



OUR NEIGHBOR CONNECTION NEWSLETTER

The Importance of Local Decision-Making and a Full Lending Team



Jason Winter
President

In today's economic climate, where businesses face unprecedented challenges, the importance of making decisions locally has never been more crucial. For Citizens State Bank, this local focus enables us to create lasting relationships and better serve our customers. Our commitment to maintaining a comprehensive team of commercial, agricultural, and consumer lenders, puts us in a position to meet the diverse needs of our community.

The Power of Local Decision-Making

Local decision-making allows us to respond effectively to the specific needs of our community. Unlike larger, national or regional banks, we understand the nuances of our local economy. Our lenders are not only familiar with the businesses and individuals they serve; they are also embedded in the community. This knowledge allows for quicker responses to lending requests and a more tailored approach to financing.

When decisions are made locally, they reflect the values and priorities of our community. Whether it's supporting a new small business, helping a family buy their first home, or providing financing for a local farm, our decisions are grounded in a deep understanding of our community's needs. This is particularly important during times of economic uncertainty, when the ability to adapt quickly can make all the difference.

The Importance of a Comprehensive Lending Team

To effectively support our community, we've assembled a full lending team that brings a wealth of expertise across various sectors:

Our commercial lenders play a vital role in fueling the growth of local businesses. They understand the challenges faced by entrepreneurs and the unique dynamics of the local market. Whether it's providing working capital, financing for expansion, or support for equipment purchases, our commercial lenders are dedicated to helping businesses thrive. They

work closely with business owners to develop customized financial solutions that align with their goals and the local economy.

Agriculture is the backbone of our community, and our ag lenders are uniquely positioned to support this critical sector. We understand the different types of farming operations specific to our area, as well as the cyclical nature and market changes that may affect them. This expertise allows us to offer tailored financing solutions that address the specific needs of our farmers and agribusinesses. From crop and equipment financing to ag real estate loans, our ag lenders are committed to ensuring the sustainability and growth of our local farms.

Consumer lending is equally important, as it directly impacts the lives of individuals and families in our community. Our consumer lenders are here to guide you through significant financial decisions, whether you're financing a home, a vehicle, or pretty much anything else. We take the time to understand your unique circumstances and provide personalized advice to help you achieve your financial goals. Our local knowledge ensures that the solutions we offer align with the realities of life in our community.

In an era where finding qualified help is increasingly challenging, Citizens State Bank stands out by investing in our lending team. We believe that a knowledgeable and dedicated staff is essential for delivering the high-quality service you've come to expect from us. Our lenders not only bring expertise but also a commitment to building relationships with our customers.

We are dedicated to helping you navigate the complexities of today's economy. Whether you're a business owner looking to expand, a farmer seeking to modernize operations, or a family planning for the future, our comprehensive lending team is here to support you every step of the way. By making decisions locally and leveraging the diverse expertise of our lending team, we can provide the personalized service and innovative solutions that are essential for your success.

At Citizens State Bank, we see our customers as partners in growth. Your success is our priority, and together, we can create a brighter future for our community.

Person to person. Neighbor to neighbor. Yesterday, today and tomorrow.
www.CitizensStateBankNYA.com

Lundquist marks 50 years at Citizens

In Lynne Lundquist's 50 years at Citizens State Bank, she's experienced a lot of changes.

She has worked for four bank presidents and three different ownership groups. She has experienced a bank name and location change and a handful of core conversions.

Through it all, Lundquist has been a key cog in the wheel at Citizens. During the summer, she received two awards for her milestone accomplishment of 50 years, receiving the Pioneer Banker Award from the Minnesota Banker's Association and the Legacy Award from BankIn Minnesota.

Lundquist was hired as a personal secretary to then Vice President Clinton Kurtz on June 1, 1974. Kurtz would go on to become president, CEO and an owner of Citizens State Bank.

"Clint's personal secretary at the time, Joyce Heckmann, was leaving the bank to take care of her young son Jeremy and help her husband Rich on the family farm," Lundquist said. "Back in the 1970s, you usually applied for a job by taking a typing test. Instead, Clint wanted to see my report card. Upon seeing my grade average, he offered me the job and the rest is history."

Lundquist credits Kurtz for giving her many opportunities early in her career.

"I told Clint I wanted to be kept busy while I learned about banking. He didn't disappoint me," Lundquist said. "Clint carried around a Dictaphone which he would speak into throughout the day with various items I needed to take care of from doing correspondence to preparing his loans for customers, maintaining employee benefits, helping the bookkeepers post and balance daily transactions, assisting Clint and his wife Pat with bank events and promotions, bank marketing, and working at auctions just to name a few."

It's fair to say Lundquist has had the opportunity to wear many hats; from loan



Lynne Lundquist displays the awards she received for marking 50 years in banking.

officer to cashier. In her current role as Vice President – Administrative Officer, she manages the bank's IRA and HSA portfolio, is the bank's BSA Officer and HR manager, and is part of the bank's senior management team.

