

# SDBANKER



OFFICIAL PUBLICATION OF THE SOUTH DAKOTA BANKERS ASSOCIATION | APRIL 2022

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**Sharon Carson**  
J.P. Morgan  
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Templar Advisors  
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### Retirement Challenges for the Gig Economy

**Steve Christenson**  
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### The Core of Cryptocurrency

**Kyle Pickner**  
Plains Commerce Bank  
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Questions? Contact NDBA SVP  
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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 [events@sdba.com](mailto:events@sdba.com).

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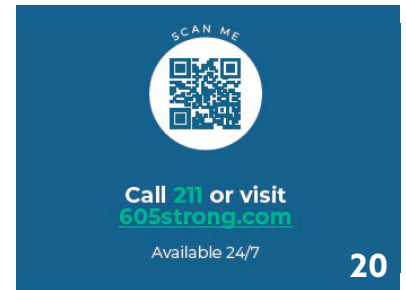
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## message from the chair.....

BY KRISTINA SCHAEFER | General Counsel & Chief Risk Officer | First Bank & Trust, Sioux Falls

# Innovation, Mentorship and Engagement



Banks are good at problem-solving – and really, that’s what innovation is. It’s finding a challenge that the bank, the customer, or the community has – and trying to solve it.

This time of year usually means several things: nicer weather, basketball tournaments, and putting away the snowblower (hopefully). This time of year also typically includes a trip by South Dakota bankers to Washington, D.C., for the ABA Government Relations Summit. I will be the first to admit, it seemed a little surreal to be back in the nation’s capital for the first time since 2019. However, we had productive meetings with Senator Thune, Senator Rounds, and Representative Johnson. We talked about important federal legislation like ECORA and the SAFE Banking Act, and we shared our perspective on the farm economy and how the supply chain struggles are impacting our customers and communities. We also had a frank discussion on cybersecurity and the importance of maintaining a strong technology infrastructure, particularly given the current situation in Ukraine and the increased global tension with Russia.

In addition to meeting with our elected officials, our time in the nation’s capital also gave us the opportunity to attend some great programming. I’d like to share two notes I wrote down from the various speakers. One of the speakers said that innovation is really change – and banks change all the time. I’ve never really thought about innovation in that way; innovation (much like fintech) seems to be a somewhat ambiguous concept, typically attached to a pricey piece of technology offered by a vendor. However, innovation is really about change – and banks are constantly changing, probably more than any other industry. We don’t even have to look back a decade, banking “post-pandemic” at our organizations probably looks a little bit different. Banks are good at problem-solving – and really, that’s what innovation is. It’s finding a challenge that the bank, the customer, or the community has – and trying to solve it. When you think about innovation this way – it seems like less of a foreign concept and more of an opportunity.

During another session, someone mentioned the difference between being a mentor or being a sponsor. You can turn to google for a host of articles on this topic,

but the difference was presented this way: mentoring is working with a person to grow and develop; sponsorship is holding that person up and opening the door for them when they’re not in the room. Both are needed for people to reach their full potential. I’ve been incredibly fortunate to have mentors over the years, as well as sponsors. I’m profoundly thankful for both, and this distinction encouraged me to think more about how I can be both a mentor and a sponsor for people.

Speaking of lifting people up, this is how the SDBA rolls! In fact, now would be a great time to mark your calendars for the upcoming regional meetings. Getting together with other bankers is one of my favorite things about working with the SDBA, and I’m excited for opportunities to hopefully see many of you at these meetings in Pierre, Sioux Falls, Aberdeen and Rapid City. The meetings are free, so grab your co-worker or invite an emerging leader to learn more about what’s happening in the industry. A huge shoutout to the folks at the SDBA for getting these organized.

I’d also be remiss if I didn’t end by mentioning a few other great opportunities for bankers. In June, the NDBA/SDBA is hosting the annual convention in Bismarck on the 14-15, as well as the National School for Beginning Ag Bankers June 20-23. The Ag School is filled, but please call SDBA at 605-224-1653 to get on the waitlist. In addition, the SDBA has always tried to provide cutting edge resources for industry hot topics, as we saw with the fantastic webinar on cannabis banking last year. Stay tuned for more details on an upcoming webinar on crypto-currency and what it may mean for your institution. Finally, a huge shoutout to Natalie at the SDBA for all of the great work she’s doing on social media to help us reach a wide audience. If you haven’t followed SDBA on social media, make sure to check it out! 🌈

Kristina Schaefer is general counsel and chief risk officer at First Bank & Trust in Sioux Falls. She can be reached at 605.782.8033 or [kristina.schaefer@bankeasy.com](mailto:kristina.schaefer@bankeasy.com).



from the executive office.....  
BY KARLTON ADAM | President | SDBA

# Professional Engagement is Essential Advocacy

**A**s I sit and write my column for the April SDBANKER Magazine, Veto Day, the 38th and final day of the 97th South Dakota legislative session, is soon to be in the books, and admittedly, I sigh in relief.

This session has been far from normal in every respect as I'm sure many legislators and lobbyists would likely tell you. Gov. Kristi Noem's budget address in December was a precursor of what was to follow. Unprecedented federal stimulus funding coupled with significant one-time state funding sources challenged every elected official to carefully consider the many requests that were identified as valuable for the betterment of South Dakota today and for our future.

Yes, the piggy bank was full, but we knew the final appropriation of these monies would not be pleasing

to all. With hard work and persistence, our citizen legislators came together and made it happen for all of South Dakota.

While the money got the headlines, money wasn't the only challenge during this session. South Dakota's banking industry battled outside special interest groups wrongly focused on penalizing banks that "appeared" not to align with their lending practices in their industry.

This legislation presented many challenges for our industry, as similar legislation has been filed in several states across the country this year. This produced a significant test to banks and their willingness to engage with our elected leaders. Without a doubt member engagement was crucial to our success!

I write (and talk!) a lot about member engagement, but I'd be remiss if I didn't take every opportunity I had to encourage continued engagement—not just in the SDBA, but in our industry at large. And from a bigger perspective, engagement in your communities, churches, and volunteer organizations is crucial for growth and success. I encourage you to seek ways to stay engaged in all areas of your life—you'll be surprised at how rewarding it can be.

