



OUR NEIGHBOR CONNECTION NEWSLETTER

Outstanding People Producing Outstanding Results

We are all aware of unique challenges thrust upon every single person and most businesses by the pandemic. Through it all, the staff at Citizens State Bank adapted and remained focused on serving our customers and community.



*Perry Forst
President*

The truth of the matter is Citizens State Bank embraced numerous twists and turns in order to ensure we maintained access to banking services for our customers. Some decisions we made and actions we took were actually quite creative and exciting, while other measures were simply a necessary pain. However, we did what we had to do because our customers rely on us, and we take that responsibility seriously.

Our customers deserve many thanks for their efforts and understanding during the pandemic. None of us enjoy wearing a mask, social distancing and keeping your right hand

in a pocket instead of extending a welcoming handshake. Our four-lane drive-up got the job done during a couple periods when the lobby was limited to appointments only. That being said, I know customers truly missed coming inside the bank lobby to complete their transaction at the teller line. I can tell you all of our tellers missed the personal interaction and friendly conversation just as much.

I am proud of my staff and I think they are outstanding. Best of all, and more importantly, customers share similar opinions with me virtually every week. Customers stop me in the lobby or pop in my office to tell me I have terrific employees. Some customers even go so far as to say that my employees make me look good. The credit goes to my dedicated staff, but those are comments any boss loves to hear.

Citizens State Bank has been able to work with many new customers over the last several years. Customers generally share what motivated them to choose us as their financial partner. What I find fascinating is current customers, as well as people who are not yet our customers, send their friends and

neighbors to Citizens. A bit of advice people offer is “you have to go see the folks at Citizens State Bank. They know what they are doing and are willing to work for you.”

I look forward to better days to come when the pandemic is solidly in the rear view mirror. Very few of us have ever experienced anything even close to what we have all gone through. During these unusual circumstances, it becomes even more evident that Citizens State Bank is the right bank to have by your side.

- * Friendly people you know and trust.
- * Local decisions from local experts.
- * Straight-forward and fair.
- * Consistent and reliable.
- * Logical technology and superior products.
- * Community support.

Citizens State Bank is a trusted and respected partner customers rely on. Many of our competitors only give you one option – go online and somehow fill out a request on your own. Our professional staff is right here to help you in person, to answer your questions, and to offer solutions. That is real customer service. That is who we are. That is what we do.



Paycheck Protection Program

Citizens State Bank has been there to provide critical funding to our local businesses in 2020-2021. Citizens has provided more than 500 forgivable loans totalling over \$18.5 million. With the application deadline extended to May 31, we encourage local farmers and businesses to contact us to see if you qualify for a PPP loan today. We are there to personally help you through this process.

Person to person. Neighbor to neighbor. Yesterday, today and tomorrow.

www.CitizensStateBankNYA.com

Time Stops for No One



Matt Brakefield

Investment Representative

Despite our year plus long struggle with Covid-19 and all the other crazy things that have gone on here in the recent past at least one thing remains the same. That constant is time keeps moving on. We all keep getting older and our situations in life are continuously changing.

How have you done with your finances during this time? Have you kept up? Are you still on track for your goals? Retirement planning? College saving? Social Security planning? Starting that investment account? How about estate planning? A long-term care plan? Have you thought of reallocating that 401k after the banner year you likely had? Are any of these topics or others keeping you up at night?

If you have neglected any of this while just trying to survive the last year, I encourage you to refocus on these goals and enlist the help of someone willing to take the time to get you back on track. I know just the guy to help! Whether face to face or via Zoom let's get together and work to get you and your family on a path to financial success.

Call or email to set up a time to discuss this and any other financial topics on your mind. 952-467-3276 mattbrakefield@cambridgesecure.com.



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Buying or building a home? Citizens State Bank can help!



Nancy Lehman

Financial Services Mortgage Officer

NMLS #1999080

It is no secret the real estate market is hot right now. If you are considering buying or building a home, see Citizens Mortgage Officer Nancy Lehman to get prequalified today.

Interest rates are still very low, but it may be important to be able to move quickly when you find the home or cabin you want.

