

# CITY STATE BANK SPIRIT

Grimes • Indianola • Madrid • New Virginia • Norwalk



## PRESIDENT'S LETTER

The old adage, "a cashier's check is as good as cash," may, or may not, be true in today's world. A cashier's check—one where funds are already set aside in a special account at a bank—may seem like a safe way to receive payment for an item you're selling, but it is often very difficult for consumers and banks alike to determine if a cashier's check is genuine or counterfeit.

Cashier's check or "advance fee" fraud has become more prevalent as online auction sites have gained popularity as a way to buy and sell valuable items – such as collectibles, jewelry, electronics and even cars. Here are some examples of common scams involving cashier's checks:

- **Internet Sales Scams:** You sell goods (often over the Internet) and the buyer sends you a cashier check for the price you agreed upon. You ship the goods to the seller and 10 days later, your bank informs you that the cashier's check was fraudulent and that you're responsible for any money you've drawn against it. Unfortunately, you've lost your money and merchandise to a scam.
- **Excess Fund Scams:** You sell goods (often over the Internet) and the buyer sends you a cashier check for an amount in excess of the sales price and asks you to wire all or some of the money to a third party, such as a shipping agent. Your bank later notifies you that the cashier's check was fraudulent.
- **Advance Fee & Lottery Scams:** You receive a letter informing you that you have won a lottery (often a foreign lottery) or you are the beneficiary of someone's estate. The letter states you need to pay a processing or transfer fee before you can receive your winnings/inheritance, but a cashier check is enclosed to cover this cost on your behalf, all you have to do is deposit the check and wire the funds to the agent.
- **Mystery Shopper Scams:** You receive a letter informing you that you have been selected as a mystery shopper. The letter includes a cashier check that you are instructed to deposit and use the funds to purchase merchandise at designated stores, wire a portion to a third party and keep the remainder.

Banks are often required by federal law to make funds from deposited items available to account owners before it actually receives settlement from the bank on which the check was drawn. Your account agreement states if a deposited item is returned unpaid, the bank can charge it back to your account (reverse the deposit).

### Protect Yourself

So how can you protect yourself from cashier's check and "advance fee" fraud schemes? The Iowa Bankers Association offers the following tips for consumers:

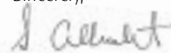
- **ACCEPT** a cashier check only for the amount of your selling price.
- **BEWARE** if the buyer or seller asks you to send money quickly. Banks often take 10 days or more to determine if a cashier's check is counterfeit. Do not ship the goods or spend any of the funds sent to you until 10 days to two weeks after you deposit the cashier's check.
- **KNOW** who you are doing business with. Take steps to verify the name, address, phone numbers of the person you are dealing with.
- **CONSIDER** payment options other than cashier checks such as online payments, credit card payments or wires.
- **TAKE** the cashier check or other monetary instrument to a branch of the bank on which it is drawn if possible. That bank is in the best position to determine the check's authenticity.
- **TALK** to your bank if you are suspicious about the authenticity of any item you are depositing. The bank can attempt to verify its authenticity or send it directly to the issuing bank for collection.
- **BE** cautious! One old adage that still remains true is: "If it seems to be good to be true, it probably is!"

### If You Are a Fraud Victim

Here are steps you can take if you become a victim of financial fraud:

- File a report with local law enforcement.
- File a complaint with the Iowa Attorney General. (1-888-777-4590)
- Work with your bank on repayment options if the reversal of the deposit has overdrawn your deposit account.

Sincerely,

  
Steve Albrecht

## INSIDE THIS ISSUE

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SPIRIT. DRIVE.  
RELATIONSHIP.



## UPCOMING BANK EVENTS

- April 3: Grimes Egg-stravaganza-Join us at the Grimes Community Center at 10 am for the annual Easter egg hunt. City State Bank employees will be on hand to serve hot dogs after the event.
  - April 10: Ducks Unlimited Banquet in Indianola-sponsored by City State Bank
  - April 10: Norwalk PTO Fun Night-Look for City State Bank's silent auction basket
  - April 16: Stop by the New Virginia Library at 6:30 pm for a bedtime story and a snack in honor of 'National Library Week'. All ages welcome and feel free to wear your pajamas! City State Bank will be providing the books to be read and will have a drawing for kids to win them afterwards.
  - April 26-30: We will be giving bank tours throughout the week to local elementary classes in honor of 'Teach Children to Save' day, which is on April 27th.
  - May 8: RuNorwalk-Sign up now to participate in the annual RuNorwalk event, which includes an 8k run, 5k walk and a kids fun run. The event is sponsored by City State Bank, the Norwalk Chamber, and Anytime Fitness. Look for our employees at the finish line where we'll be handing out Gatorade and bananas. To enter or for more information, contact the Norwalk Chamber office at 515-981-0619.
  - May 31: Memorial Day Observed-Bank Closed
  - June 4: Customer Shred Day-Norwalk location (for details, read the article on this page).
  - June 11-13: Grimes Funtastic Days-Join us in the Grimes bank parking lot after the parade for FREE ice cream sundaes on Saturday, June 12th!
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- 2010 Starlight Cinema Outdoor Movies... Sponsored by City State Bank! Bring your lawn chairs and join us at Pickard Park in Indianola for these FREE outdoor movies!
    - ▶ April 24: Disney's 'UP' at 8:15 pm
    - ▶ May 8: 'G-Force' at 8:30 pm
    - ▶ May 22: Hannah Montana at 8:30 pm (with a LIVE performance by Hosanna Montana at 7:45 pm)

## PRODUCT FOCUS: E-DEPOSIT

Would your business benefit from:

- Extended cut off times?
- Less trips to the bank?
- Faster availability of funds?
- On-site archive of all deposits?
- The ability to collect data from several locations?

