

# Exchange Bank

14 LaBarre Street  
Gibbon, NE 68840  
(308) 468-5741

1204 Allen Drive  
Grand Island, NE 68803  
(308) 382-2900

939 South Locust Street  
Grand Island, NE 68803  
(308) 384-8000

3110 Second Avenue  
Kearney, NE 68847  
(308) 237-7711

7655 Pioneers Boulevard  
Lincoln, NE 68506  
(402) 328-8527

1720 South Ohio Street  
Salina, KS 67401  
(785) 820-2954

702 Washington Street  
Junction City, KS 66441  
(785) 762-4121

8008 West Dodge Road  
Omaha, NE 68114  
(402) 408-1400

We're on the Web

eb-us.com

## 2020 Calendar Dates to Remember

Monday, September 7th: Labor Day, **all branches closed**

Friday, September 11th: Patriot Day

Sunday, September 13th: Grandparents' Day

Monday, October 12th: Columbus Day, **all branches closed**

Friday, October 16th: Bosses' Day

Saturday, October 31st: Halloween

Tuesday, November 3rd: Election Day

TBA: 55 Club Brunch at Harmon Park in Kearney

August 2020

est. 1894

# EXCHANGE BANK

*relationships you can bank on.®*

55 Club Newsletter

Member FDIC

## Navigating Uncertain Times

Inside this issue:

*Navigating Uncertain Times* 1

*55 Club Brunch* 2

*PPP Program*

*Live Chat* 3

*Puzzle Corner* 4

*What's Cookin'?*

*Saving for a SECURE Retirement* 5

*Customer Spotlight: Doug McHenry*

*A Guide to Teen Slang* 6

*Postponement: Branson Trip*

*Puzzle Answers*

*Protect Yourself From Scams—Just Hang Up* 7

*Dates to Remember* 8

**Mobile Banking is now available!**

**Ask a personal banker for details!!**

Since our last edition of the newsletter, our world has experienced some sweeping changes. The novel coronavirus (also called SARS-CoV-2 or COVID-19) may have interrupted your plans or disrupted the way you work, shop, bank, or connect with your friends and family. No one likes this disruption to our daily routines, but Exchange Bank is taking steps to continue to serve you while striving to protect our customers and employees.



Hand sanitizer is being offered in our lobbies and clear plastic shields are being used at the teller windows to minimize the spread of germs between customers and employees.

Most branches have night drop boxes on the side of the building if you wish to make contactless deposits or payments (even in the middle of the day). As always, our ever-popular drive through lanes allow you to make withdrawals, deposits, and payments with a minimum of contact.



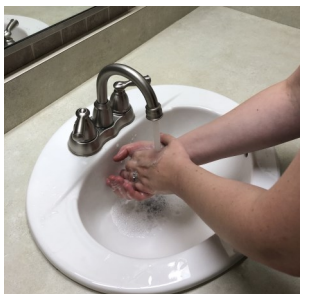
If you prefer not to leave home, please call one of our branches and we can help you conduct transactions by phone or mail. If you have internet access and an email address, we now have a new ProSign system that allows you to sign documents remotely by using your finger on the touchscreen of your smartphone or tablet, or with your computer's mouse. Call us and we can give you more infor-

mation about this new option. And as always, our online banking and mobile banking platforms offer you the ultimate in contactless service, 24 hours a day, seven days a week.

With online and mobile banking, you can log on to your accounts from your computer or mobile phone at any time of the day or night. From the comfort of your home you can: check balances, monitor account activity, make transfers, pay bills, and even deposit checks using the camera on your phone. We even have a live chat feature where you can exchange typed chat messages on your computer screen with an employee during business hours (see page 3). If you have never used online or mobile banking, now is a great time to call us and we can walk you through the enrollment process over the phone. Look for the Exchange Bank app (pictured below in our signature colors) in the App Store or the Google Play Store.



With technology, patience, and a little extra kindness to our neighbors we will get through these uncertain times. Exchange Bank will continue to find ways meet your banking needs no matter what life throws at us. So wash your hands (always a good practice anyway), stay safe, and have a healthy rest of the summer!



## Upcoming Event

### 55 Club Brunch

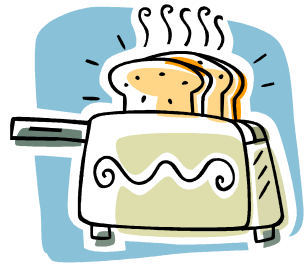
(Social-Distancing-Style)

At Kearney's beautiful Harmon Park

Sonotorium East Shelter

Light Brunch will be Served

\*\*\* The date for this event has yet to be decided. We are monitoring the ever-changing situation with COVID-19 and will let you know as soon as we can safely schedule this gathering. In the meantime, know that we are eagerly looking forward to the time when we can get together with you again!