A great opportunity for, I'll call it 'Engagement 101,' is our upcoming spring meetings we're calling, "This is How We Roll." SDBA Chair Kristina Schaefer mentioned this in her column as well, but I would like to again extend the invitation to attend one of our meetings coming up in Pierre, Sioux Falls, Aberdeen and Rapid City, April 21-May 4. You'll learn of opportunities, events and other groups to engage in, meet your cohorts from other banks and be entered into a drawing for a prize. These meetings are free and open to all bank employees, so head to [sdba.com](http://sdba.com) for details!

In closing, please allow me to thank you all for stepping up and heeding the call to action these last few months! Without the professional engagement from our members, I am convinced our success would have been limited. 🏡

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



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# This is How We Roll...

Coming to a town near you!

**April 21** – Pierre @ Richie Z's Brickhouse BBQ & Grill

**April 27** – Sioux Falls @ the Country Club of Sioux Falls

**April 28** – Aberdeen @ the Dakota Event Center

**May 4** – Rapid City @ the Hotel Alex Johnson

11 a.m. to 3 p.m. at each location

These events are **FREE** and open to **ALL BANK EMPLOYEES**, but registration is required for an accurate meal count. Go to [www.sdba.com/event-list](http://www.sdba.com/event-list) to register and select the location you plan to attend. All attendees will be automatically entered to win a summer-necessary door prize!





washington update.....  
BY ROB NICHOLS | President and CEO | American Bankers Association

# Leaders in Financial Literacy: Bankers Celebrate 25 Years of Teaching Children to Save

**P**roviding children with a strong base of financial knowledge is critical to helping them unlock their financial future and prosper as adults—and bankers are uniquely positioned to play a role in that process.

This year, the ABA Foundation celebrates a major milestone as we commemorate the 25th anniversary of the Teach Children to Save financial literacy initiative. Since 1997, Teach Children to Save has brought students in grades K-8 important lessons about money and real-world financial concepts—from saving and spending to budgeting and keeping their money safe.

With the help of bankers nationwide, Teach Children to Save has reached a total of 9.5 million students to date. (If you're looking for something to compare that to, it's roughly the number of people that live in the state of New Jersey.) Add in the ABA Foundation's other financial education program for teens and college-age students, Get Smart About Credit, and that number grows to almost 11.8 million children and young adults who have benefitted from the foundation's financial education curriculum (that's a population roughly equivalent to the population of Ohio).

Teach Children to Save began by providing bankers with tools and resources to enable them to take lessons on financial literacy topics into classrooms in their communities. Over the years, it has evolved and adapted to changing needs and preferences of younger generations—including pivoting to be heavily focused on virtual learning during the COVID-19 pandemic.

This year, as the program celebrates its "silver jubilee," the foundation is placing a particular emphasis on bringing financial education to students through video, and will be rolling out three short videos this spring designed to deliver engaging, age-appropriate lessons by grade level. (And speaking of video, students also have the opportunity to participate in

the foundation's Lights, Camera, Save! program, through which they channel their creativity and produce their own video showcasing their financial knowledge. Learn how your bank can get involved at no cost, visit [aba.com/LightsCameraSave](http://aba.com/LightsCameraSave).)



In honor of Financial Literacy Month, the foundation observes Teach Children to Save Day in April, but bankers' efforts to raise awareness about financial education are by no means confined to one day. In fact, Teach Children to Save encourages bankers to advance financial literacy throughout the year in whatever way they choose. To help banks engage on social media channels, with that, the foundation has created a free Teach Children to Save communication toolkit for participating banks to use. The kit includes everything from social media posts, letter templates and graphics—everything your bank needs to spread the word about financial education.

As we work toward the collective goal of increasing financial health in the U.S., reaching out to young people is a great step bankers can take. When bankers engage with the younger members of their communities, it does more than simply providing students with the "nuts and bolts" of financial education—it allows them to interact with their local bank and understand that the 2 million women and men working in the banking industry are invested in their success. They have the opportunity to see bankers as teachers, experts and as trusted resources in their communities, and they can begin to see the value of a having a relationship with a bank.

With all of the financial hardships families have experienced over the past two years, it's more important than ever that the next generation is given the tools and knowledge they need to make prudent financial choices as they grow up. And so I hope each and every one of you will make the commitment this year to join with the ABA Foundation, take advantage of all the free resources that are available and participate in Teach Children to Save and our other financial education initiatives. With your help, we can keep these programs going strong for another 25 years and beyond. 🌈

*To learn more and register for Teach Children to Save, visit [aba.com/teach25](http://aba.com/teach25).*

*For questions on the ABA Foundation's financial literacy programs, contact ABA's Jeni Pastier at [jpastier@aba.com](mailto:jpastier@aba.com).*

# SDBA Attends ABA Washington Summit

**A**fter a two-year hiatus, the ABA recently hosted its Washington Summit. We were so grateful to be able to attend in person this year and to connect with our colleagues from across the country. The invitation for the Summit stated:

*"2022 is promising to be a pivotal year for the banking industry, with new leaders in place at regulatory agencies, Congress eyeing the midterm elections, and the nation's economic recovery still unpredictable. Attend ABA's Washington Summit to make your voice heard by policymakers on Capitol Hill, at the regulatory agencies, and in the White House."*



*SDBA Board Chair Kristina Schaefer and Hayden Cole from MetaBank enjoy the Emerging Leaders breakout session*

The SDBA hosted a cadre of twelve bankers, staff, sponsors and special guests this year to make sure that our voices are being heard. After our recent SB 182 battle in our state legislature, we have a new-found respect for speaking our mind and educating our legislators on issues that could impact the banking industry.