Current homeowners may also want to look at refinancing. Homeowners could lower their current interest rate, shorten their loan term, or free up some cash by reducing their monthly payment.

At Citizens State Bank, Nancy will discuss financing options available for building, purchasing and refinancing. Our rates and closing costs are competitive and come with great service and not a bunch of hidden fees and fine print.

Stop in, call (952-467-7510) or email Nancy (nancy@csbnya.com).

Health Savings Accounts

2021 Tax Year Annual Contribution Limits

- Individual Maximum Contribution is \$3,600
- Family Maximum Contribution is \$7,200

Catch Up Contributions (Age 55+)

- Additional \$1,000

Reaching Milestones



Citizens State Bank recently recognized 2 employees for their dedicated years of service.

They are:
Beverly Boehne
15 years and
Perry Forst 35 years

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NMLS #629780



Ag lenders at work for you!

Citizens State Bank understands the issues involved in a farming operation. Whether it is one of our traditional ag loan products or our Farmer Mac program, we tailor each loan to your needs.

Through the Farmer Mac program, our ag lenders have the ability to assist farmers by offering low, fixed-rate mortgages with terms of 10 to 30 years.

The Farmer Mac program allows Citizens State Bank to lend to all farm types, has no minimum loan size, and has a maximum loan amount of \$9 million secured by real estate.

Citizens is committed to the farming industry by providing top-notch service. Ag lenders Jason Winter and Bruce Mathwig provide individualized solutions and local decision making with flexibility to work with farmers as their needs change.

Stop in, call or email Jason or Bruce. They would be happy to discuss options and possibilities for you and your farming operation.



Jason Winter
952-467-7525
jasonw@csbnya.com



Bruce Mathwig
952-467-7508
brucem@csbnya.com

Employee Profile



Tim Moore

Name: Tim Moore

Position at Bank: VP & Cashier

Years in Banking: 33 years

Favorite Season: College football

Favorite TV Shows: Young Sheldon, Jim Gaffigan Specials, most sports

Likes: Spending time with my family, playing with/walking the dog, projects

around the house

Best vacation you've taken: Hawaii

Favorite childhood memory: Spending a summer in California with my older brother and his family

What is something people don't know about you: I always thought I would be a firefighter

Favorite quote: "If you haven't time to help youngsters find the right way in life, somebody with more time will help them find the wrong way." Frank A. Clark

The famous person people say you most look like: Martin Sheen (old version)

If they were casting a movie about your life, what Hollywood actor/actress should play you: Steve Carell

Family: wife- Laurel, son- Jacob

Is your bank holding up your payday?

If your bank is holding up your payday, it's time for a change.

At Citizens State Bank your paycheck is available the day it is deposited. This should be standard practice, but it isn't at other banks.

If you move money between your accounts at Citizens, you can use it the same day! It is simple with today's technology, but for some reason other banks delay access to your money.

If you deposit cash, does your bank still take a day to let you use that money? Not at Citizens State Bank! Hey, cash is cash. It seems strange that cash wouldn't be available immediately.

If your money is in your account at Citizens State Bank, you can use it. No Hold Up here!

Pay!
Day!

The team you can always count on!

Queue the music:

"Where everybody knows your name."

While this song may conjure thoughts of a guy named Norm and Sam the bartender for others, Jason and I think of our relationship with Citizens State Bank.

Citizens State Bank and our lender, Bruce Mathwig, play an active role in our farm's management team. In the last year, they have helped increase our grain storage while navigating COVID-19 related programs. We know that we can always count on them!

Kim Kieser



952-467-3000

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Beyond Expectations!

With a limited parts supply in today's world, my powersports repair shop was in need of an operating line of credit to purchase inventory so we could continue to finish our jobs quickly. As a new small business though, I expected to have to jump through a bunch of hoops in order for that to happen. Working with a local loan officer is great because it gives you an opportunity to sit down with them, explain your plan, and really work one on one with them to get the right loan. Citizens State Bank went above and beyond my expectations and approved my request in 3 days. Thank you Citizens!

Phil Schneider
Phil's Speed Shop



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