increase for 2021. In 2019, 2% of members accounted for 60% of total drug spend. We are working on some new programs for these members that may help curb the cost.

Medical trend is a projection that insurance companies develop each year based on the previous year's experience. It is derived from costs that providers (medical community and Rx) charge for services, and insurance companies study the increases to project next year's inflation on medical costs. Two main cost factors go into developing the medical trend projection: the prescription drug 2021 projection increase of 11% and the 2021 medical facilities charges projection increase of 7.5%.

These factors are tracked, and Wellmark's 2021 projection for South Dakota medical trend is 8.5%. This medical trend is added to our actual claims experience of the group to develop next year's premiums. Based on these factors, Wellmark applies an equalization of usage to project medical trend.

Our current level of reserves also plays a role in limiting rate increases. That rate, which is 9%, is added to our 2020 experience, along with consideration for higher reserves, which equaled a 4% rate increase for 2021.

No Fall SDBBPT Meeting Due to COVID

Blue Cross Blue Shield's home office is still closed, and all employees are working from home. The SDBBPT MET Board held its annual meeting in September via Zoom. The Board approved to continue the Heart & Vascular Screening program through 2021. The plan has paid for 86 participants to date, and screenings have uncovered some underlying issues before they have become serious. The Board also approved a 4% rate increase for 2021, as well as a December 2020 premium holiday (net effect is -1.5% for 2020).

We will continue utilizing Wellmark as our third-party administrator and stop loss carrier. There is no change to our provider network, and we will still have all the provider discounts we currently experience.

One important part of being self-insured is the ability to build reserves for future use. In 2018, we were bouncing up against the maximum reserve limit that we could keep, so we implemented a premium holiday in December 2018. The 2018 rate was actually a 3% decrease from the 2017 rate. At this time last year, we had \$6,654,549 in reserves, and this year we are at \$7,387,512 in reserves. By implementing a premium holiday this December, we will curb the increase in reserves for 2021 to meet the IRS maximum limits.

Reporting Requirements & Notices

We will continue to be required to report coverage to the IRS. The 2020 IRS employer shared responsibility reporting requirements for each bank is done on one of two forms: 1095-B for banks under 49 employees and 1095-C for banks over 50 employees. You must provide your employees with this information by Jan. 31, 2021. For calendar year 2020, forms are required to be filed with the IRS by Feb. 28, 2021, or March 31, 2021, if filing electronically. The SDBIS will continue to supply a data set to each bank on its covered employees that will help in completing these forms.

Plan Features

Five Deductible Plans

The SDBBPT, administered by Wellmark, is designed to provide flexibility to the employer and

employee. The employer may allow its employees to choose from five different deductible plans: \$500, \$1,000, \$1,500, \$2,000, \$3,000 and one high-deductible/HSA health plan. Employees can choose the deductible that fits their needs and budget. Remember, one may only move one deductible level each year.

Early Retirement Option

Another outstanding benefit is the early retirement option, which allows employees with five-plus years of employment in their bank and age 60 or older to remain on the plan until they reach Medicare-eligible age (spouse included). We have had numerous employees take advantage of this benefit, and they are thankful it was available to them.

BluesEnroll

Our banks can manage their benefits online, which eliminates the transfer of paperwork back and forth. Banks can enroll new employees, add dependents and terminate employees online in real time. BluesEnroll also works with Delta Dental. If you have not taken advantage of BluesEnroll, contact Michelle Guthmiller with SDBIS at 800.221.7551 or mguthmiller@sdba.com. She will help you utilize this very powerful tool.

Out-of-State Coverage

Wellmark's network extends to all 50 states and includes 200 countries. We must remember that our health plan is priced for experience within the state.

No-Balance Billing

All the plans have a \$30 PPO office visit co-pay and no-balance billing. No-balance billing means that the in-network providers have already agreed to accept the claim payment from our partner Wellmark as payment in full for their services.

Excellent Benefits

Along with outstanding in-patient health benefits, all our plans include coverage for routine exams, well-child services, chiropractic care, outpatient services and prescription drugs.

Doctors on Demand

We are continuing to offer a lowered co-pay of \$10 for Doctors on Demand virtual visits. Feeling better should be easy, and this virtual visit benefit can be experienced from anywhere, anytime. We encourage our members to give this benefit a try.

Rx Benefits

Generic prescriptions remain at \$10.

COBRA Administration & Billing Services

SDBIS continues to administer COBRA notification, enrollment and billing services for health and vision on behalf of the members of the SDBBPT.

EMC National Life Insurance and Accidental Death & Dismemberment (AD&D) Benefit:

For 2021, earnings are maxed at \$300,000 along with \$300,000 AD&D. The rates remain the same at \$0.128 per \$1,000 for basic life and \$0.02 for AD&D. Group term life rates are now guaranteed until Jan. 1, 2022. EMC National Life Company continues to provide excellent service. Along with any health plan, each employee has the minimum \$5,000 of life insurance coverage with a matching \$5,000 of AD&D coverage. A guaranteed issued \$30,000 of voluntary life coverage (employee paid) and \$10,000 for spouse and children is still available for new employees. Please refer to the benefit booklet for additional details.

Vision Care

This is the 14th year of offering VSP Eye Care, and rates remain the same until Jan. 1, 2022. The employee can upgrade coverage to Plan B or C with a four-tier rating to match up with our health insurance plan such as employee only, employee plus spouse, etc.

Delta Dental

The plan offers dental coverage through Delta Dental, which has the largest dentist network in South Dakota and spans nationwide. They offer no-balance billing, it is easy to use, and they provide great coverage for a great value with rate stability. Delta Dental has also been interfaced with BluesEnroll. For the 2021, rates will remain the same. The monthly rates are \$46.30 for single and \$127.18 for family.

Providing Rate Stability

Being part of the SDBBPT supports the SDBA, which continues to work with and for the banking industry of South Dakota. This plan is available now for entry with a Jan. 1, 2021, effective date. If you are not part of our plan, we encourage you to compare your current benefits and rates with what we offer. The combination of these plans is exclusive to the SDBA and not available from any other source.

The SDBBPT is designed to provide rate stability. Especially in today's volatile market, it is risky to stand alone when it comes to your health coverage. You can be confident with your selection because you will be working directly with people you know and who are focused on serving the needs of all SDBA members.

In the health care business, size matters. It is up to all members of the SDBA to join together and support these outstanding benefit plans and provide your employees with quality, affordable health insurance.

Questions, contact Mike Feimer at 605.660.2341 or mfeimer@sdba.com or Michelle Guthmiller at 800.221.7551 or mguthmiller@sdba.com. 🌈

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.

