

# The Big Switch: A Recap

F&M Bank moved all clients to a new and improved digital banking experience in May.

## The Right Choice for our Clients

This spring, F&M Bank completed a total transition to a new and improved digital banking platform for all clients. With a switch of this magnitude, our team knew we would have to put in the extra time and effort to make this as seamless of a transition for our clients as possible. The months leading up to the switch were full of training for our team members, including customer service refreshers and basic technology education. With this affecting all clients, we knew this would be a large-scale project.

We are proud to say that the training paid off! Our team was able to successfully switch over thousands of clients, with 100% of customer service phone calls and emails answered by F&M team members. Our team truly showed up for our clients and our clients response was incredible.

### OUR CLIENTS SAY

#### Lamont Davidson

Walcott Radio - F&M Client

The new online banking fixed a lot of the shortcomings of the old systems. Sending wires is much more streamlined and efficient, which I appreciate as a business owner. I'm very happy with the product!



#### Tammy W.

F&M Client

I wanted to thank F&M Bank for making the Positive Pay setup so easy and actually fun. I appreciate everything F&M does for our company and I would highly recommend you all!



#### Susie B.

F&M Client

"The enrollment process is easy and straightforward."



### Third Party Apps

After the switch, some third party budgeting or credit monitoring applications were disconnected from our online banking platform. F&M Bank is aware of this issue and continues to work with each third party vendor affected to reconnect. Thank you for patience and understanding!

# The Fraud Corner

*Keeping you in the know about fraud protection and the latest scam activity.*

## Mail Fraud

Mail theft has steadily been on the rise in the U.S., with cases increasing by 400% since 2019.<sup>1</sup> How can you keep your mail safe? Our fraud specialists at F&M Bank have the answers.

### What is mail fraud?

Mail fraud is when scammers use the mail system to attempt fraudulent activity for financial gain. In many cases, criminals either take advantage of unattended mail trucks or rob postal workers for mail or mailbox keys. Criminals are looking to intercept checks, as well as items such as medical bills or banking statements that contain sensitive information. The risk of identity theft is serious in these cases.

### What do I do if I think I'm a victim of mail fraud?

As always, if you think you or your business have been impacted by any type of fraud, call the bank right away. F&M will work with you to determine the best course of action.

### What can I do to protect myself or my business?

One way to protect yourself from mail fraud is to deposit outgoing mail inside a USPS location close to an official pick-up time. Another way to is pay bills through F&M Bank's Bill Pay system. Bill Pay is a tool through online banking that securely pays bills via ACH or with checks that don't have your account number on them. Bill Pay allows you to set up one-time or recurring payments. Bill Pay for Business comes with custom reporting and admin controls, as well as expense reimbursement and payroll deposit capabilities.

1. TCR Staff, "Mail Theft On the Rise Nationwide," The Crime Report, November 1, 2022, <https://thecrimereport.org/2022/11/01/mail-theft-on-the-rise-nationwide>.

# F&M BANK

*"The Right Choice"*

101 E Main St, Manchester, IA 52057  
220 W Main St, Anamosa, IA 52205  
4000 1st Ave NE, Cedar Rapids, IA 52402  
200 1st St SW, Cedar Rapids, IA 52404  
111 E 1st St, Monticello, IA 52310  
7641 Lake Dr, Lino Lakes, MN 55014  
845 E County Rd E, Vadnais Heights, MN 55127



## Holiday Hours

We wish you and your loved ones a happy holiday season!

### Christmas

Tuesday, December 24 Closed at 12:00PM  
Wednesday, December 25 Closed

### New Year's

Tuesday, December 31 Closed at 3:00PM  
Wednesday, January 1 Closed

More information on cut-off times for transactions can be found at [www.fmbank.biz/holiday-hours](http://www.fmbank.biz/holiday-hours)



Become  
a Leader!



Leaders Who Lunch is a mentoring program that pairs young students with area professional women for a conversation about goals, conflict management, teamwork, and other topics over lunch.

Join us!