The summit treated us to a variety of timely speakers such as Rep. Maxine Waters, Rep. Patrick McHenry, CISA's Deputy Director Nitin Natarajan, Rep. Ed Perlmutter and many others. In addition, our congressional delegation, Senator Rounds, Senator Thune and Representative Johnson took time from their busy schedules to discuss banking issues such as ESG, cannabis banking, upcoming elections and much more. Following our visit to the hill, we joined our



*SDBA bankers delegation at SUCCOTASH in Washington, D.C. with Jennifer from Alabama!*

colleagues from North Dakota for a reception and dinner sponsored by BHG and IntraFi Network. We even extended our recruitment efforts all the way to Alabama! If this statement piques your interest, reach out to one of our attendees for the full scoop. Jennifer from Alabama, we hope you are well and please know that South Dakota's doors are always open to you!

As you work on filling your calendars for 2023, we encourage you to save the date for next year's Washington Summit: March 19-22, 2023. The SDBA provides a stipend of \$500 per bank to attend. There is also programming for Emerging Leaders as well as Women in Banking. This is a great opportunity to learn, grow, connect and influence. And... you just may get to meet Jennifer! 🍷



*From Left to Right - Karen Bangasser, SDBA Chair-Elect David Bangasser and SDBA Chair Kristina Schaefer attend an evening reception*



*From Left to Right - Hayden Cole, MetaBank; Nathan Franzen, First Dakota National Bank; David Bangasser, Dacotah Bank; David Nelson, First Fidelity Bank; and Kristina Schaefer, First Bank & Trust*



washington summit.....



*SDBA President Karl Adam and NDBA President Rick Clayburgh*



*SDBA delegation met with Senator John Thune*



*SDBA banker selfie at the U.S. Capitol*



*Senator John Thune, Kimberley Thune and SDBA President Karl Adam*



*SDBA delegation met with Senator Mike Rounds, center*



*SDBA delegation met with Congressman Dusty Johnson, third from the left*



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**Our belief is to make the loan and then stay out of the banker's way and let you do your job. You will only see us when you choose to.**

**Call Ryan Gerber or Rick Gerber at 1.866.282.3501 or email  
[ryang@chippewavalleybank.com](mailto:ryang@chippewavalleybank.com) or [rickg@chippewavalleybank.com](mailto:rickg@chippewavalleybank.com)**



# PsyberSecurity: Where Computer Security Meets Psychology

## Understanding How Hackers Exploit Our Brains to Manipulate Us

John Streff | IT Security Specialty, Vantage Point Solutions

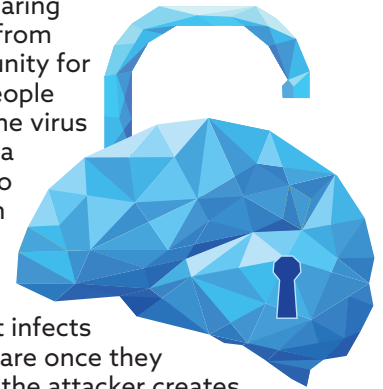
**W**e have all heard stories of computers being hacked, but did you know that your brain can also be hacked? High-tech computer hacking can be difficult, especially when the target organization has invested many resources into cybersecurity technologies. Because of this difficulty, many cyber-attackers have discovered that it is often easier to convince someone with access to the target system or information to share this access with the attacker (either knowingly or unknowingly). Attackers essentially “hack” the individual’s brain to elicit compliance with their requests. To accomplish this, attackers use a technique known as social engineering, which relies on a phenomenon known as amygdala (pronounced uh-MIG-duh-luh) hijacking. Let’s look at how this works and what you can do to prevent your brain from being exploited in this way.

The amygdala is a small structure located near the bottom of the brain and is very important in the way we process emotions. When we experience strong emotions such as fear, anger, or anxiety, the amygdala automatically triggers our fight-or-flight response, which prepares us to flee or confront the source of the strong emotion immediately and without thought. For example, think of a time someone startled you so much that your body reacted involuntarily. Perhaps your arms attempted to stop the perceived threat from coming closer. Your body reacted to the perceived threat before any thought transpired. When the stressor activates the amygdala in this way, it also inhibits the activity of the prefrontal cortex, which we consciously control to perform reasoning, critical thinking, and decision making. When the strong response of the amygdala produces an impulsive overreaction to a situation, this is known as what psychologist Daniel Goleman called an “amygdala hijack” in his book, “Emotional Intelligence: Why It Can Matter More Than IQ”.

Just as computer systems have technical vulnerabilities that render them weak in the face of an attacker, the amygdala hijack can be seen as a vulnerability of humans that, when properly exploited, can manipulate an individual to take an impulsive, unfortunate action. In the context of cybersecurity, that action might involve clicking a link to a malicious website, opening a malicious email attachment, or giving attackers information that they can use in later stages of their attacks. Attackers try to create a sense of fear, anxiety, urgency, panic, or even excitement to convince their targets to act impulsively and without thinking that maybe the situation is dangerous and intended to ensnare unsuspecting users. Attackers try to take advantage of their social skills combined with our innate desire to help and trust others, especially in rural areas. These non-technical methods for carrying out cyberattacks have come to be known as “social engineering.”

A recent example of social engineering / amygdala hijacking in action is the myriad of scams relating to the COVID-19 virus. The thought of catching this virus has terrified an overwhelming number of people,

and many are interested in wearing masks to protect themselves from illness. This is a great opportunity for malicious social engineers. People who are terrified of catching the virus would not hesitate to click on a link that claims to take them to a website from which they can purchase high-quality masks at an affordable price. An attacker could easily set up a fake e-commerce website that infects victims’ computers with malware once they visit the site. In this scenario, the attacker creates a powerful sense of excitement that triggers an automatic, almost desperate response because of the long-term fear that has plagued the victim. The amygdala takes over and inhibits the activity of the prefrontal cortex, so the unsuspecting user does not stop to think that the link may not be legitimate.



Another common social engineering scam is offering the victim the chance to enter to win a valuable item, such as a phone. An attacker could send an email to hundreds of a company’s employees offering them the chance to click on a link and enter their work computer’s username and password to “verify their identity” for the registration process. Of course, attackers then collect the credentials to use in further stages of their attacks. Alternatively, some attackers send emails pretending to be technical support. These emails tell recipients that they just clicked on a link in a phishing email and that they need to download and run a program to clean up any malware on their computers and make them secure again. In reality, this program gives the attacker covert, remote access to the victims’ computers. When sending these kinds of emails, attackers create excitement by offering the chance to enter a drawing, and they create fear and panic when they tell the victim about the possibility of a malware infection. Both pretexts elicit a strong emotional response and impulsive behavior. The attacker has successfully exploited the amygdala hijack vulnerability to manipulate the victims’ behavior and obtain usernames, passwords, and remote access to computers.