NEXT STEP Summit Held Virtually

Thirty-six emerging bank leaders took part in the SDBA's second annual NEXT STEP: Emerging Leaders Summit on Oct. 28. The event was held virtually via Zoom, including a virtual connection hour the evening prior. The Summit included presenters who spoke about leadership, cultural intelligence, the legislative process, gratitude and communication.

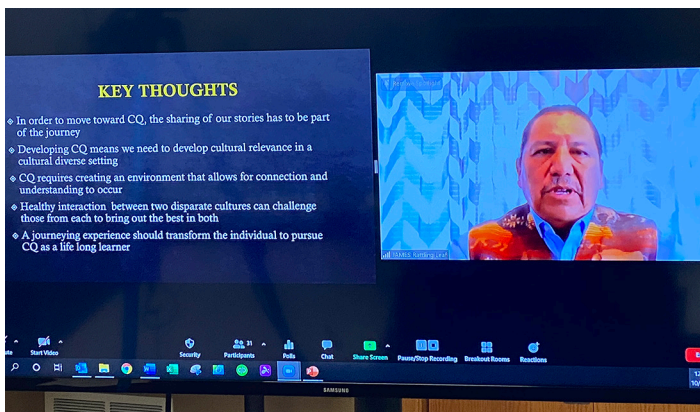
Thank you to this year's event sponsors: platinum sponsors Conference of State Bank Supervisors and IntraFi Network (formerly Promontory); gold sponsors Bell Bank and Dacotah Bank; silver sponsors Dakota Prairie Bank, First Bank & Trust and First Fidelity Bank; and bronze sponsor Dakota Resources.



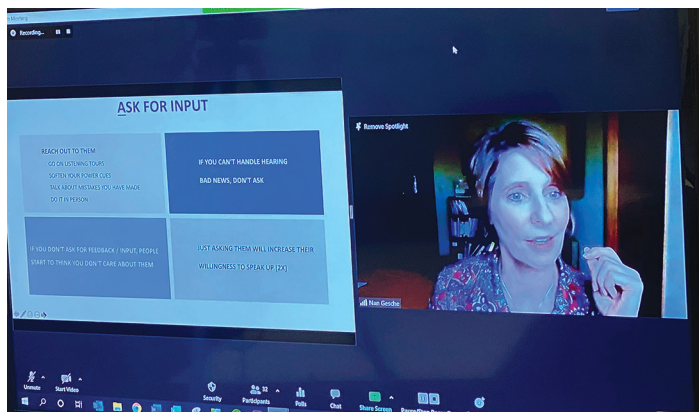
David Owens, president of the South Dakota Chamber of Commerce & Industry, spoke about leadership from the second row and beyond.



L-R, Curt Everson, outgoing SDBA president, spoke about the legislative process while Karl Adam, incoming SDBA president, listened.



Consultant James Rattling Leaf, Sr. from Rapid City spoke about developing cultural intelligence for a changing world.



Nan Gesche, an educator and speaker from Minneapolis, spoke about creating powerful conversations to build trusting relationships and mutual success.

Emerging Leader of the Month: Kelly Buntrock



As part of the SDBA's mission to grow South Dakota's future bank leaders, we are featuring a monthly emerging leader. This month's feature is on Kelly Buntrock with First Interstate Bank in Rapid City.

First-Ever Job

My first job ever was working on the grounds crew at the Golf Club at Red Rock in Rapid City. I did this during the summers during college.

Emerging Leader Story

First Interstate Bank has been the only organization I have worked for after graduating from college. Prior to graduating college, I interned for a summer with First Western Bank in Rapid City. About four months later, I graduated and was hired by First Interstate Bank (which purchased First Western Bank) as a credit analyst. I was a commercial credit analyst for three years and then was promoted to a junior lender and held that position for two years. I was then promoted to a commercial relationship manager, and I have been in that position for the last eight years.

During this time, I have been involved in a number of nonprofit organizations, and I have gone through Leadership Rapid City and Leadership South Dakota. My career has grown significantly over the last 13 years, and I have First Interstate Bank to thank for that.

What He Most Likes About His Job

Currently, I am a commercial relationship manager and manage a commercial portfolio. What I like most about my work in the banking industry is being able to meet and learn not only about different businesses, but the individuals that run them.

If He Could Have Any Job

Tournament director for the PGA Tour. Being an avid golfer, that would be a dream job to not only be around those players, but to travel the country and be able to be at the various courses they play each week.

What Motivates Him

I am most passionate about my family—my beautiful wife, Lisa, of seven years; my four-year-old daughter, Sibby; and my 10-week-old daughter, Noa. Spending time with them is what I enjoy most.

Things His Parents Taught Him

Two things my parents have instilled in me is treat others as you want to be treated and always pay yourself first.

In His Spare Time

Spending time with my girls. We love being outside going to parks, hiking, skiing and golfing. I am an avid golfer and skier. I have been doing both of these since around the age of seven. 🏌️⛳️



Kelly Buntrock and his daughters, Sibby and Noa.



In support of the SD Bankers Foundation's mission statement of "Developing South Dakota Banking Industry Professionals", a total of \$80,000 is being made available to SDBA member banks to be used to build and sustain the South Dakota banking industry by providing scholarships to eligible students. One \$2,000 scholarship will be awarded to 40 member banks utilizing the application form below. In turn, member banks must award these funds as per the requirements listed below. One application per bank organization is allowed – parent banks must submit the application below.

SDBA Foundation Requirements

- Scholarships must be awarded to:
 - South Dakota college juniors/seniors with an expressed interest in banking/financial services; or
 - Second year South Dakota technical school students with an expressed interest in banking/financial services.
- There is no match required by member banks, however, banks may choose to add to this \$2,000 award to increase the attractiveness of the scholarship.
- Recipient banks must award the \$2,000 as one scholarship no later than April 1st. Unallocated scholarships must be returned to the Foundation no later than April 15th.
- Follow up data will be collected on scholarship recipients to allow the Foundation Board to evaluate the impact of the programming.
- Scholarships funds must be awarded by stating "South Dakota Bankers Foundation Scholarship awarded on behalf of (your institution's name)".
- Other eligibility requirements may be determined by the sponsoring bank.
- Winners agree to have their names released to the media.

Application

PLEASE PRINT OR TYPE

Bank Name: _____ Branch/Bank City: _____

Contact Name: _____ Email: _____

Branch/Bank Address: _____ Zip: _____

Phone: _____ Fax: _____

How will this scholarship benefit your organization? _____

Submit completed requests to our office by 12/18/20. You will be notified when we receive your application. Parent banks will be notified in **January 2021** of award status with checks following shortly thereafter.