Join for one lunch or several! This school year, F&M Bank is partnering with St. Mary's to bring Leaders Who Lunch to Manchester through lunches at The Bread Basket. We're looking for leaders! Scan the QR code for more information and available dates.



# F&M BANK

*"The Right Choice"*

Manchester WINTER 2024

# F&M Cares

F&M BANK EMPLOYEE CHARITABLE GIVING • EST. 2000

## Celebrating \$200,000 in Giving

An F&M Cares recipient shares her family's story

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### The Big Switch

A recap of our digital banking platform transition

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### In the Community

Check out our recent activity

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A MESSAGE FROM OUR PRESIDENT



To Our Valued Clients

F&M Bank exists today for three very important reasons. First, to allow our clients to live out their personal and professional dreams. We exist to serve you, our valued clients. Second, to encourage our team members to live out their best version of themselves. Third, to make a greater impact in our communities collectively versus individually. As F&M Bank continues to build upon "One Team, One Culture with One Vision", we want to continue to keep our "Why" at the forefront.

What a year 2024 has certainly been! As inflation has been cooling, we have all heard a lot of terms, such as "Hard Landing" "Soft Landing" or "No Landing". When talking about "Landings", the overall economy is what is ultimately being judged once all Federal Reserve actions have been absorbed and the impact on employment has been measured. We won't know which landing we are in for until after it

happens. The data is telling us that inflation numbers are cooling, the economy is still showing overall positive signs, with some sectors experiencing their own challenges. The Fed began cutting rates in September and appear to agree that future cuts can be expected. The amount and the when will continue to be up for debate.

We understand that each and everyone of you are facing your own challenges. Those challenges could consist of Financial (Budgeting, Accounts Receivables/Payables or Fraud), Labor (Recruiting and Retaining Talent), Technology (Cost of Modernization & Adapting to Change) and/or Rising Costs (Overall Inflation & Impact). No matter what your challenges are, your team at F&M Bank is willing to listen and help put together some solutions. We work with many types of clients and businesses, so we have a vast amount of experience in helping our clients navigate the above challenges. Reach out to your Commercial/Ag/Private Banker to set up a time to meet and discuss what challenges you or your business are currently facing.

2025 will be a very special year for the F&M Family. We will be spending the entire year celebrating our 100th Anniversary. F&M was first open for business on July 20th, 1925. Just think about all the challenges and change F&M has experienced over the past one hundred years. Be on the lookout for different celebrations in your market. Another milestone I would like to celebrate is with our F&M Cares Program. Over the past 20+ years, our F&M Team has been donating their own money to F&M Cares, with the total amount surpassing \$200,000 this year. The money collected in each market is then donated to community members who have endured challenging times. Such a wonderful way to make a greater impact in the communities we serve, collectively versus individually. Very proud of our F&M Team!!

Your F&M Team is here to Exceed Expectations, while serving you, our valued clients. We are successful when the clients and communities we serve, are successful. Maybe you know of someone who currently banks with an institution that is no longer present in our marketplace or unhappy with their service, if so, we would appreciate an introduction or warm referral. After all, word of mouth is the most flattering form of marketing. Wishing you all a Very Merry Christmas and a Happy New Year.

With Gratitude,

Nate

Nathaniel W. Dunn • President & CEO  
ndunn@fmbank.biz

WELCOME NEW TEAM MEMBERS



Hannah Axline

Hannah, Customer Service Representative, graduated from Hawkeye Community College in 2022. Hannah is a Manchester native. She enjoys hiking and walking her dog, Archie. Welcome to the team, Hannah!



Melinda Gutzeit

Melinda, Operations Assistant, joins F&M with over 13 years of experience in the healthcare industry. She has three children - Maddie, Karley, and Kam - as well as 2 dogs, Charlotte and Gus. She enjoys watching her kids play sports and being in her flower garden. Welcome!



Adam Sheppard

Adam, Commercial & Ag Banking Associate, brings decades of agricultural experience with a focus on swine and crop farming. Adam's family includes his wife Macey, daughter Ellie, and sons Cruz and Cash. Adam enjoys hunting, fishing, and watching the sun set over the pond on their acreage south of Lake Delhi. Welcome, Adam!



