



OUR NEIGHBOR CONNECTION NEWSLETTER

The Best Banking Solution – Then and Now



*Perry Forst
President*

In less than three months the local banking scene has taken on a dramatically different look and feel. My banking perspective spans from 1985 to the present, and while change is expected, massive change in the local marketplace has occurred at a phenomenal pace.

A local branch-network bank has now disappeared into a corporate megabank that calls the shots from several states away. Another independent bank located in a neighboring community will soon become one more name on a long list of branch

locations. I always feel the loss of an independent bank charter is unfortunate.

The two transitions noted above were somewhat expected, however the announcement on May 30 of the sale of First Minnesota Bank to South Dakota based CorTrust Bank caught me by surprise.

In today's world, we know when larger companies swallow up smaller companies, change hits the marketplace and customers.

Local residents and businesses have always had many choices

for banking services. Up until recently, I found that customers of other local banks had been comfortable with their choice and they understood the rules that their bank played by. Now I find that some customers of the “new old-banks” are reporting being blindsided with changes impacting their long-standing accounts.

If you feel it is time to consider a better option, we believe Citizens State Bank is your best banking solution. I invite you to experience the many great ways our existing customers regularly describe us as being different. Customers who have recently come on board are pleasantly surprised to learn our accounts are really designed to be heavy on valuable features and convenience, without strange restrictions, high fees and activity quotas.

We thank and appreciate all of our customers who have chosen Citizens State Bank. We are committed to serving you in a friendly and professional manner. We welcome those who will be entrusting us with their banking services in the future. Please know that we will work to ensure that you feel valued and appreciated for years to come. Our goal is to make the right decisions and to take the correct actions so that our customers may feel inspired to recommend Citizens State Bank to their friends and neighbors.

Proud Community Supporter

Citizens State Bank and the City of Norwood Young America sponsored shred day on June 1st. 3,000 lbs of paper was shredded!



On June 21, 2019 the bank hosted “Make Your Own Sundae.” It's always a big hit!



What Would You Like To Know



Matt Brakefield

Investment Representative

A special thanks to all of you who attended my two Social Security Seminars. The feedback I received indicated the information was very helpful. That's really what it is all about. I intend to continue putting on these events to help educate the community on various important and usually confusing financial topics. To that end if there is a topic that interests any of you reading this article, please contact me with it and I will see what I can do. You can do this by contacting me directly or simply by placing an anonymous call to Beverly at the bank.

Some areas I am considering are:

Medicare- Specifically how it works and the difference between Medicare Advantage and Medi-Gap plans.

Estate Planning- Trusts, wills, probate and basically what happens to your estate when you are gone.

Long-Term Care- Who needs it? Who should avoid it? What different versions are out there? What happens if I don't have it and I need Long-Term Care?

I am happy to help you individually with the areas mentioned above in my office at your convenience as well. Each individual situation is different and does require the privacy of my office. As always there is no obligation, I am here to help.

Please call 952-467-3276 at your convenience to schedule a time to meet or even to cast your vote for the next educational seminar. I look forward to seeing you soon!



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A Financial Caregiver

Chances are someday you will be one or will need one!

Selecting an appropriate financial caregiver can help prevent financial elder abuse in the future.

Banks are often the first line of defense in preventing fraud targeting their elderly customers and can assist by helping seniors setup an appropriate financial caregiver.

An estimated one in four Americans are caregiving for someone and nearly two-thirds of those are helping manage someone's financial affairs.

Here are seven tips to help seniors choose the right financial caregiver and prevent elder financial abuse:

1. Delegate someone you trust to make financial decisions. If you are unable to facilitate financial transactions, carefully choose a trustworthy person to act as your agent in all financial matters.
2. Know who is in your home. Conduct a thorough background check on all individuals you hire for personal care or home care services. Check references and credentials before you let them into your home.
3. Never sign something you don't understand. Consult with a trusted financial person or attorney before signing any document that appears suspicious or unclear.
4. Understand the terms of assigning a Power of Attorney (POA). Granting someone POA gives them the authority to act and make decisions on your behalf including managing and having access to your bank accounts as well as other financial matters. Make sure you fully understand the terms and conditions of appointing a legal agent before you do so.
5. Always trust your instincts. Exploiters and abusers are very skilled. They can be very charming and forceful in their efforts to exploit you. Don't be fooled – if something doesn't feel right, it may not be.
6. Safeguard your personal information. Shred old bills, junk mail, bank statements, and other personal documents you no longer need. If you come across keepsake documents, opt to store them in a locked cabinet or safe deposit box at your local bank.
7. Keep personal items out of plain sight. Put away your checkbook(s), credit and debit cards, and other monetary instruments to prevent unauthorized use.