Send this application by mail, fax or email to:

South Dakota Bankers Foundation

PO Box 1081- Pierre, SD 57501

Fax: 605-224-7835

Email: jdyce@sdba.com

Questions: 605-224-1653



Keeping Up With BSA

By Steve Manderscheid, Compliance Officer, Compliance Alliance



During normal times, it can be challenging for bankers to get their arms around the regulatory requirements surrounding the Bank Secrecy Act (BSA) and anti-money laundering (AML) regulations. So, when you add in a global pandemic, such as COVID-19, things can get a little dicey especially when navigating competing priorities.

Fortunately for us, the federal regulators have been proactive in providing the banking industry with up-to-date compliance guidance (although it is important to note the guidance did not extend the BSA regulatory reporting deadlines) relating to the pandemic. Furthermore, the Financial Crimes Enforcement Network (FinCEN) went as far as creating a web page devoted to coronavirus updates.

A brief scan of their web page includes the following advisories:

- Advisory on Cybercrime and Cyber-Enabled Crime Exploiting the Coronavirus Disease 2019 (COVID-19) Pandemic
- FinCEN Advisory on Imposter Scams and Money Mule Schemes Related to Coronavirus Disease 2019 (COVID-19)
- FinCEN Advisory on Medical Scams Related to COVID-19

- Companion Notice to FinCEN COVID-19 Advisories
- Paycheck Protection Program Frequently Asked Questions
- Updated FinCEN Notice to Financial Institutions Regarding COVID-19
- FinCEN Notice to Financial Institutions Regarding COVID-19

In these statements, FinCEN encourages financial institutions to communicate concerns related to the COVID-19 pandemic and to remain diligent in detecting related suspicious activity. Hopefully by now, banks have passed the stage where concerns exist over the potential delays in filing required BSA reports—suspicious activity reports (SARs) and currency transaction reports (CTRs)—but know that risk was really for many.

So, that brings us to suspicious activity monitoring and reporting, which is a staple of a safe and sound BSA program. By now, suspicious activity, including illicit fraudulent transactions, is not something that is particular new to us, as we have dealt with many types of fraud—ACH, loan and identity theft fraud just to name a few. But, since FinCEN has suggested that the banking community “remain alert about malicious or fraudulent transactions similar to those that occur in the wake of natural disasters,” we should take a look at the emerging trends connected to COVID-19.

Imposter Scams: Bad actors attempt to solicit donations, steal personal information or distribute malware by impersonating government agencies (e.g., Centers for Disease Control and Prevention), international organizations (e.g., World Health Organization (WHO)) or health care organizations.

Investment Scams: The U.S. Securities and Exchange Commission (SEC) urged investors to be wary of COVID-19-related investment scams, such as promotions that falsely claim that the products or services of publicly-traded companies can prevent, detect or cure coronavirus.

Product Scams: The U.S. Federal Trade Commission (FTC) and U.S. Food and Drug Administration (FDA) have issued public statements and warning letters to companies selling unapproved or misbranded products that make false health claims pertaining to COVID-19. Additionally, FinCEN has received reports regarding fraudulent marketing of COVID-19-related supplies, such as certain face masks.

Insider Trading: FinCEN has received reports regarding suspected COVID-19-related insider trading.

When you throw in the reminder regarding the importance of detecting trends related to COVID-19 medical fraud, imposter scams and cyber-enabled crime, the banking industry has the daunting task of being the watchdog for fraudulent transactions.

Where do we start? Begin with the bank's system for identifying potential suspicious activity. Most banks have multiple channels that funnel unusual activity to the appropriate party for research and reporting.

First, and likely most important, bank employee detection is key. During the course of day-to-day operations, employees may observe unusual or potentially suspicious transaction activity or requests. During this pandemic, it is important employees are aware of the FinCEN emerging trends so they can be aware of potential red flags that may be uncovered. Further, it would be appropriate to share the bank's own specific unusual activity trends if any are identified based on the bank's customers, products and services, and geographic location.

Second, monitoring systems are designed to detect potential suspicious activity whether manual or automated. For manual monitoring, the goal is usually to identify higher-risk transactions, such as those involving large amounts of cash or those to or from certain geographies, which may need to be tweaked when considering the current FinCEN emerging trends relating to the coronavirus.

Automated account monitoring systems can certainly make it easier to identify individual transactions, patterns of unusual activity or deviations from expected activity. These systems can capture a wide range of account activity, such as deposits, withdrawals, funds transfers, automated clearing house (ACH) transactions, and automated teller machine (ATM) transactions, directly from the bank's core data processing system. However, the program parameters

and filters should be reasonable and tailored to the activity that the bank is trying to identify or control and may need some fine-tuning based on our current COVID-19 environment.

Remember, the battle against suspicious activity only begins at the identification stage. Once identified, the bank still has the responsibility to review and research the activity and ultimately come to a final SAR decision. If a decision is made to file a SAR related to the COVID-19 pandemic, it is important to provide information with a high degree of usefulness for government authorities, including law enforcement. FinCEN has requested that appropriate information is included in any report to help identify the fraud, such as:

- If the suspicious activity is related to an ACH payment from a state unemployment insurance program, please clearly mention COVID19 UNEMPLOYMENT INSURANCE FRAUD in field two of the SAR (Filing Institution Note to FinCEN) as well as in the narrative. This will make it much easier for your SAR to get to law enforcement teams working with the states on unemployment fraud.
- Or if the activity involves a counterfeit check or ACH payment for the EIDL program, please also clearly mention COVID19 EIDL FUNDS FRAUD in field two of the SAR (Filing Institution Note to FinCEN) and state this in the narrative, as there are specific prosecutorial teams working on EIDL fraud.

Remember, financial institutions should provide all pertinent available information in the SAR and narrative. The better the story (i.e., the narrative), the more likely it will assist law enforcement identify and act against COVID-19-related crimes.

As we continue to do our part to fulfill our BSA regulatory duties, it is important to remember those that may be impacted most—customers and community members. Continue the good fight and remain vigilant during these challenging times and help protect those most susceptible to being taken advantage of from those bad actors. 📊

Steve Manderscheid brings more than 25 years of financial industry experience to the Compliance Alliance team. Previously, he focused on all aspects of regulatory compliance risk management while also serving in a Bank Secrecy Act officer capacity. In recent years, he has ventured into leadership roles in enterprise-wide risk management (ERM), complaint management, and vendor and third-party relationships. In his role as compliance officer, Manderscheid brings all of his experience to completing reviews and working on developing tools, training materials and training events. For more information on Compliance Alliance, visit www.compliancealliance.com.