## PPP: What's it all about?

*By Kevin Nienhueser, Kearney Branch Site President*

You've heard the acronym "PPP Loan" being thrown around since this past April. But you may not know exactly what that meant or what the implications of that program were. Well, it actually stands for Payroll Protection Program, or PPP for short.

The advent of the COVID-19 virus caused the subsequent shut-down of all things without the designation of "essential service." There was a conscious effort through the PPP program to direct funds through the United States financial system. These funds went into businesses who kept staff employed even though business activity may have declined through the economic slowdown.

A news release by the Nebraska Bankers Association dated July 7, 2020, shared some interesting facts about the PPP program. There have been nearly 43,000 PPP businesses who were approved for the program, with a total economic impact of \$3.4 billion. Exchange Bank was proud to have assisted in the facilitation of this program which injected funds back into Nebraska's economy and ultimately the hands of workers across the state.

## Protect Yourself From Scams—Just Hang Up!

*"Hello, my baby, Hello, my honey, Hello, my ragtime gal!  
Send me a kiss by wire, Baby, my heart's on fire!"*

Despite being written over a century ago, you might recognize these lyrics from a popular Tin Pan Alley song nicknamed "The Telephone Rag." Penned in 1899 during the national ragtime craze, this is still a staple at barbershop quartet competitions (yes, those exist).

"Hello, My Baby" was the first popular tune to feature what was then a newfangled gadget, the telephone. At the turn of the century, only 10% of American homes had phones. Alexander Graham Bell could never have guessed that in 2020 a far advanced version of his invention would be found in nearly every pocket, purse, and hand across the country.

The birth of the telephone dawned a new era in American culture. Indeed, the word "hello" owes its popularity to the device. The earliest telephone users didn't know what to say at the beginning of a phone call, which required people to speak to an as-yet unknown person. People initially answered calls with "What is wanted?" or "Do I get you?" or "Are you there?" (No word on whether anybody answered with "Can you hear me now?") Bell himself insisted on the word "Ahoy!" to answer calls, and he answered his phone that way his entire life. But legend has it that when the first phone books included sections on telephone use and etiquette, they advocated "hello" as a proper greeting, and the word stuck.

The telephone permanently changed the rules about proper manners. Prior to the phone, it was considered impolite to speak to a stranger without being introduced. Bell's invention changed all that. Indeed, new developments in communication technology always raise issues of etiquette. In the party-line days, parents had to admonish their kids not to eavesdrop on the neighbors' calls. Answering machines and caller ID made us debate whether it was proper to use them to screen our calls. Text messaging has brought new courtesy questions: is it more polite to leave one's "read receipts" turned on, or off? (If you don't know what "read receipts" are, ask a teenager.) The telephone and its descendant, the smartphone, have come with their etiquette pitfalls.

All this leads to another telephone-related etiquette issue: hanging up. Most of us have been raised with the idea that is discourteous to end a call without a polite goodbye. And if hanging up without a goodbye feels rude, than hanging up on someone in the middle of a sentence seems the height of disrespect. Most folks feel that banging the receiver down mid-call is the equivalent of slamming a door in someone's face—something well-mannered people just don't do.

As much as the world needs civility, the phone is one area where we may need to rethink our manners for the 21<sup>st</sup> century. The phone has become a popular channel for con artists. Never before have we gotten so many calls from so many people wanting to separate us from our hard-earned money. Some of these callers may be legitimate businesses or charities, but a frightening number of them may be scammers or identity thieves. How do we protect ourselves from fast-talking phonies? My suggestion is this: **JUST HANG UP!**

You might be shocked by such a brazen suggestion. Well, desperate times call for desperate measures. According to a Federal Trade Commission report, consumer losses due to fraud totaled **over \$1.9 BILLION** in 2019. And do you know the most popular way for fraudsters to connect with their victims? **The telephone.**

People were scammed more often over the phone than via websites, email, or regular mail. And don't trust your caller ID too far. Numbers and names displayed on your phone can easily be "spoofed," or in other words, faked. Tech-savvy crooks know how to manipulate your caller ID to make it appear that a call is coming from a local number, legitimate business, or government agency, when in fact it may be coming from a professional criminal.

