

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](http://www.bannerbank.com).

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





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Cedar Rapids SUMMER 2023



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Culture Director

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### Next Generation of Leaders

Scholarship Recipient Announced

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Joe & Eric Schmitt  
Rapids Wholesale Equipment Co.



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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*

Lisa McQuillen • Senior Vice President & Director of Culture  
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WELCOME NEW TEAM MEMBER



*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!

CELEBRATING RETIREMENT



*Shelly Rae Robinson*

Congratulations to Shelly Rae Robinson, Administrative Assistant, on her retirement! Shelly Rae has been a valued team member since 2014.



**JUNIOR LEAGUE LUNCHEON** | Team members had a great time at the Junior League Luncheon. F&M Bank is proud to sponsor the Junior League of Cedar Rapids, which serves our communities through females leaders and advocates for issues relating to women and children on a local, state, national, and international level.



*Evangeline Ndikumana*

*Nate Dunn*

"Next Generation of Leaders" Scholarships

invest in future young leaders from high schools in each of the communities we serve. Congratulations to Evangeline Ndikumana, Cedar Rapids Kenndy High School graduate and Nate Dunn Scholarship recipient!

*Congratulations to the Class of 2023!*

IN THE COMMUNITY



**HABITAT FOR HUMANITY** | Cedar Rapids team members joined together to work on finishing a Habitat for Humanity home recently. It was a very fun and rewarding experience!



LEADERS who LUNCH

The Leaders Who Lunch event at Eastbank Venue & Lounge in Cedar Rapids was a massive success! We had a record turnout with about 100 attendees. 50 Kenwood Leadership Academy students met with local women business owners and leaders over lunch, discussing their aspirations and future goals. F&M Bank is proud to partner with Women Lead Change to continue to offer these events!

If you are interested in participating in Leaders Who Lunch, please email us at [leaderswholunch@fmbank.biz](mailto:leaderswholunch@fmbank.biz).



The team at F&M Bank is responsive, accessible, and truly understands our business' financial goals. We are on a first name basis, and you don't find that everywhere.

**Eric Schmitt**  
Rapids Wholesale Equipment Co.



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