The preceding examples demonstrate that amygdala hijacking is a simple yet effective technique for manipulating an individual to assist in carrying out a cyber-attack based on human weakness. While it may be difficult to resist these kinds of attacks, there is a way to defend yourself. If an email or phone call causes you to feel anxiety, fear, or great excitement and is asking you to do something, take a minute to relax and slow the situation down. Take some deep breaths and rationally think through the situation. Ask yourself whether the request is normal or makes sense. Ensure that the request comes from someone you trust, and do not assume the person is who he/she claims to be. Intentionally relaxing and consciously thinking will help your prefrontal cortex to regain control and help prevent bad decisions. Awareness of attackers’ techniques as well as your own reactions to stress will help prevent you from becoming a victim of the amygdala hijack. 🧠

# ONWARD!

## WELCOME TO BISMARCK PARTY



**Monday, June 13 | 5:30 – 8:30pm**

### **HERITAGE RIVER LANDING**

1700 River Road • Bismarck ND

On the banks of the Missouri River lies a new venue that celebrates the history and culture of Bismarck and Dakota Territory. The highly anticipated Heritage River Landing is sure to inspire guests as an amazing pre-convention place to gather while enjoying food, fun and a glimpse into the past. One of the joys of life is being able to sit down and watch a river. Another joy is gathering with friends while enjoying locally inspired upscale food.



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## FEATURED SPEAKER: DR. CHRIS KUEHL

### STILL WAITING FOR NORMAL: THE 2022 ECONOMY IN TURMOIL



The global economy has been thrown into chaos by events. Inflation surging as energy prices skyrocket, supply chains still disrupted, labor shortages worsening and so on. Just as the viral threat seemed to be fading, new problems emerged. What do we have to look forward to? Will this year see some semblance of normalcy return or will these issues deepen?

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**Dr. Chris Kuehl** is a managing director of Armada Corporate Intelligence. He provides forecasts and strategic guidance for a wide variety of corporate clients and is the chief economist for several national and international organizations.

Prior to starting Armada in 1999, Kuehl was a professor of economics and finance for 15 years – teaching in the US, Hungary, Russia, Estonia, Singapore and Taiwan. He holds advanced degrees in economics, Soviet studies and East Asian studies.

Chris is the writer/editor of Business Intelligence Briefs and a writer for the Black Owl Report – both publications from Armada.

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## Dakota School of Lending Principles

The Dakota School of Lending Principles, hosted by the South Dakota Bankers Association and co-sponsored by the North Dakota Bankers Association was held on March 29-April 1, 2022, in Aberdeen, S.D. The 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, led by respected, dynamic and experienced faculty members from across the Midwest. Thirty-eight students from North and South Dakota gathered for four days to learn four different lending modules: consumer lending, real estate lending, small business loans and ag lending. The students studied elements applicable to each loan type: terminology, the application process, interviewing, investigation, credit analysis, loan structure, decision communication and selling. Case studies and exercises provide a hands-on learning experience. In addition to the academic aspect of the school, students were also able to network with other lenders and form valuable professional relationships with their peers.

The Dakota School of Lending Principles is held in even numbered years, alternating between Bismarck, N.D. and Aberdeen, S.D. The next school will be held in the spring of 2024 in Bismarck. For more information, contact Halley Lee at hlee@sdba.com or 605.224.1653.

## SDBA Seeks to Fill Open Position, Bids 'Happy Trails to Alisa Bousa'

Do you enjoy a challenging, ever-changing environment where prioritizing and multi-tasking are the norm? Are you proactive and forward-thinking? Do you take pride in your work? Are you a natural relationship builder and collaborative problem solver?

If you answered 'yes' to these questions, you may be interested in applying for the communications and marketing coordinator OR the association projects coordinator position with the South Dakota Bankers Association (SDBA). The SDBA is the premier trade association for banks in South Dakota.

The SDBA offers a competitive salary commensurate with experience, health insurance, 401k plan, paid holidays and vacation and wellness time. Both positions are full-time and located in Pierre, S.D. The full position descriptions are available at [sdba.com/communicationscoordinator](http://sdba.com/communicationscoordinator) and [sdba.com/associationprojectscoordinator](http://sdba.com/associationprojectscoordinator).

The SDBA is currently only seeking to fill one of the available positions and will fill the position with the most suitable candidate. Please email resume, references and cover letter to [events@sdba.com](mailto:events@sdba.com) no later than April 29, 2022. A confirmation email will be sent indicating receipt of your application.

We are filling the position as the SDBA bids farewell and happy trails to Alisa Bousa, who'd been with the association for more than 16 years at the communications coordinator. Her work and talent were revered and showcased in many publications, including the SDBANKER Magazine. Thank you to Alisa for her years of service to the bankers of South Dakota. We miss her and wish her the absolute best.

## SDBA Seeks Bankers to Serve on Committees and Work Groups

The SDBA is once again seeking bankers to serve on four standing committees and four work groups for 2022-2023.

**Agricultural Credit Committee:** Provides timely information to SDBA agricultural lenders and keeps them abreast of developments, regulations and legislation in agricultural lending. Also, helps plan the annual Agricultural Credit Conference including event format, speaker identification, promotions, etc.

**Credit Card Committee:** Represents the credit card industry in South Dakota.

**Legislative Committee:** Represent the interests of the banking industry in South Dakota. The committee sponsors legislation and also reviews existing law and proposed legislation that may be detrimental to the industry.

**Trust Committee:** Keeps members abreast of any legislative changes in South Dakota as well as proposes legislation necessary to assure an efficient and effective fiduciary responsibility to its clients and member banks.