The most foolproof way to stop these charlatans before they sweet-talk you out of your money is to disconnect the call. That's right: **HANG UP.** Whether you slam an old-fashioned handset down in the cradle or silently press the "end call" button, the best way to stop a scam in its tracks is to **HANG UP.** No goodbye is necessary. If an unknown caller asks you for personal or banking information, or insists that you wire money or send cash or gift cards, **HANG UP.** Don't ask questions or offer explanations or argue with the caller. **JUST HANG UP.** When someone you don't trust is asking for a charitable donation, **HANG UP.** When someone claims to be from the government or a business and insists that you owe a bill you don't know anything about, **HANG UP.** When someone claims that your grandchild is in trouble and needs you to send money, **HANG UP.**

But what if that call you disconnected really was from your grandchild? Or what if it really was a company with which you do business? If the caller was honest, he or she will probably call back. But if you are worried that maybe you disconnected a legitimate call, there's an easy way to find out. Look at your last bill or statement or in your phone's contacts and find a phone number that you know to be valid for that business or person. Then call back. You might find that your grandchild is safe at home on the couch and your account with whatever company is in good standing. Even if the Exchange Bank calls you, if you're not sure if it is really us, we won't be offended one bit if you hang up and call back.

Remember, your phone line belongs to you. You pay the bill. You own that connection as surely as you own your living room. When you answer a phone call from a person you don't know, it's like inviting a stranger into your home. If that stranger makes demands or just makes you uncomfortable, you are perfectly within your rights to show that person the door. Better yet, don't even open it in the first place. It's okay to screen your calls. If you are not sure of who is calling, you don't have to answer. Let the caller leave a message and you decide if you want to call back. If you don't know how to retrieve your messages, enlist your kids or your neighbor or your grandkids to show you.

Don't let anybody use your telephone as a tool to pick your pocket. If somebody is calling you and begging you to send them anything—even if it is just a kiss by wire—don't be afraid to **JUST HANG UP!**



# An Adult’s Guide to Teen Slang

Like many of you, I found myself at home significantly more during the last several months. With two kids finishing their spring classes at home online (one in high school and one in college) the result was that I spent more time around my kids than I have in awhile. One of the first things that I noticed was that I often didn’t know what they were talking about.

Probably since the dawn of time, teenagers have used slang to communicate with each other, and their peculiar terms can feel like a foreign language to their parents and grandparents. To help all us middle-aged and older folks figure out just what those kids are saying, here is my completely unscientific guide to current teen slang:

**Stan:** No, this isn’t short for Stanley. A “stan” is a fan—that is, an aficionado, enthusiast, or devotee. Often it is used to describe people zealously devoted to a particular celebrity; for example, Elvis Presley had legions of “stans” back in the day. It can also be used as a verb; “to stan” something could mean that you respect, admire, or sup-

port it. You might “stan” a music group, a sports team, or a television series. We hope all of you “stan” Exchange Bank and recommend us to your friends. The word “stan” was actually added to the Merriam-Webster Dictionary in April of 2019.

**Yeet:** This word began as an exclamation of satisfaction or excitement that one might utter upon scoring a point or skillfully completing a dance move. For instance, instead of saying, “Did you see me hit that home run?” you could just exclaim, “Yeet!” A more common usage of the word is as a verb, meaning to throw or remove something forcefully, even yourself. If you find a spider in your shoe, you might “yeet” it across the room, or if you find a spider in the bathtub, you might “yeet” yourself right out of there.

**Slap:** If something is good, pleasing, or enjoyable, it “slaps.” My kids are always telling me how their favorite songs “slap” or how a new TV show “slaps.” If I make a new recipe and they comment, “Mom, this casserole slaps,” I know it was a success. If

something is REALLY good, then it “slaps hard.”

**Tea:** If a teenager talks about “spilling the tea,” you don’t need to get the mop. “Tea” means gossip. Sharing all the juicy details of a story might be followed with, “And that’s the tea on THAT!”

**Drip:** You might think this is liquid-related too, but it’s actually a fashion term. If you’ve “got the drip” it means that your look or style is extremely fashionable or attractive. As a noun, your “drip” refers to your clothes. If you appear in front of your grandkids in a new outfit and they say, “Loving the drip, Grandma, those sequins on your sweater really slap,” it means they think you look good.

**G.O.A.T.:** This has nothing to do with four-legged livestock. When in all caps, “GOAT” is an acronym that stands for **Greatest Of All Time**. If someone under 20 years old calls you a “GOAT,” you can probably smile and take it as a compliment!

