

\$ Argos  
\$ Culver  
\$ LaPaz  
\$ Plymouth  
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# News Notes

Volume Three  
October 15, 1977  
Number Seven

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Work Brings People Together; News Brings Friends Together.

ARGOS NEWS (Please Excuse The Editor; She Was A Little "Batty" Last Month.)\*

Marge Johnson and Gene VanDerWeele have both returned to work after their recent vacations. Marge and Dean spent their time on a fishing trip and Gene and Joanne painted and fixed up the apartment at their home.

\*\*\*\*

Willis and Mary Sue Burroughs returned from their recent trip in Northern Canada. They report having had a wonderful time and the fishing was good. The pictures Willis brought back of the fish they caught was proof that they really had some good catches.

\*\*\*\*

Charlotte, we really enjoyed your pictures, talk, and display of souvenirs of your recent trip. Those who couldn't attend missed a fine program. The changing of the film was like the Commercials on T V. We had an abundance of refreshments and at each interval everyone refilled their plates. It was a fund night and really "THANK YOU CHARLOTTE" for your night of entertainment.

\*\*\*\*

Betty Nolin is serving on jury duty at this time. Hurry back, Betty!!!!

\*\*\*\*

We girls at the Argos Branch are making plans for the girls Christmas party coming up. We will be letting you know on a date in the near future. Please plan to attend.

\*\*\*\*

Doris Shoemaker is working on the Christmas Club checks that will be mailed out on the 29th of October.

\*\*\*\*

Matt Stults, son of Karen, was injured in a soccer game against Culver Military Academy. He has his ankle in a cast and will be out for the rest of the season.

\*\*\*\*

Reporter: Frances Mattix

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## FARMERS STATE BANK NEWS

Richard and Joan Knepp and Carol, recently vacationed in the northwestern states.

\*\*\*\*

Bill and Marilyn Downs enjoyed the Smokey Mountains and other points of interest in that area last month.

Vonda Jacobs has joined "our family" and is presently working on our tel-

\*[L sic]!

## FARMERS STATE BANK NEWS continued....

ler line. She and her husband, Bryan reside in Lakeville.

\*\*\*\*

Jim and Linda Green and Chad vacationed in Pennington, Minnesota last month. Linda reports "no luck at fishing."

\*\*\*\*

Several of our girls attended a surprise bridal shower in honor of Pat Saxton, drive-in teller, who became the bride of Mr. Terry Setnor, on Saturday, October 3rd. Congratulations to the couple!!!

\*\*\*\*

Carolyn Kelly, Reporter

\*\*\*\*\*

## PLYMOUTH NEWS

Diana and Ed Soike have moved into their new home on Route 4, Plymouth.

\*\*\*\*

Krista Jones has moved to an apartment in Plymouth.

\*\*\*\*

Mark Christiansen, son of Mr. and Mrs. Eugene Christiansen, has achieved commended student status in the 23rd annual National Merit Scholarship program. Mark received this honor as a result of outstanding performance on the Preliminary Scholastic Aptitude Test National Merit Scholarship Qualifying Test which was administered nationwide. After graduation, Mark plans to attend Purdue University where he will be studying engineering.

\*\*\*\*

Ron & Nancy McKee recently spent a week of fishing and fun in Southern Ind. Ron reports that their catch was good. . . Diana Shively spent her vacation at home. . . Bob Milner is on his annual hunting trip in Wyoming . . . Ethel Sanders is touring the scenic Eastern States. . . Marge and Max McCollough are on their way to Texas . . . Crayton & Virginia Holderead will be leaving for Florida . . . Jean & Bob Webster are traveling around Lake Michigan.

\*\*\*\*

Larry Miller recently received the honor of "Jaycee of the Month" for outstanding achievement and performance. REPORTER: JEAN WEBSTER

CULVER NEWS

TELLER TIDBITS

Our reporter, Karen Thomas is vacationing in Germany. She will have alot of news when she gets back.

\*\*\*\*

AUDITING

Auditing Department has been extra busy since September 20th, when Mr-Queen and Thieling CPAs came in to begin the annual audit. Donald Slyh, working in conjunction with the auditors, sent out confirmations to customers in the categories of checking accounts, loans, and certificates of deposit

\*\*\*\*

Cam Tinsley is back at work after her car accident. She is sporting a walking cast all nicely autographed.

\*\*\*\*

Norma Johnson is a proud great aunt to Thomas Ryan Reinholt, son of Dennis and Nancy. He was born September 22nd and weighed in at 8 lb and 11 oz.

\*\*\*\*

Reporter: Margaret Swanson

DATA PROCESSING

Claudia Kindred, daughter of Jean & Chuck, was crowned homecoming queen at the North Judson VS Culver football game.