Americans Trust Banks Most to Keep Information Safe

U.S. adults trust banks more than any other entity—including health care providers, non-bank payment providers and the government—to keep their information secure and private, according to a survey conducted by Morning Consult on behalf of the ABA. In addition, all age groups surveyed (Gen Z, Millennials, Gen X and Baby Boomers) trust banks the most to protect their information.

The survey, conducted in early October, also found that by a greater than three-to-one margin, U.S. adults prefer their banking services to be delivered by a bank versus a technology company. In all, 56% of U.S. adults say they prefer a bank to provide their financial services versus just 17% who prefer their banking services to be provided by a technology company with a financial services division.

Three-quarters of Americans care whether the company that handles their finances is regulated like a bank, while only 9% said they don't care. A majority in every age group surveyed shared that view. Additionally, 74% of consumers value FDIC insurance that guarantees the safety of their money "a lot" or "some," and a plurality identified it as their top priority when deciding where to deposit their money.

"This survey reinforces the trust consumers have in America's banks to keep their money safe and to provide the financial services and convenience they want and need," said Rob Nichols, ABA president and CEO. "It's encouraging to see that adults across generations appreciate the commitment

America's banks have made to protecting customer information."

The ABA also released an accompanying infographic highlighting the survey results. The data released are the latest in a series of results gauging consumers' preferences and opinions regarding banks and their services. Previous data revealed that Americans are highly satisfied with their bank and the industry's response to COVID-19. The full results for the most recent survey questions are as follows:

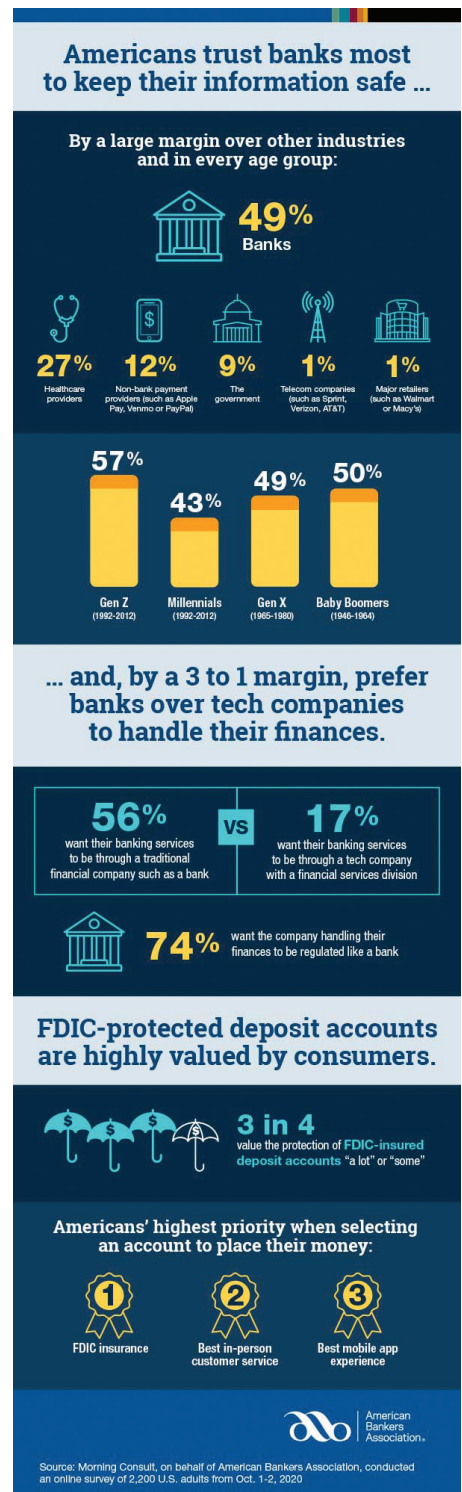
When asked "Of the following, who do you trust most to keep your personal information secure and private?" consumers provided the following answers.

- Banks: 49%
- Health care providers: 27%
- Non-bank payment providers (such as Apple Pay, Venmo, PayPal): 12%
- The government: 9%
- Major retailers: 1%
- Telecom companies (such as Sprint, Verizon, AT&T): 1%

All age groups trust banks more than any other entity:

- Gen Z (1992-2012): 57%
- Millennials (1981-1996): 43%
- Gen X (1965-1980): 49%
- Baby Boomers (1946-1964): 50%

When asked "Which of the following comes closest to your view, even if none is exactly right?" consumers provided the following responses:



Continued on next page

- I want my banking services to be through a traditional financial company such as a bank: 56%
- I want my banking services to be through a technology company with a financial services division: 17%
- I don't care which type of company I receive my banking services from: 14%
- Don't know/no opinion: 14%

When asked "Which of the following comes closest to your view even if neither is exactly right?" consumers provided the following responses:

- I care if the company I handle my finances with is regulated like a bank: 74%
- I don't care if the company I handle my finances with is regulated like a bank: 9%
- Don't know/no opinion: 17%

A majority in every age group wants the company handling their finances to be regulated like a bank:

- Gen Z (1992-2012): 61%
- Millennials (1981-1996): 68%
- Gen X (1965-1980): 74%
- Baby Boomers (1946-1964): 82%

When asked "To what extent do you value the protection of an FDIC-insured deposit account (savings account, checking account, CD, etc.) that insures your money up to \$250,000 per depositor, per bank?" respondents responded:

- A lot: 50%
- Some: 24%
- Not much: 6%
- Not at all: 2%
- Don't know/no opinion: 19%

When asked "Please rank the following in terms of 'priority' when deciding in which account to deposit your money, where '1' represents the highest priority when selecting an account to deposit your money and '4' represents the lowest priority when selecting an account to deposit your money," consumers provided the following answers for '1' (the highest priority):

- FDIC insurance that guarantees the safety of my money: 39%
- The highest interest rate on my deposits: 23%
- The best in-person customer service: 21%
- The best mobile customer experience/app in the market: 12%

This poll was conducted by Morning Consult on behalf of the ABA from Oct. 1-2, 2020, among a national sample of 2,200 adults. The interviews were conducted online and the data were weighted to approximate a target sample of adults based on age, race/ethnicity, gender, educational attainment and region. Results from the full survey have a margin of error of plus or minus 2 percentage points.