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Great Features of the CSBNYA Mobile Banking App



Tim Moore

The app is available in the Google Play Store and the Apple App Store. The name of the app is CSBNYA.

With our mobile app you can access your accounts from anywhere at any time on your smartphone. You can make mobile deposits, turn your debit card on or off, set account alerts, pay bills, see images of your checks and deposit tickets, make transfers, check balances, view account history and more! Our app is convenient, secure, and free!

Mobile Deposit: Use your smart phone camera to deposit a check to your account.

Card Control: Turn your debit card on or off, freeze (block) international and freeze (block) internet, fax and telephone transfers. You can also set your own transaction limit to block all transactions above a certain amount (this does not affect the limits set by CSBNYA).

eAlerts: Set up customized alerts delivered via text or email.

Bill Pay: Pay your bills straight from your smart phone.

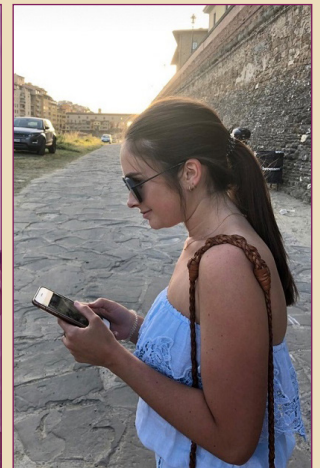
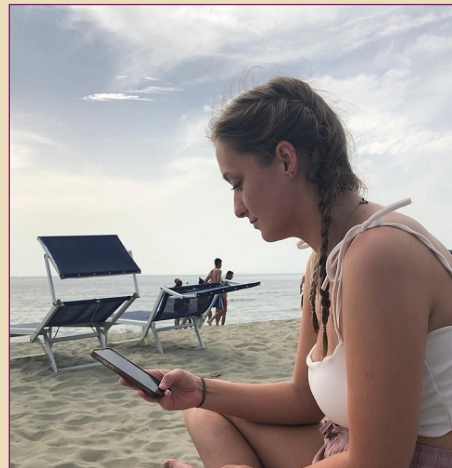
Check and Deposit Images: View your transaction details.

Transfer Funds: Easily schedule one-time or recurring transfers between your accounts.

Account Summary and Balances: Makes it easy to get an overview of your accounts.

Account History: View your activity history.

You Can Bank From Anywhere At Anytime On Your Smartphone...



Employee Profile



Nancy Lehman

Name: Nancy Lehman

Position at Bank: Loan Assistant

Years in Banking: 10 years in September 2019

Favorite Board Game to Play: Battle Ship and Pieface

Favorite TV Shows: This Is Us and The Resident

Best Vacation You've Taken: 2017 Cancun, Mexico with my whole family for my sister's wedding.

Favorite childhood memory: One of my favorite memories as a child was at Christmas time when I was 10 years old and my parents got me and my sister the first ever My Size Barbie!

What is something people don't know about you: Some people don't know I speak Spanish and that my first language is actually Spanish.

Favorite quote: "Time spent with family is worth every second!"

Unique Circumstances - We Can Handle It!

I spend much of my time traveling for work, and as a result, completing a home purchase can be a difficult task. Thankfully, with the help of Citizens State Bank I was able to complete the mortgage process for my new home quickly and easily - all while I was out of the country. The team at Citizens kept me informed throughout and handled all aspects of the mortgage process in a professional manner ensuring that the closing date was never in question.

-Mike Nemitz



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952-467-3000



409 Faxon Road www.CitizensStateBankNYA.com

Come on in!

See how our accounts are designed for you and not simply to collect fees!

1. No statement fees for paper or e-statements.
2. No mandated debit card monthly usage.
3. No monthly direct deposit required.
4. No ATM fee when using your CSB debit card*
5. No fee for verbal transfers.
6. No Dormant Account charges.

*A surcharge may be assessed by the owner of the ATM.

By the way, did you know we give immediate credit on your payroll direct deposits?



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