**Education Work Group:** Collaborates with SDBA staff in determining educational platform, offerings and methodologies.

**Emerging Leaders Work Group:** Helps to grow South Dakota's future bank leaders.

**Technology Work Group:** Assists in planning and implementing the annual Bank Technology Conference including event format, speaker identification, promotions, etc.

**Women in Banking Work Group:** Encourages, supports and inspires women to success in the workplace.

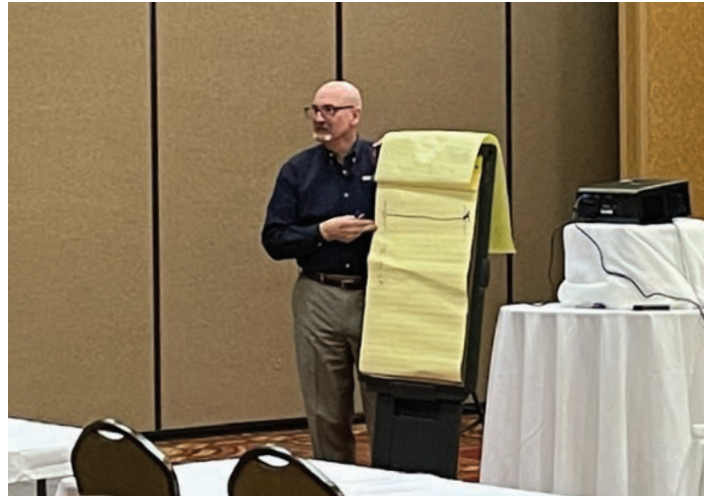
Committee and work group terms are for one year beginning May 1, 2022. Committees and work groups generally meet one to two times a year to initiate activities and to recommend policy.

If you are interested in serving on a committee or work group, please complete the Committee/Work Group Appointment Form at [sdba.com/committees](http://sdba.com/committees) by April 30. Questions, please contact the SDBA at 605.224.1653 or [events@sdba.com](mailto:events@sdba.com).

## dakota school of lending principles.....



Thirty-eight students from North and South Dakota attended the 4-day Dakota School of Lending Principles in Aberdeen, S.D.



Consumer Lending Instructor Richard E. Beck, Jr., retired as SVP of commercial banking for STAR Financial Bank in Ft. Wayne, Ind.



Real Estate Lending Instructor, Perry Haralson is CFO and director of compliance for Cornhusker Bank in Lincoln, Neb.



Kyle Lamfers from Reliabank in Colton, S.D., pulled a rat trap from Haralson's Instructor Giveaway.



From Left to Right - Jaymie Litzel, First National Bank in Philip; Micaela Mennenger, BankWest; Molly Wood, Plains Commerce Bank; and Darian Casavant, Kirkwood Bank & Trust in Dickinson, N.D



Consumer, Real Estate, Small Business and Ag Lending was covered at the Dakota School of Lending Principles March 29-April 1

## Retirement and Promotion at Dacotah Bank in Faulkton



Peggy Sprenger has announced her retirement as agricultural banker at Dacotah Bank in Faulkton as of March 31, 2022. With Peggy's transition, Sara Wilkins has been promoted to agricultural banker.

Peggy has been a dedicated, integral employee at Dacotah Bank for 45 years. Through her years with the Bank, she has served as bookkeeper, teller, assistant cashier, loan assistant, insurance agent, loan officer, and most recently, agricultural banker. She has received five awards for her dedication to the banking industry.

Peggy graduated from Wessington Springs High School and received an accounting degree from Watertown Business University. She and her husband, Gary, farm by Orient and have two daughters, Lacy and Jamie.

Sara began her career in the financial industry in 2007 at Wells Fargo as a customer service representative in Educational Financial Service Department and as a personal banker. She began her career with Dacotah Bank in 2015 as a customer service representative and loan assistant prior to being promoted to agricultural banker.

Sara graduated from Aberdeen Central High School and received her associates degree in business administration from Southeast Technical Institute. She is active in her community by serving on the Emerson Township Board and volunteering for community events in Cresbard. Sara and her husband, Raymond, farm by Cresbard and have two children, Paul and Eliza. Please join us in congratulating Peggy and Sara. 🎉

## Retirement and Promotion at Dacotah Bank

Mike Hollan has announced his retirement effective March 31, 2022 at Dacotah Bank. Prior to serving in his current role as senior advisor, Mike served as the Executive Vice President and Chief Operating Officer. As a result of his retirement, Kristen Fauth has been promoted to Executive Vice President and Chief



Operating Officer.

Mike graduated from Northern State University with a Bachelor of Science in Business Administration with a minor in Economics. He received his Master of

Accountancy from Brigham Young University. Mike began his professional career in 1977 as an internal auditor for Dacotah Bank, but then moved to Minnesota to work as a public accountant for Coopers & Lybrand and a controller and data processing manager for United Federal Savings Bank. He returned to Dacotah Bank in 1990 where he has overseen bank operations and technology ever since.

Mike has dedicated his life of service to his community as a Scoutmaster, Assistant Scoutmaster, and Scout committee member of the Boy Scouts of America. Mike and his wife, Kathleen, live in Aberdeen and have five children and fourteen grandchildren.

Kristen graduated from Northern State University in 1995 with a Bachelor of Science degree with majors in Finance and Accounting. She graduated from Dacotah Bank's executive leadership program, The Academy, in 2017.

Kristen started her professional career in 1996 at Eide Bailey. In 1998, she began working for Education Assistance Corporation and later, Great Lakes Higher Education Corporation. Kristen joined Dacotah Bank in 2011 as an audit manager. She has overseen audit and risk management operations as the Senior Vice President and Chief Risk Officer since 2012.

Kristen is highly involved in her community by leading the efforts of the internal Dacotah Bank Cares community service team in Aberdeen and a member of the Pastor Parish Committee at Aberdeen First United Methodist Church. She is a member of the board of directors for Avera St. Luke's, South Dakota Education Access Foundation, and the Northeastern Mental Health Foundation. Kristen and her husband, Paul, live in Aberdeen and have two children.