"She was willing to evolve as the bank grew, became more complex, and offered additional products to its customers," said former president Perry Forst, who worked with Lundquist for 38 years. "Lynne also helped to shape and guide the bank as a member of the senior management team."

Lundquist said the changes were challenging yet enjoyable. "I was able to learn different ways to help the bank and customers through new products and software. I enjoyed learning the different products, software, banking regulations and compliance," Lundquist said.

"Throughout Lynne's career,

bank customers placed their confidence in her because they viewed her as a trusted resource," Forst said. "A hometown banker who researched their questions or ideas, and then she presented options for them to consider."

Lundquist said she has enjoyed all aspects of banking. "I like to help find a resolution for customers and the bank," she added. "I like dealing with family generations, bank examiners and auditors. The customers are a very important part of my job and the highlight of my day. I like helping them find options and solutions to resolve any concerns and questions they are going through and visiting and building relationships with them."

"Lynne's achievement of 50 years in banking is incredible, but to do it all at Citizens is just amazing," current Citizens State Bank President Jason Winter said.

Lundquist plans to retire at the end of 2024.

"Lynne's years of involvement in the community and her experience in nearly every area of the bank have played a critical part in the bank's success," Winter added. "Thank you, Lynne, for your 50-plus years of service."



Lynne Lundquist (seated) celebrated at the BankIn Minnesota awards ceremony along with (standing left to right) Bob Nichol, Kourtney Franck, Brian Lundquist, Karly Franck and Brian Doyle.

In Recognition and Appreciation

Long-time Citizens State Bank Board of Directors member Dennis Jorgenson retired from the board on September 19. He joined the bank's board in January 1996 and served over 28 years.

Dennis was the local veterinarian for most of the bank's ag customers for many years and provided a unique and valued perspective. He and his wife Lois currently live in Victoria, but most of their life was spent as residents in the Norwood Young America community where they raised their family, went to church, and their children attended school.

"Dennis has been a vocal advocate of the bank and helped strengthen the local community's perception of the bank as the bank to go see. His knowledge and dedication as a board member will be missed," said Citizens State Bank President Jason Winter.



Dennis Jorgenson

Connect your debit card to digital wallet!

Say goodbye to fumbling with cash and cards! Did you know all Citizens State Bank debit cards work with Digital Wallets like Apple Pay, Google Pay, and Samsung Pay? Enjoy a seamless, secure, and convenient way to make purchases right from your smartphone!

Why Choose a Digital Wallet?

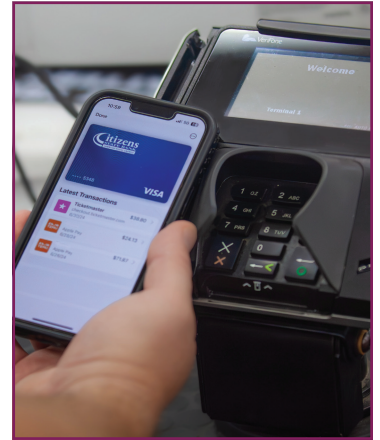
Speed: Tap and pay in seconds at your favorite stores.

Security: Digital wallets allow you to make payments without sharing your actual card numbers and your information is protected with advanced encryption.

Convenience: Leave your wallet at home and carry everything you need in your pocket.

Whether you're picking up groceries, treating yourself to a coffee, or shopping online, our integration with Digital Wallets makes every transaction easier than ever.

Stop by or give us a call today to learn more.



Local lenders. Local decisions.

In a time when other banks are reducing staff and lending decisions aren't made locally, Citizens State Bank has remained consistent. We have a team of expert lenders who are committed to providing quality banking services. From business and farm lending to home and consumer loans, count on us for all your lending needs.

Building relationships that last with Citizens



We have been banking at Citizens State Bank for over 50 years. They have helped us out in many situations and we have always been treated with honesty and respect. Unlike bigger banks, you are not just an account number. At Citizens State Bank, they know your name. We would recommend banking at Citizens for all your needs.

Steve and
Bonnie Schmitz



Member FDIC NMLS #629780

952-467-3000
409 Faxon Road, Norwood Young America
www.CitizensStateBankNYA.com



Providing great customer service for 110 years!

I've been banking with Citizens State Bank NYA ever since my parents set me up with my first savings account as a kid. I've always appreciated the kindness and willingness to help with whatever I need. I'm always greeted with a smile and everyone there treats me like family. I'll be a life-long customer.

Kyle Hilgers



Hwy 212 & Faxon Rd.
P.O. Box 789
Norwood Young America, MN 55368

PRSRT STD
U.S. POSTAGE
PAID
PERMIT #95
CHASKA, MN 55318

LOCAL POSTAL CUSTOMER

Member
FDIC

NMLS #629780