## Puzzle answers from Page 4

# Postponement

We regret to announce that the 55 Club multi-night trip to Branson, Missouri has been POSTPONED.



The trip had originally been planned for November of this year, but uncertainty about the COVID-19 situation has led us to postpone the event until we can be more certain that our travelers will be safe and that all venues will be open to enjoy.

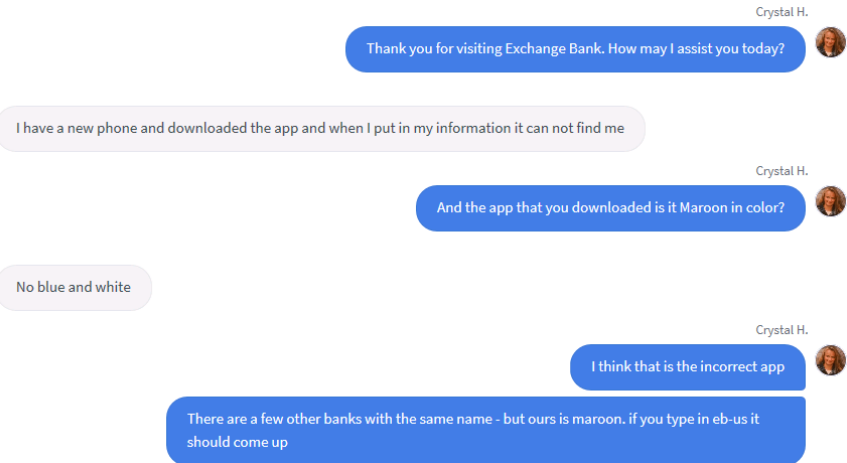
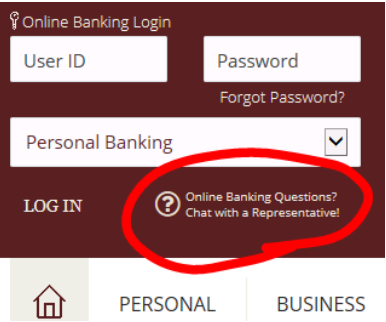
Never fear, we hope to get the trip back on the calendar as soon as we possibly can. Watch our newsletters for more information or call our Kearney branch at 308-237-7711 if you have any questions.

	Y	L	F	E	R	I	F			R				G					
					E					E	D	A	R	A	P				
		E			L					T				L					
		R	E	L	K	N	I	R	P	S				F		N			
		I			R					I		L				O			
		F			A		S	R	E	M	O	L	F	N	U	S			L
		P	L	U	P	N				T		A				A			O
		M			S	D	E	E	S			B				E			O
		A		E			D		I			E	L	C	I	S	P	O	P
		C		N	E	E	R	C	S	N	U	S		I					
				O		A		A		A		A		N	O	L	E	M	
				T	S	E	G	N	O	L		B		C		L			
				S						D				I		I			
		N		A	Y	D	E	C	N	E	D	N	E	P	E	D	N	I	
		O		L			R		A						D				
		I		L		W	O	L	L	A	M	H	S	R	A	M			
		T	A	E	H		M		S									Y	
		A		J			S	E	I	R	R	E	B	W	A	R	T	S	
		C										N		O				A	
		R	A	J						K	C	O	M	M	A	H		E	
		V										C							

# Live Chat

Live Chat is a non-intrusive, personal, and secure way to talk with one of our personal bankers or electronic banking employees using your mobile device, desktop, or tablet. It’s one more channel for us to serve you, and can be especially helpful during these times of social distancing.

Despite the name, Live Chat is not talking over the phone—it’s over your keyboard. But the “live” part is exactly right. In Live Chat the person responding to your messages is a real human, at one of our branches, responding to you in real time.