Please join us in wishing Mike best of luck on his new adventures and congratulating Kristen on her promotion! 🎉

## Cornerstone Bank Welcomes Roth



Logan Roth has joined Cornerstone Bank as AVP Business Banker. He brings eight years of banking and accounting experience. Logan holds an accounting degree from North Dakota State University and holds postgraduate credits from the University of South Dakota.

Cornerstone Holding Company, based in North Dakota, is the parent company of Cornerstone Bank.

One of North Dakota's ten largest financial institutions, Cornerstone Holding Company is a \$1 billion financial institution with 11 locations in North and South Dakota. Cornerstone Bank provides an expansive product offering while staying true to their mission of providing access to financial experts who give straight answers and the best possible financial options. Cornerstone's offerings include business and personal loans, deposits and cash management services, online and mobile banking. 🎉



bank notes.....

## Randy Snyders Joins BankWest, Liz Salmonson Promoted to Mitchell Branch Manager

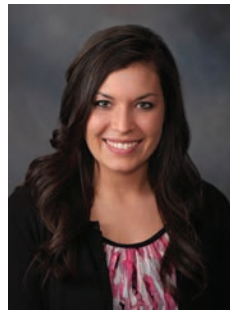


MITCHELL – Randy Snyders of Sioux Falls has been named Eastern South Dakota Development Officer and Regional President for BankWest. Snyders has over 32 years of experience, most recently as Market President of Bank Midwest in Sioux Falls.

Outside of his professional life Randy serves as a Board Member of the South Dakota Development

Corporation and Volunteers of America Dakotas. He and his wife Denise have 3 children, Matt in Philadelphia, PA, Dani in Adel, IA, and Jackie in Iowa City, IA. Snyders holds a Bachelor of Science degree in Business Administration from Morningside College in Sioux City, IA.

BankWest Chairman, President and CEO Charles H. Burke III said, "Randy's experience will make him an outstanding leader for the organization, and with a solid team of long-time employees continuing to serve our customers, I am confident we will continue to fulfill our mission of helping our area customers and communities succeed."



With Snyders leading the Eastern side of the state, Liz Salmonson will be stepping into the role of Branch Manager for the Mitchell area. Salmonson has been with the BankWest organization for the past eight years, previously serving as a Business Development Officer. Charles H. Burke III said Salmonson's prior experience within the organization will make her a great fit

for the position.

"Liz brings a wealth of knowledge to this position," Burke noted. "Her background combined with her strong work ethic will help Liz lead our staff and advocate for the Mitchell community's continued success."

Salmonson is a graduate of Sully Buttes High School and received both her bachelor's and master's degrees from Dakota Wesleyan University in Mitchell. She resides in Mitchell with her husband, Travis, and children Dax, Beau and Addison. Liz serves as a member of the Mitchell United Way Board of Directors and is a member of the Mitchell Chamber of Commerce's Connect Mitchell Group.

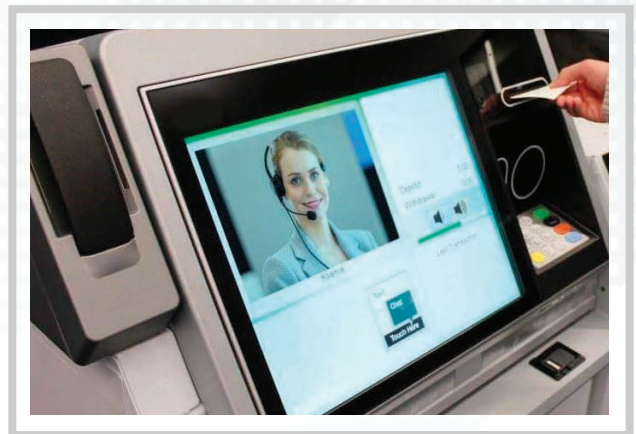
"I'm very excited to move into the Branch Manager role in Mitchell," Salmonson said. "BankWest truly fosters an environment in which customers, communities and employees alike can achieve success." ■■■

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

## Ready to Differentiate Your Client Experience?

With over 400 successful ITM installations in the Midwest, DBE is your proven resource for Interactive and Self-Directed Banking Services.

Everything DBE does is designed to drive the best possible experience and outcomes for our clients. We know how to execute a successful ITM strategy and drive consumer adoption. We will help your Financial Institution navigate increased digital services demand, consumer behavior changes and enduring labor challenges through our differentiating technology and guided support.



Contact DBE for more informatin!

605-310-3035 | [dfehrs@dbeinc.com](mailto:dfehrs@dbeinc.com)

## classifieds.....

### **Chief Operations Officer, Starion Bank in Bismarck, N.D.**

Starion Bank is a family-owned, supercommunity bank, with 16 locations in ND and WI. We are not too big to be small, and not too small to be big. We commit to enriching the quality of lives in all the people we touch by serving as innovative financial advisors and community supporters. The COO will: Be located in Bismarck, ND; Live and exhibit our core values; Oversee Ops, IT, Project Mgmt, Accounting, and Loan Ops; Demonstrate a global mindset that facilitates turning strategy into a comprehensive executable plan, building the infrastructure and systems and supporting throughout the lifetime; Author and review business cases, service level agreements, and contract documents and manage vendor relationships; and Serve as a member of the Executive leadership team. Requirements: 8-10 years' experience including technology (existing and forward-looking); digital customer transformation; integration of tech, customer experience, sales and service, and facilities; and knowledge of alternatives to traditional banking; Must be able to work polarities and engage in productive conflict; and Certification in project management is a plus. We offer a competitive salary and a full comprehensive benefit package. Apply online at [www.starionbank.com/career](http://www.starionbank.com/career). Starion Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. ■

### **Auditor II, First Bank & Trust, Brookings or Sioux Falls**

First Bank & Trust is looking for an individual to fill an Auditor II position. This person should have a bachelor's degree in a related business field plus three-five years of previous audit experience or the equivalent. An audit or compliance related certification from at least one bank trade association is required. A good understanding of bank operations, regulatory compliance, and auditing/accounting skills is required. Strong oral and written communication skills are required, along with strong analytical and problem-solving

skills. This person should also have an above average knowledge of Microsoft Office applications. For more information about this position and to apply online, please visit our website at [www.bankeasy.com/careers](http://www.bankeasy.com/careers). ■