City State Bank's E-Deposit allows businesses to process their deposits electronically without ever leaving their office. All you need is a check scanner, a computer and an internet connection!

How does it work? Your business purchases a check scanner from City State Bank that you keep at your business. Checks can be scanned and endorsed on-site, the deposits are electronically sent to the bank and the data is instantly accessible to your computer.

Do you have more than one location? No problem! Deposits can be collected from other offices and can allow you to consolidate multiple regional or national deposit locations into a single deposit account. It's easy for employees to use and training is provided.

Contact your local City State Bank for more information and get started with City State Bank E-Deposit today!



## CUSTOMER SHRED DAY!

Do you have files (or piles) of paper taking up space in your home? At City State Bank, we value your privacy and want to help you protect it! Take advantage of our FREE Customer Shred Day to properly dispose of those important papers.

- Friday, June 4th, 11 am-1 pm\* - Norwalk location
- In the bank parking lot: 801 Main Street, Norwalk
- Shredding done onsite and employees will be available to help you unload
- Stop inside for snacks and prizes

\*Maximum of 10 boxes. Service available to current City State Bank customers only.



} COUPON {  
City State Bank Home Loans

**\$250** OFF CLOSING COSTS!\*

\*Must present at time of application. \*Coupon expires July 31, 2010.



## GET TO KNOW CITY STATE BANK...NORWALK TELLERS!



At City State Bank, we pride ourselves on knowing our customers and recognizing you when you come into the bank. Now is your chance to get to know us!

Norwalk Tellers (L-R): Clark Ridlen (full-time teller & personal banker), Laura Murphy (part-time teller), Chelsea Kisner (full-time teller & personal banker), Becky Meyer (head teller), Sandy Stotts (part-time teller), Derek Bixler (part-time teller).

Missing from photo: Wanda Simmons (full-time teller), Nathan Baker (part-time teller), Marty Davison (part-time teller), Rachel Connor (part-time teller), Bradley Dougherty (part-time teller), Hannah Urlis (part-time teller).

## DON'T MISS THE OPPORTUNITIES IN TODAY'S MORTGAGE MARKET

Over the past year, the media has been full of scary mortgage stories, but not all is doom and gloom. The uneasiness in the market is simply a return to reality for an overheated market. And in the long run, many borrowers will be better off for it. This change in the market has also created many opportunities that you won't want to miss!

### Purchasing or Building

It is a buyer's market and with plenty of housing inventory and low interest rates, this could be the time to purchase a new home or build the home of your dreams. Our lenders are well versed in a variety of available loan programs which will best suit your needs without jeopardizing your future.

If you're a first time home buyer, be sure and take advantage of the tax credit that is set to expire on April 30, 2010.

### Refinancing

With historically low interest rates, now may be the perfect time to consider refinancing your current mortgage, which can reduce payments and help free up some extra cash. Even if you took out a mortgage fairly recently, you might profit from refinancing. Talk to a City State Bank Mortgage lender to see if this is a good financial move for you.

### City State Bank Mortgage

At City State Bank, we are here to help you make an informed decision when it comes to meeting goals that fit into your financial plan for 2010 and beyond. Please feel free to call or stop by for solid, sensible loan programs, expert advice and the great service you have come to expect. We look forward to working with you!

**City State Bank Mortgage...**  
**Where friends become customers and**  
**customers become friends.**



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515-306-1425



Steve Davis  
515-986-2265



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## 1ST QUARTER DONATIONS

- Easter Seals of Iowa
- Iowa National Guard Auxiliary Teddy Bear Fund
- DCG Coaches vs. Cancer
- DCG Little League
- DCG Softball
- Indianola 'Puttin' On the Ritz'
- Indianola Parks & Rec
- Indianola Dollars for Scholars
- Madrid Community Chest
- Madrid Home ACT Fund
- Norwalk Chamber Christmas Luncheon
- Norwalk Parks & Rec
- Norwalk High School Baseball
- Norwalk Lions Club Lobster & Shrimp Dinner

## MISSION STATEMENT

The City State Bank Spirit drives us to provide service and solutions exceeding customer expectations.



# EVENTS

## NORWALK AREA CHAMBER ANNUAL DINNER

Friday, January 29th was the Norwalk Area Chamber's Annual dinner held at Echo Valley Country Club in Norwalk. City State Bank employee, David Albrecht emceed the event as his last duty as 2009 Norwalk Area Chamber President.

Award Winners Recognized were:

Chamber Member of the Year:  
**David Lester (City State Bank)**

Business of the Year:  
**Des Moines Truck Brokers**

Citizen of the Year:  
**Stacy Rosonke**

Teacher of the Year:  
**Cindy Spurr (2nd & 3rd Grade Loop Teacher)**

Student of the Year:  
**Austin Ward**



David Albrecht (L) of City State Bank receives his Past Presidents Award from 2010 Norwalk Chamber President, Chief Ed Kuhl (R).

## PHEASANTS FOREVER'S NATIONAL PHEASANT FEST

Des Moines, Iowa was host to this year's National Pheasant Fest & Convention on February 26-28th. The event included vendors, seminars, speakers and exhibits and had nearly 30,000 people in attendance. City State Bank joined in the fun by having a booth at the event to promote our extensive knowledge and great rates for recreational farm lending.



Diane Harmening (L) and Molly McWilliam (R) of our Grimes office finish setup of the City State Bank booth at the National Pheasant Fest.

## CONTACT INFORMATION

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**New Virginia**  
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