

6 Best Practices to protect your business from fraud.

by Allison Coleman
Fraud Specialist

From recent data breaches to increasing incidents of fraudulent emails, businesses are increasingly at risk of email and online fraud. Many online safety precautions that apply to consumers can also protect businesses.

It's important for businesses to have a security plan in place to ensure employees help protect sensitive company data. Here are six best practices that can help protect your information and reduce the risks of falling victim to fraud.

1. Know Who's Asking
There has been a rise in emails to businesses that appear to be from suppliers. These emails may look legitimate but will ask for sensitive financial information or request that you change the bank account information to pay an invoice. If you receive an email asking you to provide sensitive financial information or a request to change vendor banking information— even one that may look like it's from your bank or supplier – call to verify before responding. **Never send funds without verifying with a trusted number - NOT the number in the email.**

2. Use Internet Banking to Check Accounts Daily
Checking your accounts daily is the number one best way to stay ahead of fraudulent transactions. Look at each check image for payee alterations, including the amount of the check, and alert the bank of inconsistencies the day of posting.

3. Keep Your Passwords Secret
Do not share passwords and do not leave any documents that contain access to financial data in an unsecured area. Change your passwords regularly.

4. Keep Financial Data Separate
For business users, if at all possible, use a dedicated workstation to perform all company banking activity. Use other computers to access the Internet and conduct non-banking business.

5. No Phishing Allowed
Beware of phishing emails. Never click on a link from an unsolicited email. This is a tactic used to allow Malware to be installed on your system.

6. Protect Your Computer
• **Anti-spam software** helps prevent spam and junk email from entering your inbox, which helps guard against phishing emails.
• **Firewall software** helps prevent unauthorized access to your computer through viruses and malware.
• **Anti-spyware software** blocks the installation of spyware on your computer, which can monitor or control your computer use and send you pop-ups or redirect you to malicious website.

Article information sourced from www.bannerbank.com.

F&M BANK "The Right Choice"

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SAVE *the* DATE

Have Lunch With Us
Tuesday
9.26.23

F&M Bank Team members at all locations enjoyed a day of training and team building in June!

F&M BANK "The Right Choice"

Manchester SUMMER 2023

Honor Float
Delaware County Veterans Celebrated
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F&M Bank understands my ag operation and are there for my financial need. They are committed to supporting my business.

Ryan Gibbs
Gibbsfield Ag



To Our Valued Clients

I'm Lisa McQuillen, Culture Director at F&M Bank. I have the honor of guest writing this edition's President's Letter to talk about what "culture" means here at F&M.

What comes to mind when you hear the word "culture"? Organizations are progressively placing an emphasis on their culture. Why? More than ever, an organization's culture is what attracts and retains employees as well as sets it apart from their competition.

Are you familiar with the phrase "Midwest Nice"? Midwesterners are known for our culture of hospitality, friendliness, and work ethic. "Midwest Nice" sets us apart for our unique set of values and beliefs. Culture exists in your communities, schools, churches, neighborhoods, and even your families. All these groups have unique sets of values and beliefs that cultivate behaviors and create a culture specific to each group.

For the most part, banks provide the same products and services, but how we go about delivering those products and services is what makes us unique. At F&M, culture isn't anything new. Our goal is to remain intentional and to hold ourselves accountable to continue to cultivate our culture, beliefs, and behaviors that define who we are, what we do, and why we do it.

What makes F&M's culture unique? Let's start with why F&M exists, or "Our Why". We show up every day to help our clients live out their dreams, to encourage our team members to live out the best versions of themselves, and to have a larger impact in the communities we serve as an organization than we could individually. We do this by exceeding the expectations of our clients and team members. To exceed expectations, we must have trust and a relationship must be formed. Relationships are at the core of everything we do at F&M. We have conversations, we ask questions, we seek feedback, and we give advice.

Another piece of the F&M Culture is what we refer to as our Culture Statement: One Team, One Culture, One Vision. While we have different locations and team members in different roles, we are all hands on deck to deliver an exceptional experience to our clients, our team members, and the communities we serve. We do this through collaboration, cross training, and consistency. We hold one another accountable to showing up at our best and look for opportunities to grow both personally and professionally.