### **Credit Risk Specialist, Dacotah Bank in Sioux Falls, SD**

Dacotah Bank is seeking an experienced, self-motivated individual with 4 years of agriculture or commercial lending, credit analysis or regulatory examination experience to join our team, in Sioux Falls, SD as a Credit Risk Specialist. Looking for individual that executes and manages a risk-based loan review plan and schedule; manages loan reviews and ensure execution of specific objectives set by the Director of Credit Risk Management; collaborates with lending staff, market leadership, portfolio managers, and senior management; report credit review results and emerging credit risk concerns to the Audit Committee. Independently review loan files which are assigned to you; Communicate observations with the Credit Risk Manager and Director of Credit Risk; Participate in loan discussions and exit meetings with the lending staff and market/regional leadership; Assist with the scoping process to create loan review sample and assist with data aggregation for credit review reports; and Travel to central bank location for bank meetings 5-10 nights per year. 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. ■

Post your classified ad in SDBANKER Magazine and at [sdba.com](http://sdba.com). The fee is \$50 per ad (200 word limit) for SDBA members or \$100 per ad (200 word limit) for non-members. To place an ad, visit [www.sdba.com/classifieds](http://www.sdba.com/classifieds).

## Investment Products and Solutions for the Community Bank Market

### Loan Participations

**Colliers Mortgage | Commercial Finance** offers a broad range of commercial finance solutions to developers and corporations nationwide. We serve as lead lender and fund each financing by selling participations to an extensive network of banks and institutional lenders. As a commercial finance company, we service rather than compete with community banks. **Our goal is to help community banks enhance and diversify their loan portfolios without compromising asset quality or adding extra overhead to originate and service the credit.**

Colliers Mortgage is the brand used by Colliers Mortgage LLC and Colliers Funding LLC. Colliers Securities is a member SIPC/FINRA.

### Investment Allocation Needs

**For more than 40 years, Colliers Securities** has helped community banks meet their investment allocation needs, offering:

- Advisory services and investment products for financial institutions and their affiliates.
- Taxable and tax-exempt bond issues for charter schools, public utilities, economic development agencies and state and local governments.

#### Corporate Office:

612.376.4000 | 800.328.4000

[colliers.com](http://colliers.com) *find us under services*



Mortgage



Securities



# SPRING

# Safe

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*Special ends June 30, 2022*

# BankTalentHQ

# AGRICULTURE BEHAVIORAL HEALTH VOUCHER PROGRAM

HERE TO PROVIDE CARE



CALL 211  
605strong.com



SHOULD I  
*call?*

- You are having a hard time taking care of yourself or your family on a daily basis
- You experience abnormal sleep patterns: not sleeping at all or sleeping excessively
- Stress gets in the way of your daily activities several days in a row
- You experience rapid, unexplained mood swings
- You feel sad, blue, hopeless or depressed the majority of the time
- You worry excessively and experience anxiety that overtakes most of your thoughts
- You can't shake the impact of a trauma or loss in the past or caused by recent events
- You are using alcohol, drugs (including prescription drugs), other substances or activities as a way to help you numb your pain
- You anger easily and often act irrationally or even violently
- You have irrational fears that interrupt your daily life, including hallucinations, obsessive behaviors and extreme behaviors
- You are thinking about suicide or harming yourself

Please get the support you need from people who care.

Farm and Rural Stress Hotline  
1-800-691-4336

SDSU Extension  
<https://bit.ly/SDSUExtension>



Call 211 or visit  
[605strong.com](https://605strong.com)

Available 24/7

STRENGTH TAKES  
*courage*

Program Managed by the  
Division of Behavioral Health  
South Dakota Department of Social Services



[605strong.com](https://605strong.com)

To receive the behavioral health vouchers, producers can call **211**, the Avera Farm & Rural Stress Hotline **1-800-691-4336** or visit SDSU Extension at <https://bit.ly/SDSUExtension>

**SEEK**  
*support*

If you feel overwhelmed in your situation or are struggling with emotions like anxiety, depression, stress, sadness or fear, you are not alone. Your feelings are an understandable human response to frustrations such as extreme weather conditions, production challenges, machinery breakdowns, price and market uncertainties, and long hours that prevent time with family. Finding a healthy way to work through these emotions is important for you and everyone around you.

SDSU Extension, the South Dakota Department of Social Services, and the South Dakota Department of Agriculture and Natural Resources have partnered to offer a behavioral health voucher program for farmers, ranchers, and their immediate family members. The voucher program will provide funding for free mental health counseling services to farm families.

## WHAT SERVICES DO VOUCHERS COVER?

Mental Health Services  
Substance Abuse Services  
Transportation and Medication  
Cost Assistance

- Services can be in-person or via telemedicine
- You and your provider determine how many sessions you need
- Call **211**, 24/7 to find a provider near you

## STRENGTH TAKES *courage*

We urge you to reach out and connect with someone who will listen and understand.

Professional counselors are trained to provide you with proactive measures to help you deal with your individual emotions and situations.

The goal is to help as many people as possible, so that businesses, families, and lives can move toward a stronger, brighter future.

Call **211** for the support you need.  
Visit [605strong.com](https://605strong.com)

## DO I QUALIFY FOR A VOUCHER?



Experiencing mental health and/or substance related issues?

**YOU QUALIFY**



Need funding support to cover costs of services?

**YOU QUALIFY**



Out of pocket/co-pays on your insurance are beyond your means?

**YOU QUALIFY**



Farmer or rancher or related to a farmer or rancher?