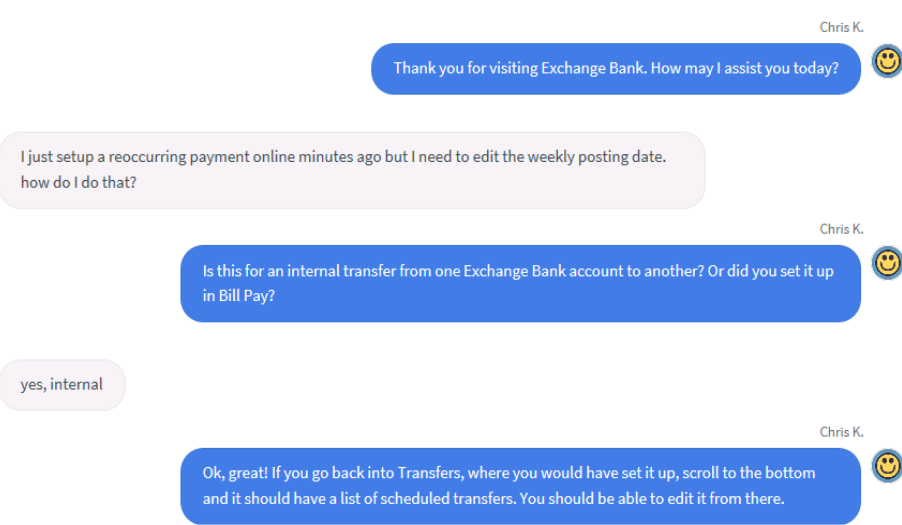


Live Chat can be used whether or not you have online banking with us, and whether or not you are logged in. At our website, eb-us.com, you will find the Live Chat invitation both on the home screen and when you get logged in. To use Live Chat, you will be prompted to enter your name and a valid email address.

Welcome to LiveChat

Welcome to Exchange Bank's Live Chat! Please DO NOT disclose any non-public information, such as your phone number, social security number, or account information.  
Full Name:  
  
E-mail:  
  
Choose a department:   
-- choose --  

Start the chat



Whether you choose to chat, call, or visit us in person, Exchange Bank wants to help you with your banking needs in whatever way is most convenient to you. It’s one more part of building Relationships You Can Bank On.

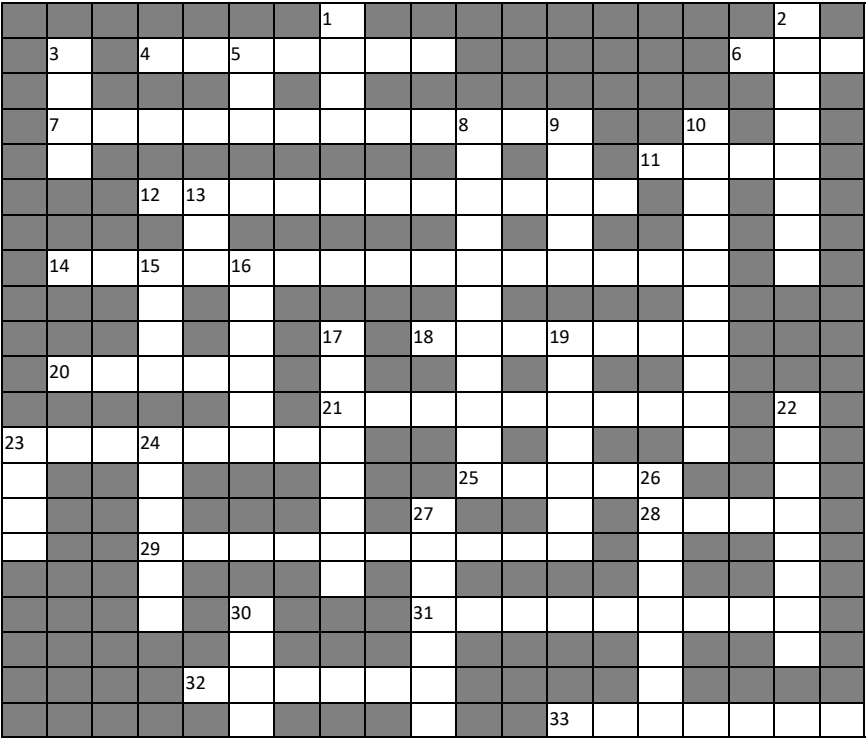
Puzzle Corner

All the answers are words having to do with summer. (Answers on Page 6)

- ACROSS
- 4. nap between trees in this
  - 6. catch a lightning bug in this
  - 7. red June fruits
  - 11. it's not the \_\_\_\_\_, it's the humidity
  - 12. roast this over 22 down
  - 14. July 4th
  - 18. June 20 = the \_\_\_\_\_ day of the year
  - 20. water- or musk\_\_\_\_\_
  - 21. yours might be SPF 30
  - 23. frozen treat on a stick (or maybe two)
  - 25. you might eat these from 29 across
  - 28. your lemonade might have this
  - 29. yellow solar blossoms
  - 31. kids run through this to cool off
  - 32. floats, bands, and candy
  - 33. another name for the bug in 6 across

- DOWN
- 1. ice cream \_\_\_\_\_
  - 2. summer getaway
  - 3. during 2 down you take it \_\_\_\_\_
  - 5. do this for green shoes
  - 8. Grand Island’s waterpark
  - 9. a treat made with 12 across
  - 10. Yogi's park
  - 13. lemon\_\_\_\_\_
  - 15. make pickles with this
  - 16. ants not welcome here
  - 17. American pastime
  - 19. where you pull weeds

- 22. sing songs around this
- 23. take a dip in the \_\_\_\_\_
- 24. summer is one
- 26. kids wave this on 14 across
- 27. tornado nickname
- 30. Old Glory



What’s Cookin’?