\*\*\*\*

Linda Shedrow became an aunt on Sept. 22nd. Her brother, Dennis and wife, Nancy, announced the birth of a baby boy, Thomas Ryan, weighing in at 8 lb & 11 oz & 23 inches long.

\*\*\*\*

Theresa Fitterling is now on vacation -- just relaxing and doing some fall house cleaning.

\*\*\*\*

We welcome Marleen back from a leisurely vacation at home.

\*\*\*\*

Reporter: Linda Shedrow

The groundbreaking ceremonies of the new Farmers State Bank branch in Bremen was Thursday, October 6, Bank members attending the ceremony were, W.O. Osborn Fred Adams, Al Cummins, Burl Nifong, Carl Adams, Ed Boswell, Bill Annis.

Special credit should go to Al Cummins and Burl Nifong for their many diligent hours spent preparing for the first shovel of dirt!

LEGAL

The Annual Christmas party will be held Dec 20, 1977 at 6:30 with dinner at 7:00, at the Holiday Inn, Plymouth.

\*\*\*\*

Roy and Esther Reed enjoyed their vacation driving through West Virginia; Arlington Cemetery; Myrtle Beach, So. Carolina; Tennessee; and ending up at Indianapolis Indiana Association of Public School Superintendents.

\*\*\*\*

Reporter: Esther Reed

\*\*\*\*\*

STATE EXCHANGE FINANCE NEWS

Marge Baker is spending two weeks home on vacation and without a doubt will be watching the World Series.

\*\*\*\*

Lee Houghton spent the week-end of October 8 and 9 at Falcon's Club in South Bend, Indiana. This is a conservation Club which Boy Scouts from all over spent the week-end camping.

\*\*\*\*

Elizabeth Allen and Marge Baker enjoyed the evening at the Argos Bank hearing about Charlotte Jung's Orient Trip.

\*\*\*\*

Celebrated Bob Kline's birthday with cake and we are not asking him what birthday this was.

\*\*\*\*

Reporter: Margaret Dehne

\*\*\*\*\*

OCTOBER BIRTHDAYS

- Sandra Lewis -----10-01
- Patricia Krou -----10-03
- Jenny Ousnamer -----10-05
- Carol Jones -----10-06
- Theresa Fitterling -----10-07
- Ethel B. Sanders -----10-09
- Karen Mendenhall -----10-11
- Mikel Smith -----10-12
- Donald Slyh -----10-13
- Diana Soike -----10-15
- Eugene Christiansen -----10-16
- J. C. Beck -----10-17
- Jean Kindred -----10-26
- Paula Davenport -----10-27

!!!!!!HAPPY BIRTHDAY!!!!!!

\*\*\*\*\*

Vacation time for LaVerne Geiger was spent at Lake LeLanou, Michigan, with a side trip to the Soo Locks.

\*\*\*\*\*

\*\*\*\*\*

The Tax Reform Act of 1976 was the topic for the ANNUAL NOTRE DAME ESTATE PLANNING INSTITUTE which was attended by approximately 350 Attorneys, CPAs, Insurance Persons, Trust Officers. Charlotte Jung and Vivian Bush represented our banks and trust department at the seminar.

Many notable economists and business personages presented points of interest in the Tax Reform Act of 1976 with helpful insight into the voluminous piece of legislation:

- ...differences in the Federal Estate and Gift Tax Forms.
- ...planning of the small estate.
- ...New Carryover Basis Rules dealing with income taxes on appreciation incurred during the decedent's life. For deaths after 1976 the decedent's adjusted basis will carryover to the new owner and be subject to four possible adjustments. The penalty the IRS imposes on Executors for failure to report basis to beneficiaries and IRS, could amount to a maximum of \$7,500.00.
- ...advantages of the disclaimer concept, which is the refusal to accept a tendered interest in property.
- ...recapitalization of the Private Corporation as an estate and business planning tool.
- ...valuation of farm and ranch land after Tax Reform Act.
- ...Generation-skipping Tax
- ...the Irrevocable Trust as an Estate planning device, with life insurance.
- ...extension of Time for Payment of Tax.
- ...problems in will drafting in early autumn, 1977 with problems relating to Marital Deduction, Orphans' Deduction, executor's tax powers, transitional period problems. All problems stemming from the Tax Reform Act's complexities.
- ...Estate planning for deferred compensation.
- ...Post-Reform Act uses of Trusts in income tax planning.
- ...Post Mortem Tax Planning with a detailed report on accurate keeping of records, impact of carryover basis from the estate tax valuations; income tax planning including distributions to beneficiaries and the special valuation of qualifying real property devoted to farming or a closely held business. "Flower Bonds" may have lost their bloom in the payment of U.S. estate taxes, because they now result in capital gain to the estate.
- ...Planning for the Orphans' Exclusion.
- ...The speakers urged everyone to write their Congressman about any portion of the Tax Reform Act with which they disagree.

article continued...