PPP Drives Record Small Biz Bank Satisfaction

The administering of \$669 billion in PPP loans to small businesses drove customer satisfaction with banks to a record high, according to J.D. Power's Small Business Banking Satisfaction Survey released on Oct. 29. Small businesses gave their banks a satisfaction score of 822 out of 1,000—up 2 points from 2019.

Larger small businesses, those

with annual sales between \$2.5 million and \$20 million, had a nine-point increase in customer satisfaction from 2019, but smaller businesses with sales less than \$2.5 million had a five-point decrease in satisfaction from a year ago.

Overall, 36% of small business banking customers applied for a PPP loan through their primary bank.



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Todd Holzwarth

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ask the appraiser.....

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

Appraisal Development— Scope of Work Issues

Can I perform an appraisal if the property inspection was done by someone else?

Question: A client has asked me to perform an appraisal, but instead of requiring me to physically inspect the subject, they will provide me with the results of an inspection of the property done by someone else. Does USPAP allow this?

Response: Yes. USPAP does not require an appraiser to inspect the subject property. However, while an inspection is not required, appraisal reports for real and personal property must contain a signed certification that clearly states whether or not the appraiser personally inspected the property that is the subject of the report.

Standards Rule 1-2(e) requires an appraiser to identify, from sources the appraiser reasonably believes to be reliable, the characteristics of the property that are relevant to the type and definition of value and the intended use of the appraisal, including its location and physical, legal and economic characteristics.

The Comment indicates that an appraiser may use "... any combination of a property inspection, documents, such as a legal description, address, map reference, copy of a survey or map, property sketch, photographs, or other information to identify the relevant characteristics of the subject property."

Standards Rule 1-1(b) requires that an appraiser "... not commit a substantial error of omission or commission that significantly affects an appraisal." Therefore, the appraiser has to have a reasonable basis to believe the information is reliable. Furthermore, an appraiser must not allow assignment conditions to limit the scope of work to such a degree that the assignment results are not credible in the context of the intended use. If appraisers determine that the only way to meet these criteria is by inspecting the property themselves, they must either discuss changing the scope of work with the client, or withdraw from the assignment.

Additional guidance about inspecting properties can be found in Advisory Opinion 2, Inspection of Subject Property, Advisory Opinion 23, Identifying the

Relevant Characteristics of the Subject Property of a Real Property Appraisal Assignment, and Advisory Opinion 28, Scope of Work Decision, Performance, and Disclosure.

Analyzing the Subject's Operating History

Question: I am appraising the market value of the leased fee interest in an existing, income-producing shopping center property that was built five years ago. I have determined that the income approach is necessary for credible assignment results. Standards Rule 1-4(d) requires me to "analyze the effect on value, if any of the terms and conditions of the leases(s)," and Standards Rule 1-4(c)(ii) requires me to "analyze such comparable expense data as are available to estimate the operating expenses of the property." Am I also required to analyze the subject property's operating expense history in such cases?

Response: If the client or similar clients would expect you to analyze the subject's historical expense date (if available), and if an appraiser's peers (as defined in USPAP) would analyze it; then, yes, you should analyze the data as a part of your development of the income approach. Standards Rule 1-1(a) requires the appraiser to "be aware of, understand and correctly employ those recognized methods and techniques that are necessary to produce a credible appraisal." Furthermore, the Comment to Scope of Work Acceptability section of the SCOPE OF WORK RULE indicates that "The scope of work is acceptable when it meets or exceeds the expectation of parties who are regular intended users for similar assignments; and what an appraiser's peers' actions would be in performing the same or a similar 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.

Finding Ways to Better Support Credit Needs of Beginning Farmers and Ranchers

The ABA and other industry groups met with the U.S. Department of Agriculture and the Farm Service Agency on Oct. 27 to discuss ways to support the credit needs of new farmers and ranchers. The event included staff from the Farm Service Agency (FSA), representatives of the agricultural lending community, and beginning farmers and ranchers to explore ways to better serve these producers.

Representing the ABA at the meeting were Heather Malcolm, VP, Bank of the Rockies, Livingston, Mont.; Dinese Watson, VP, Merchants Bank of Indiana, Lynn, Ind.; and Caleb Hopkins, chief lending officer, Westside State Bank, Halbur, Iowa. The bankers participated in a panel discussion on the challenges of serving beginning farmers and ranchers and shared some of the best practices they have learned.

USDA's farm loan programs, direct loans and loan guarantee programs provide access to credit and needed capital for agricultural lenders to work with beginning farmers and ranchers. These producers have unique financing needs as they strive to start, develop and grow their operations. The success of beginning farmers and ranchers is critical to ensuring the future viability of U.S. agriculture. The goal of the event was to begin the process of more effectively leveraging these programs to benefit beginning farmers and ranchers.

During the event, beginning farmers and ranchers discussed their relationships with agricultural lenders and FSA. Event participants discussed what worked well for beginning farmers and where improvements could be made. In addition to the ABA, the event included representatives of the Independent Community



Bankers Association, National Rural Lenders, Farm Credit System, credit unions and FSA discussing how they could improve the way they work together. The groups agreed on the following:

- Establishing a process for agricultural lenders and FSA to communicate when challenges arise in financing beginning farmers and ranchers.
- Engaging agricultural lenders and FSA staff in loan-making training sessions and farm loan conferences.
- Sharing best practices to extend credit and improve creditworthiness by developing work groups between agricultural lenders and FSA to identify a consistent process to overcome challenges to financing beginning farmers and ranchers. ■■■

Appraisers: Learn About New Evaluations Market in SD

During the 2020 South Dakota Legislature, HB 1127 was passed allowing South Dakota credentialed appraisers to do evaluations. While the bill became law on July 1, the rules defining the statute that allow South Dakota appraisers to offer evaluations do not go into effect until after the rules hearing in November.

The South Dakota Appraiser Certification Program is offering a four-hour virtual seminar "Evaluations: Understanding the Brand New Product/

Service that SD Appraisers Can Offer their Clients" on Monday, Nov. 16. The seminar will cover the new rules defining when and how South Dakota appraisers can provide evaluations to their clients. The seminar is designed for all real estate appraisers that work in the state.

The virtual seminar will be held via Zoom from 1-4 p.m. CST, and the cost is \$125. Learn more and register at www.paasd.com. ■■■

Your Computer May Be More Valuable Than You Think

By John Streff, IT Security Specialist, Vantage Point Solutions



We hear so much about data breaches and cyber attacks these days. Learning that hackers exposed millions of credit card numbers or other pieces of personal information seems to happen more and more. Even large companies with well-funded security

such as Facebook, Microsoft and Equifax suffer at the hands of malicious cyber attackers.