Kaitlyn Mozingo

Kait joins F&M Bank as a Customer Service Representative with several years of finance and billing experience. Kait loves to travel; in fact, she has been to 39 of 50 U.S. states! She also has 3 cats and a German Shepard named Maple. Welcome to the team, Kait!

CELEBRATING MILESTONES

30 years OF SERVICE



Winnie Vernon  
Customer Service



Susie Scherbring  
Mortgage Processor

20 years OF SERVICE

CELEBRATING PROMOTIONS



Angela Wendt

Congratulations to Angela Wendt on her promotion to Commercial & Ag Banking Associate! Angie has been with the bank since 2019 when she started as an intern. Congratulations!

IN THE COMMUNITY



Honor Float

In June, more than 100 veterans, guests, and volunteers enjoyed food, fellowship, and fun on the lake honoring the servicemembers in attendance. A special shout out goes to the Romper Room motorcycle riders and Lake Delhi residents for their warm greetings during the float. F&M is proud to host this awesome event!



Standout Performer

F&M Bank is proud to co-sponsor the Standout Performer of the Week Awards Banquet with KMCH Radio. 24 students from six local schools were honored. This year's keynote speaker was Marshal Yanda, an Anamosa native who played football at NIACC, University of Iowa, and the Baltimore Ravens.



Gold Sponsorship

F&M Bank is proud to be a Gold Sponsor of Regional Medical Center. This year, the hospital is focused on savings funds for the future through the Endowment Fund, providing stability for generations to come.

# Making an Impact

## F&M Cares Celebrates \$200,000 in Giving

When Whitney Rave was filling out her orientation paperwork on her first day as a team member of F&M Bank, checking the box next to "F&M Cares" was a no brainer. The program, started in 2000 by 11 employees, asked for a small deduction of each paycheck in exchange for wearing jeans on Fridays. The proceeds are then given to a family or individual in need from the market's community, nominated by the branch employees. "I remember thinking how nice it was to work somewhere that had something like the program established," says Whitney. "I didn't think twice about signing up to give."

In the next few years, Whitney saw firsthand the impact of giving. "If any team member knew of someone in need, they would bring it up at a group meeting and we would discuss how to best help them." For example, if someone in the community was going through cancer treatments, the group might send \$200 in gas cards to get them to and from appointments. "One of my favorite things was getting thank you cards from F&M Cares recipients. You could tell the gesture was really appreciated."

In 2021, Whitney was rushed to the University of Iowa Hospitals and Clinics with a diagnosis of pre-eclampsia at 30 weeks pregnant, a serious condition that threatens the life of the mother and baby. "It was terrifying. So many thoughts ran through my head praying that our baby would be ok. I was beyond blessed to have an amazing medical team keeping me informed every step of the way and a great support system at home making sure our other 2 kids and farm were taken care of." Thankfully, the emergency delivery went well and her baby, Madison, was born at 31 weeks. Madison would need some extra time in the NICU to develop before she was sent home. "My family and I live about an hour and a half from the hospital," said Whitney. "It was one of the hardest things we had to do leaving her there and having to come home, but we knew she was in good hands." Whitney would spend 10 weeks driving back and forth every day from Iowa City as well as St. Luke's in Cedar Rapids, where Madison was able to be transferred to at 4 weeks old.

On the day she received the letter and a check from F&M Cares to help cover whatever the family needed during Madison's extended NICU stay, Whitney saw the signatures from her friends and coworkers and got a little emotional. "It felt full circle," said Whitney. "What goes around, comes around." Thankfully, Madison is a happy, healthy little girl today. "My family and I were so grateful for the support from F&M when we needed it," said Whitney. "I'm proud to be a part of the F&M team."

This year, F&M Cares celebrated a huge milestone: \$200,000 in giving since 2000. Employees from all 7 branches participate in the program. "This milestone is something our team should be incredibly proud of," said Nate Dunn, President & CEO. "Part of our 'Why' at F&M is to make a greater impact on the communities we serve collectively vs. individually. This milestone beautifully reflects that. Great job, F&M team!"