**YOU QUALIFY**

# Seminars/Conferences/Webinars/Schools

## SDBA EVENTS

**IRA Forms & Reporting Webinar**  
April 19, 2022 | Virtual

**This is How We Roll – Pierre**  
April 21, 2022 | Pierre, S.D.

**This is How We Roll – Sioux Falls**  
April 27, 2022 | Sioux Falls, S.D.

**This is How We Roll – Aberdeen**  
April 28, 2022 | Aberdeen

**Tri-State Trust Conference**  
April 26-28, 2022 | Fargo, N.D.

**This is How We Roll – Rapid City**  
May 4, 2022 | Rapid City, S.D.

**Demystifying Crypto Webinar**  
May 9-10, 2022 | Virtual

**2022 NDBA/SDBA Annual Convention**  
June 14-15, 2022 | Bismarck, N.D.

**SDBA Agricultural Credit Conference**  
July 20-21, 2022 | Pierre

**SDBA Tech Conference**  
Aug. 31, 2022 | Sioux Falls

**SDBA LEAD STRONG: Women in Banking Conference**  
Sept. 13-14, 2022 | Sioux Falls

**SDBA NEXT STEP: Emerging Leaders Summit**  
Oct. 19-20, 2022 | Rapid City

**Annual Security Seminar**  
Oct. 27, 2022

## WEBINARS

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

**Commercial & Business Lending Basics for Support Personnel**  
April 18, 2022

**Active Shooter: Prevention & Response**  
April 19, 2022

**Coaching Tellers to Excellence**  
April 19, 2022

**BSA/AML & OFAC Compliance – Part I**  
April 20, 2022

**BSA/AML & OFAC Compliance: Two Part Series**  
April 20, 2022

**Excel Explained: Minimize Spreadsheet Errors**  
April 20, 2022

**BSA/AML & OFAC Compliance – Part II**  
April 21, 2022

**Marijuana & Hemp Update 2022**  
April 21, 2022

**ACH Origination – Knowledge Manages Risk**  
April 22, 2022

**Employment Records and How to Keep Them**  
April 22, 2022

**Compliance 101 for New Compliance Officers – Part I**  
April 25, 2022

**3-Part Series for New Bank Compliance Officers**  
April 25, 2022

**How to Build Out an Incident Response Playbook**  
April 26, 2022

**4 Leadership Spheres for Less Stress and More Influence**  
April 26, 2022

**BSA 101 for New BSA Compliance Officers – Part 2**  
April 27, 2022

**E-Sign For Deposit Accounts – Challenges & Solutions**  
April 27, 2022

**TRID A-Z Seminar OnDemand with Live Streaming**  
April 28, 2022

**HR Basics for Supervisors**  
April 28, 2022

**FCRA Compliance: E-Oscar and Metro2**  
April 28, 2022

**Officer Calling: Prospecting, Preparing & Presentation**  
April 29, 2022

## SCHOOLS

**GSB Digital Banking School**  
April 11-May 5, 2022 | Virtual

**MBA Bank Compliance School**  
May 2-5, 2022 | Bloomington, Minn.

**Dakota School of Banking**  
June 5-10, 2022 | Jamestown, N.D.

**National School for Beginning Ag Bankers**  
June 20-23, 2022 | Spearfish

**Graduate School of Banking Colorado**  
July 17-29, 2022 | Boulder, Colo.

**Graduate School of Banking Wisconsin**  
July 31-Aug. 12, 2022 | Madison, Wis.

**GSB Financial Managers School**  
Sept. 19-23, 2022 | Madison, Wis.

**SDBA IRA School**  
Sept. 27-29, 2022 | Sioux Falls

**GSB Sales and Marketing School**  
Sept. 26-30, 2022 | Madison, Wis.

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.

GSB 2022

# SALES AND MARKETING SCHOOL



## ALIGNING SALES AND MARKETING TO THE STRATEGIC PLAN

Receive a rebate of \$350  
for second and subsequent  
attendees from the same bank!

**September 26-30, 2022**

Fluno Center for Executive Education  
Madison, WI

## ENROLL TODAY AT [GSB.ORG](http://GSB.ORG)

Sponsored by:



This popular school from the Graduate School of Banking includes a mix of lecture, small group exercises and individualized application sessions to incorporate practical, hands-on content. The program's curriculum features two core areas of study—the business of banking and sales and marketing management:

### BUSINESS OF BANKING CURRICULUM

- Introduction to the Business of Banking
- Bank Performance Analysis
- Regulatory Environment
- The Future of Community Banking

### SALES & MARKETING CURRICULUM

- Sales & Marketing Planning
- Sales Management & Coaching
- Performance Metrics & Goal Setting
- Customer Information Management
- Sales & Relationship Building Skills
- Sales & Marketing Budgeting and ROI
- Content Marketing
- Acquisition Strategies
- Staff Development & Employee Engagement

### APPLICATION SESSIONS

- Includes daily application sessions connecting information learned to the student's bank.
- Small group roundtable discussions are also included to enhance opportunities for networking and exchanging ideas.
- Individual coaching/mentoring sessions with faculty will be available each evening to aid in the sales and marketing planning process.



**Graduate School of Banking**  
at the University of Wisconsin – Madison

# High-quality borrowers on demand.

**2021 BHG borrower:**

WA FICO: **734**

WA Income: **\$287,000**

Avg Loan Size: **\$109,000**

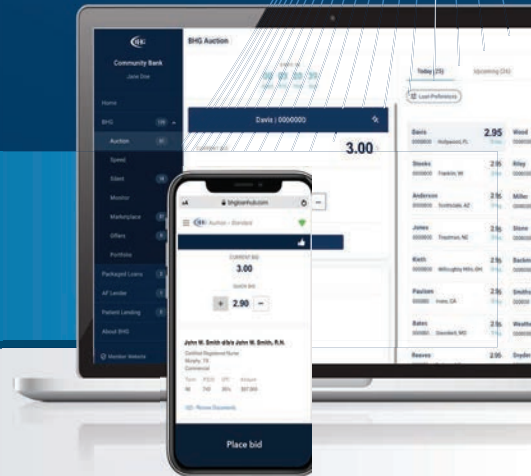
WA Years in Industry: **20**

WA DSCR: **2.6**



**To learn more about BHG, please contact:**

Keith Gruebele, EVP, Institutional Relationship  
kGruebele@bhgbanks.com • (954) 737-5318  
BHGLoanHub.com/SD



BHG IS AN ENDORSED MEMBER

WA = Weighted Average