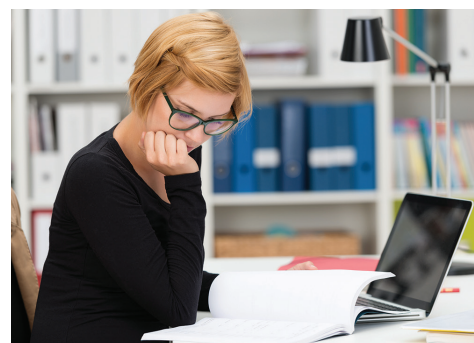
Considering how these mega-companies make such high-value targets, you may wonder, "How does this affect me? Why do I need to care about cybersecurity? Why would an attacker want my computer? There is nothing of value on it, and I only use it for email, social media and occasional online purchases."

What many people forget is that hackers are not only dangerous because of what they can take from you, but also because of what they can give you. While it may be true that your personal computer does not store millions of credit card numbers, your PC still has potentially tremendous value to an attacker. You need to care about cybersecurity. So, what can an attacker do with your computer? Let's look at some of the major reasons for which an attacker may want your computer.

If you have saved your email password to your computer so you don't have to type it every time you log in, attackers may be able to access your email account. They could read your emails. They could even send emails in your name to wreak havoc in your life or damage your reputation. They could obtain the contact information of your friends and family. With access to your email, it would also be possible to reset the passwords of any online accounts that you have set up with that email address using the "Forgot my Password" button on a website's login page. Access to your email provides wildcard access to most of your online accounts. Someone with access to your Amazon account could probably make purchases using the credit cards you have saved in your account. Think of the damage an attacker could do to your personal and professional reputation with access to your Facebook, Twitter and LinkedIn accounts.

A hacked computer is also dangerous because it may allow attackers to access your computer's webcam and microphone. Attackers could potentially take

pictures of you without your knowledge. If the images captured were of a private nature, they could blackmail you. For this reason, it is always a good idea to keep your webcam covered when not in use.



With access to your computer, attackers could also install malware (malicious software) capable of encrypting all your files and making them unusable until you pay a price to have the files decrypted. This is commonly called ransomware as the attackers hold your computer for ransom. Even if you don't have anything of value on your computer that you are afraid of losing, there is still danger. Some malware can spread from one computer to another on a network. Other computers on the network may contain important files that must remain safe.

As if all of this were not enough, an attacker could use your computer to host a malicious website that infects the computers of all who visit that site with malware. Your computer could spread malware all over the world without your knowledge. An attacker could even place illegal content such as child pornography on this website, and you are legally responsible for your computer's contents.

An attacker could also use your computer's processing power to send spam emails all around the world. These emails may contain attached malware or links to malicious, malware-hosting websites. An attacker could also install malware that joins your computer to thousands or millions of other hacked computers around the world to form a botnet, which is an army of compromised computers. This botnet could collectively overwhelm a target website (such as Amazon) and cause it to crash. This is known as a distributed denial-of-service (DDoS) attack.

An attacker could also use your hacked computer to generate revenue through cryptocurrency mining. Cryptocurrencies such as Bitcoin are completely digitized forms of money. Sometimes, attackers will

try to induce people to visit websites that host pirated movies. While the victim is spending time watching the pirated movie, the website "hijacks" the victim's Internet browser and uses its processing power to mine cryptocurrency.

As you can see, a hacked computer is an asset to an attacker. Much more is at stake than your personal photos and text documents. Downloading and opening a malicious file or clicking a single link to a malicious website is enough to unleash chaos. There is, however, no reason to despair. You can take practical steps to protect yourself.

— **Be careful what you click on.** Don't click on links or open attachments from emails you are not expecting. Verify the origin of the message. Hover your mouse over a link before clicking it to see where it will take you. If the site is unfamiliar or looks suspicious, do not click on the link.

— **Do not use passwords. Instead, use passphrases.** The length of a passphrase is far more important than the complexity. Often, websites will insist that you must use a certain number of uppercase letters, numbers and special characters. The length, however, is far more important. Use at least 12 characters. An example of a good passphrase is "DeskComputerPhoneBottle20!"

— **Apply updates when they become available, and do not repeatedly postpone them.** Software vendors often release updates to fix critical security vulnerabilities.

— **Use updated antivirus software.**

— **Take regular backups of your important files in case of a ransomware attack.** If you are the victim of ransomware, do not pay the ransom as this encourages the attackers. Simply reinstall everything on your computer and restore your important files from the backups.

— **Keep your webcam covered when not using it.**

— **Monitor your financial accounts for suspicious activity.** A good credit monitoring or credit freezing service can help with this.

— **Do not enter sensitive information such as credit card numbers into a form on a website that has HTTP in the address bar.** Ensure that the site uses HTTPS, which means that your information will be encrypted when sent to the website.

Even though you may not store millions of credit card numbers on your computer, you can still be a target. Recognizing that every computer has potential value to an attacker and taking the steps listed above will help you stay safe in the cyber world. ■■■

John Streff is an IT security specialist with Vantage Point Solutions in Mitchell. Streff helps banks secure their data networks through penetration testing, vulnerability management, policy and other manners. Vantage Point Solutions, an SDBA associate member, is a leading cybersecurity, regulatory compliance, audit and consulting company. For more information, visit www.vantagepnt.com or call 605.995.1777.



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American Banker Names Best Banks to Work for 2020

American Banker Magazine published its eighth annual list of the best banks to work for, and two SDBA member banks and one associate member were part of the 85 honorees. Dacotah Bank in Aberdeen was named number 28, First PREMIER Bank in Sioux Falls was named number 58, and SDBA associate member Bell Bank in Fargo was named number two.

This year has certainly tested bank executives' ability to manage during a crisis. Apart from dealing with the myriad of business challenges thrown at them by the coronavirus pandemic, they are trying to maintain morale of employees, many of whom are working remotely and coping with stresses of their own. American Banker asked executives at the 85 institutions that make up the ranking of the 2020 Best Banks to Work For to reveal how they have kept employees engaged and motivated.

The participants, mostly CEOs, emphasized that there's no such thing as too much communication in times like these, as silence often leads employees to assume the worst. They also stressed the importance of reassuring workers that their jobs were safe, their pay would not be cut, and that their colleagues have their backs when they need to step away from work to take care of loved ones or help children with remote learning. And whenever possible, the executives said, try to brighten employees' days with perks, such as free meals, fun competitions and virtual social events.