We are fortunate to have the vision of our President & CEO, Nate Dunn; a vision that invests in ways to live out "Our Why". In 2023, we launched an exciting initiative called Project Vision. Project Vision is a digital transformation that will improve the efficiencies of how we do our jobs and the clients experience. Project Vision will bring F&M Bank to the forefront of technology, improved security and fraud protection, and refreshed internet banking. There will be much more to come in the coming months. Our team is eager and ready to exceed your expectations!

In closing, I would challenge you to think about the unique values, beliefs, and behaviors that define your household, place of work, volunteer group, or the community you live in. What are they, does everyone know them and understand them? Do we remind one another when we are showing up - and better yet - when we are not? Maybe it's time to re-evaluate and reset your intentions on what behaviors and actions you desire to cultivate in your team moving forward. It's never too late to start.

Thank you for giving us the opportunity to serve you and provide exceptional banking to you, our valued clients!

Sincerely yours,

Lisa S. McQuillen

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WELCOME NEW TEAM MEMBERS



Megan McDonald

Megan, Human Resource Generalist, graduated from the University of Northern Iowa. Megan started at F&M as a intern in the customer service & cash management departments. She enjoys spending time with friends and family and traveling. Welcome, Megan!



Emma Ries

Emma, Customer Service Representative, recently graduated from Kirkwood Community College with an A.A.S in Business Marketing. She enjoys spending time with her boyfriend, Hayden, and her family and friends. She also enjoys boating, skiing, and going to concerts. Welcome to the team, Emma!



Seth Wedewer

Seth, Business Banker, graduated from the University of Iowa - Henry B. Tippie College of Business with a B.B.A in Finance. He brings over 6 years of banking experience to the Lending & Credit department at F&M. Seth and his wife, Anna, have a Golden Retriever named Winston. He enjoys golf, table tennis, and cooking. Welcome!

Class of 2023 Scholarships

Congratulations to Kennedy Klostermann, Kaela Clemen, and McKenna Thompson, Class of 2023 graduates and scholarship recipients! Kennedy was awarded the Nate Dunn "Next Generation of Leaders" Scholarship, which invests in future young leaders who have exemplified leadership in their communities. Kennedy plans to attend Winona State University.

Through Maquoketa Valley Dollars for Scholars, McKenna Thompson and Kaela Clemen were awarded the Nate Dunn Scholarship and the F&M Bank Scholarship, respectively. Kaela plans to attend the University of Northern Iowa. McKenna plans to attend Florida Gulf Coast University - Ft. Myers.

Congratulations to the Class of 2023!

TEAM CELEBRATIONS



Michaela Ronnebaum



Patty Lyness

Michaela Ronnebaum, AVP, Operations Officer, celebrates 10 years at F&M Bank.

Patty Lyness, Customer Service Representative, retired after 8 years at F&M.



Amanda Burke



Morgan Weber

Amanda Burke & Morgan Weber were both promoted to Assistant Vice President. Congratulations to all!



RYAN COMMUNITY ENDOWMENT DONATION | F&M Bank has pledged a total of \$7,500 in support of the Ryan Community Endowment, which has been approved for a Small-town Dreams Initiative Challenge Grant through the Community Foundation of Greater Dubuque.



Kennedy Klostermann
West Delaware High School



McKenna Thompson
Maquoketa Valley High School



Kaela Clemen
Maquoketa Valley High School



VETERANS HONOR FLOAT | On Wednesday, June 14, the American Legion Post 45, in partnership with F&M Bank, hosted an Honor Float on Lake Delhi for local veterans and their guests. Over 80 Veterans, Legion Members, City Representatives and F&M Employees were in attendance. Veterans were treated to a catered lunch by Smokey's Lost Bar & Grill, Delhi. Following a flag raising, they boarded 9 flag adorned pontoons — provided by local Lake Delhi boat owners — and enjoyed a leisurely afternoon float.

"We used Flag Day to thank and celebrate our communities' Veterans," said Keith Kramer, F&M Bank. "It was a fun day and hopefully these men and women got a chance to relax and enjoy their day at Lake Delhi."

A special thank you to Smokey's, Hartwick Marina, American Legion Post 45 and the pontoon owners.

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