This issue’s recipe is courtesy of Chris Kegley, who works at of our Gibbon branch as part of the Electronic Services Department. She has won at least one chili cook-off with this sweet twist on a perennial favorite!

Chris’s Sweet Pork Chili

- 2 pounds ground pork (NOT sausage)
- 1 large bag bacon bits
- 2 packets chili seasoning mix
- 2 large cans diced tomatoes
- 1 can pineapple tidbits, drained
- 1 can black beans, drained
- 1 can whole kernel corn, drained
- 1 can tomato paste
- 2 1/2 cups apple cider
- 1/4 brown sugar
- 2 tablespoons syrup
- 1 tablespoon honey
- 2 tablespoons white vinegar



Brown the ground pork. Place browned pork and all the other ingredients into slow cooker and cook on low for 4 to 6 hours. Can be served with chips, shredded cheese, and sour cream for garnish.

Saving for a SECURE Retirement

If you read our last issue of the newsletter, you may have noticed we had an article about Individual Retirement Accounts (IRA). Regretfully, the article contained some errors. Please accept our apologies as we try again to get it right. And of course, always consult your tax professional for more specific information about your retirement savings and what is best for you.



In December of 2019, the SECURE Act was signed into law. SECURE stands for Setting Every Community Up for Retirement Enhancement. Some provisions of the SECURE Act that might affect you include:

The age for taking Required Minimum Distributions (RMDs) has changed. Under the old rules, participants in Traditional IRAs had to start taking RMDs at age 70 1/2. The new law pushes that age back to 72 for persons who have not yet turned 70 1/2 by the end

of 2019. This reflects the trend that Americans are generally living longer and may want to let their retirement fund grow a bit more before dipping into it. The minimum age to withdraw from a Traditional IRA without penalty remains at 59 1/2.

SECURE also removed the age cap for making contributions to Traditional IRAs. Now you may be able to keep contributing into your seventies and beyond, as long as you have “earned income.” Generally speaking, that means you have to be still working. See your tax preparer for more details. As previously noted, Americans are living longer, and many are working longer too.

The maximum contribution you can make to a Traditional or Roth IRA for 2020 is \$6,000, or \$7,000 if you are 50 or older. This remains unchanged from 2019.

Do you have beneficiaries named on your IRA? The SECURE Act might change how they can withdraw the funds if they inherit your IRA. Previously, *non-spouse* beneficiaries could “stretch” the distribution of inherited IRA money over their lifetimes. Now *non-spouse* beneficiaries generally have to empty an inherited IRA within ten years. Exceptions exist for surviving spouses, minor children, disabled beneficiaries, and others. In general, a spouse beneficiary can treat the funds as his or her own. As always, see your tax professional to find out how the new law affects you and your heirs.



At Exchange Bank we will be happy to help you open the retirement savings plan that is right for you. Call any one of our branches for more information about the IRA products we offer.

Customer Spotlight: Doug McHenry

Exchange Bank customer Doug McHenry of Hampton understands the importance of planning for the future—not just for himself and his family, but also for the futures of children he has never met.

Since December of 2018, Doug has been donating the Required Minimum Distribution from his IRA to the Children’s Hospital & Medical Center Foudation in Omaha. When he starting thinking about donating his RMD, Doug researched charities to find one that matched his values. “The way Children’s functions and what they do for kids is absolutely amazing,” Doug is quoted as saying in the summer 2020 edition of Visions, the publication for the Children’s Hospital Foundation. According to the Foundation, many of the services the hospital provides are not reimbursed. Doug’s generous support helps the hospital keep its commitment to improving the life of every child.

As a Nebraskan, farmer, father, and Christian, Doug feels his greatest responsibility is to help children. “It just makes sense for me and my financial situation,” he tells Visions. “Plus it feels good to give back. We have to take care of the children. They are our future.”