2. Bell Bank

Clear and frequent communication has been critical for setting expectations and providing support for a newly remote work base, Bell Bank President and CEO Michael Solberg said. Beginning on the first day of pandemic-related remote work, Solberg sent all staff daily emails. He highlighted decisions by the executive team and explained how they were made, recognized staff who went above and beyond for customers, and encouraged people to participate in photo and video contests.

Solberg kept up the daily communication for the first six weeks of the pandemic before eventually scaling back to weekly messages.

"It's proven critical that we provide ongoing communication to our entire team—so they understand decisions, feel connected and comfortable reaching out if they need help, and have a level of trust and security in working for our company," he said.

Bell Bank has assets of \$8.2 billion and employs 862 people.

BEST BANKS TO WORK FOR

Congratulations!

#2 Bell Bank

#28 Dacotah Bank

#58 First PREMIER Bank



28. Dacotah Bank

Dacotah Bank made the most of virtual communication and learning options. CEO Joe Senger sent out weekly email updates, and the company used its online learning management system to share resources pertaining to remote work and managing burnout.


The company also loosened up its dress code when branch lobbies were closed, sent meals to people working from home, and hosted some meetings outdoors so employees could see each other safely. Some branches also got creative in hosting customer appreciation events, holding drive-through lunch events, for example.

Dacotah Bank has assets of \$2.9 billion and employs 553 people.

58. First PREMIER Bank

First PREMIER Bank worked with the chief medical officer of a local health care system for advice on issues, such as social distancing, proper hygiene and what to do if an employee contracted the coronavirus. This allowed the bank to strike the right balance of ensuring employee health and safety while not overreacting so it could continue to serve customers.

"We relied on her sound, objective advice each step along the way which helped take the emotion out of our decision-making process and allowed us to communicate with confidence that we were taking the best course of action based on the latest available information," said President Dave Rozenboom.

First PREMIER Bank has assets of \$2.6 billion and employs 366 people. 

First Bank & Trust Donates \$150,000 to Bridging the Gap Fund

The Sioux Falls Area Community Foundation announced a major gift from First Bank & Trust in support of its Bridging the Gap Fund established earlier this year to help inspire, build and develop emerging leaders among the city's diverse populations.

The Bridging the Gap Fund Advisory Committee will use the \$150,000 gift from First Bank & Trust to award grants to organizations and programs dedicated to training and mentoring to help build and develop leaders from diverse backgrounds; providing resources for employers and employees to help create more pathways for inclusion in the workplace; and building community, fostering connections and creating awareness through art, media and storytelling.

"This game-changing gift from First Bank & Trust effectively creates a launch pad for innovative programs, resources, training and storytelling—all of which will help inspire, develop and empower a new generation of diverse leaders," said Andy Patterson, president of the Sioux Falls Area Community Foundation. "These new and engaged leaders will, by sharing their unique perspectives and insights, help our community engage in meaningful dialogue and develop solutions to complex challenges—even those we have yet to identify."



Jason Herrboldt with First Bank & Trust in Sioux Falls announces the bank's gift to the Bridging the Gap Fund.

Jason Herrboldt, chief retail officer and Sioux Falls market president for First Bank & Trust, said the gift is a reflection of First Bank & Trust's commitment to strengthen and enhance the communities it serves.

"We are pleased to support the Bridging the Gap Fund because we know that building a pathway for individuals in our communities through mentoring, connections and conversations will ensure that the leaders of tomorrow reflect the rich diversity of our communities," Herrboldt said. ■■■

First Dakota Honored with Brand Slam Marketing Award

The ABA recognized seven of the nation's best bank marketing initiatives, including that of First Dakota National Bank headquartered in Yankton. The 2020 ABA Brand Slam awards honored elite bank marketing strategies that stood out among hundreds of entries from banks of all sizes nationwide.

"Marketing is essential to nurturing a company's reputation and enhancing its engagement with customers," said Jim Edrington, ABA's chief member engagement officer. "During a year filled with extraordinary challenges, these award winners have excelled at implementing creative solutions to make powerful connections with their customers and communities."

First Dakota National Bank was honored for its video campaign "Not Canceled" used to effectively tell the bank's story. In March, South Dakota consumers had weathered a steady stream of preemptive event cancellations and business closures as the novel coronavirus started impacting American lives. To help soften the blow, First Dakota created an uplifting TV spot encouraging consumers that there's still plenty of good all around us, and that some things—like family, charity, kindness and compassion—can't be canceled no matter how bleak things might seem. ■■■

SDHDA Executive Director Mark Lauseng to Retire



Gov. Kristi Noem announced that Mark Lauseng, executive director of the South Dakota Housing Development Authority (SDHDA), will retire.

"Mark has served South Dakota in numerous capacities for 38 years," said Noem. "His work has helped countless South Dakotans overcome a variety of challenges in their daily lives, and we will miss him dearly."

Lauseng first joined the SDHDA in 1986 as the director of finance and administration. He was appointed executive director in 2006 by Gov. Mike Rounds and continued the role in the administrations of Gov. Dennis Daugaard and Gov. Noem. Lauseng has served on the Governor's Reentry Council, Governor's South Dakota Workforce Initiatives and South Dakota's Interagency Council on Homelessness. He is also a board member of the National Council of State Housing Agencies, serves on the executive committee of the South Dakota Native Homeownership Coalition, is a member of the Homes for South Dakota Coalition, and serves as manager and vice-chairman of the South Dakota Authority Captive Insurance Company. ■■■

Promontory Changes Name to IntraFi Network

Promontory Interfinancial Network has changed its name to IntraFi Network.



The innovative fintech is adopting new names that better describe its suite of financial services—popular products that until now have included CDARS, Insured Cash Sweep, Insured Network Deposits. Going forward, the

company's deposit products will be consolidated into IntraFi Network Deposits and its funding products will become IntraFi Funding.

The new name recognizes the evolution over the past 18 years, from a small fintech providing a single service for less than 100 banks to a company offering an array of all-weather solutions to thousands of institutions. It's a new name, but the same people, products and service to financial institutions. 🌈

Davenport Evans Lawyers Named by Best Lawyers

Seventeen lawyers with Davenport, Evans, Hurwitz & Smith, LLP in Sioux Falls were listed in Best Lawyers® 2021 for South Dakota. Those recognized were listed in 24 different practice areas including banking and finance law.

Jean H. Bender was named 2021 Lawyer of the Year for South Dakota in the area of employment law—



Jean H.
Bender

management. Elizabeth S. Hertz was recognized in the inaugural edition of Best Lawyers: Ones to Watch 2021 in the areas of appellate practice, commercial litigation and litigation—construction.

Davenport Evans' attorneys provide business and litigation counsel to individuals and corporate clients in a variety of practice areas. 🌈



Elizabeth S.
Hertz



Jonathan P.
Brown



P. Daniel
Donohue



Shane E.
Eden



Thomas M.
Frankman



Keith A.
Gauer



Kristi
Geisler Holm



Charles D.
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Hajek



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Terry N.
Prendergast



Brendan W.
Reilly



Sarah Richard-
son Larson



Eric C.
Schulte



Catherine A.
Tanck

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Seminars/Conferences/Webinars/Schools

SDBA EVENTS

SDBA State Legislative Day
Feb. 10, 2021 | Pierre

ABA Washington Summit
March 15-17, 2021 | Washington, D.C.

2021 Quad States Convention
June 14-15, 2021 | Rapid City

WEBINARS

For a complete list of webinars, visit
www.sdba.com/webinars.

CRE Lending: Cash Flow Analysis & Cap Rates
Nov. 9, 2020

Ability to Repay, Qualified Mortgage, High Cost & Higher-Priced Mortgage Loans
Nov. 10, 2020

Writing New Account Procedures
Nov. 10, 2020

Wire Transfer Compliance
Nov. 12, 2020

Reg E Compliance—Five Best Practices for Handling Disputes
Nov. 12, 2020

Accounts Receivable and Inventory Financing
Nov. 13, 2020

Advanced Commercial Loan Documentation
Nov. 16, 2020

Compliance for Commercial Lenders
Nov. 17, 2020

Beneficial Ownership: Where Are We Now?
Nov. 17, 2020

Introduction to Conducting a Compliance Audit/Review for New Compliance Officers
Nov. 18, 2020

OFAC: Can We Comply?
Nov. 18, 2020

Legal Liabilities when Check Fraud Occurs
Nov. 19, 2020

Top 50 "Most Important" Safe Deposit Procedures
Nov. 20, 2020

Commercial and Industrial Lending in Today's Competitive Market
Nov. 23, 2020

Dealing with Appraisals: Regulations and Requirements
Nov. 24, 2020

Lending 101
Nov. 24, 2020

Phishing 101: How Employees are Targets
Nov. 30, 2020

Quarterly Compliance Briefing:
Dec. 3, 2020

CTRs: Line by Line
Dec. 3, 2020

E-Sign for Lending: Challenges and Solutions
Dec. 8, 2020

FCRA Compliance: E-Oscar and Metro2
Dec. 8, 2020

Excel 101: Introduction to Spreadsheets
Dec. 8, 2020

Regulation E: Errors & Disputes
Dec. 9, 2020

Opening Accounts for Nonresident Aliens
Dec. 10, 2020

Coaching Skills Bootcamp
Dec. 11, 2020

Understanding Revocable and Irrevocable Trust Documents
Dec. 14, 2020

BSA Year End Round Up
Dec. 15, 2020

Notary Public
Dec. 17, 2020

Commercial Real Estate Lending in Today's Economy
Dec. 18, 2020

SCHOOLS

GSBC Community Bank Investments School
Feb. 2-18, 2021 | Virtual

Dakota School of Lending Principles
April 6-9, 2021 | Bismarck, N.D.

GSB Human Resource Management School
Starting April 11, 2021 | Virtual

National School for Experienced Ag Bankers
June 21-24, 2021 | Spearfish

Graduate School of Banking in Colorado
July 18-30, 2021 | Boulder, Colo.

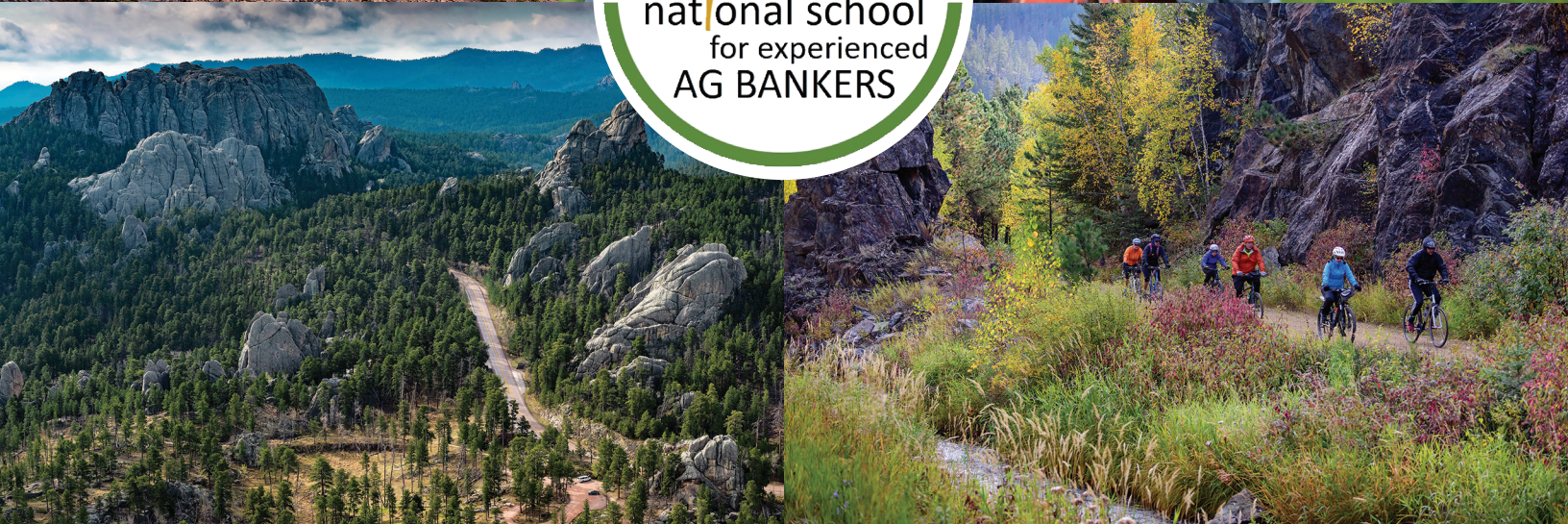
GSBC Community Bankers Summit
July 25-27, 2021 | Boulder, Colo.

Graduate School of Banking in Wisconsin
Aug. 1-13, 2021 | Madison, Wis.

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

BEYOND THE FUNDAMENTALS

National School for Experienced Ag Bankers



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JUNE 21-24, 2021

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