.... As one speaker put it "The Tax Reform Act of 1976 is like Bert Lance's financial statement. He was not sure whether the assets were larger than the liabilities."

If anyone would be interested in any particular topic discussed at the Estate Planning Institute, the Trust Department of our bank has all transcripts of the seminar lectures. Contact Charlotte or Vivian for the books.

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BOSSES DAY, October 16.

A "Today's Chuckle" for the occasion:

"Some bosses are so mean that if they ever pay you a compliment they expect to get a receipt."

\*\*\*\*\*

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In a recent article by Allen P. Stults, Chairman of the Board of American National Bank and Trust Company of Chicago, the dilemma of the American public concerning the three principal long-term economic problems --- "inflation, lack of increase in productivity, and government intervention -- are primarily a result of the relatively low level of economic literacy among voters. This lack of understanding is aggravated by many well-meaning, but misguided, bureaucrats, politicians, and consumer advocates who verbally create 'crisis' situations that undermine the confidence of the American public ... a confidence that is so essential to fuel economic progress. When the economy slows, the people turn to government where the 'attraction' of solutions to the problems are promised."

Mr. Stults states that the truth is "there is no way to reduce inflation and increase social programs - there is no way to increase productivity and reduce the motivation to work harder - there is no way to reduce unemployment and increase the economic and social comfort of not having a job." There is nothing our Washington leaders can do to alter these truisms. The private sector, through our free enterprise economic system, provides the "only ability to rectify any economic woes we encounter. Washington is only a conduit where nothing economically beneficial or desirable originates." Washington and the president can and should take a leadership role and motivate and suggest. But they can't "do!" "On the economic highway, they play an important role in building the roads and drawing the maps, but the car, its driver, its destination, the size of the load, etc., are all designed, determined and implemented by the private sector."

article continued...

....Allen Stults says further, " If we don't begin to realize soon that government cannot solve our economic problems, I'm afraid some future president will one day be forced to stare at all of us over a television screen and repeat the haunting but accurate message that England's Prime Minister delivered to his countrymen a few weeks ago.

With every type of government promise having been proven mythical and devastatingly expensive, the Prime Minister was finally forced to say, in essence, that the workers were being paid more than they were worth, the economy had gotten totally out of hand and the government could not solve the dilemma!! The only hope of survival he said, was, 'to have the people solve the country's problems.'"

Mr. Stults says England's warning has come too late for them. What about our country?

Article written October, 1976.

(Any comments on this article will be published in the November issue.)

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....Over 1,000 times a day, "Good morning!", Good afternoon!" "Thank you," "Sorry, the line is busy. Could someone else help you!", our bank operators greet the public with these words. What better PR (public relations) can we get! Thanks gals!!

Operators for our banks are listed here designating which shifts they are in charge of:

Argos

Doris Shoemaker - Operator  
Frances Mattox - Breaks and lunch

Plymouth

Dee Brown - Operator  
Linda Jones - Breaks and lunch  
Diana Soike - Breaks and lunch  
Deirdre Crossgrove - Breaks and lunch  
Marsha Banning - Vacations or emergencies

LaPaz

Carolyn Kelly - Operator  
Kay Hagenbush - Breaks and lunch  
Paula Davenport - Breaks and lunch

Culver

Pat Krou - Operator  
Lynne Geiger - Breaks and lunch, days off, vacatuion  
Karen Thomas - Breaks  
Janet Kibort - Breaks  
Joyce Von Ehr - Substitute for vacations

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Our bank director, Ed Boswell, gave this to the editor which continues the idea of good PR work and service to our customers:

BANKING HABITS

A survey of financial services in four different markets of the U.S. by the Newspaper Advertising Bureau, Inc., reveals that the most desired of six banking services is free checking, followed in order by drive-in banking, evening and Saturday banking hours, cash machines, automatic loan arrangements and free credit cards.

The survey also reveals that three out of every 10 customers switch banks because of deficiencies in human relations or personal service.

Of the customers who switched, 19% did so because of errors in their accounts; 16 % because of poor service; 13% because of rude or unhelpful employees, and about 12 % to get higher interest rates.

WHAT IS OUR PERCENTAGE?

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WOMEN IN BANKING CONFERENCE, sponsored by the Women in Banking Committee, Indiana Bankers Association, will be held November 2, 1977 at Indiana Convention Center, Indianapolis, IN. The one day conference will begin with Registration at 8:45 A.M.

Ms. Charlotte Jung, Vice President of The State Exchange Bank, will be one of the discussion leaders in the afternoon sessions entitled, "Learning by Sharing."

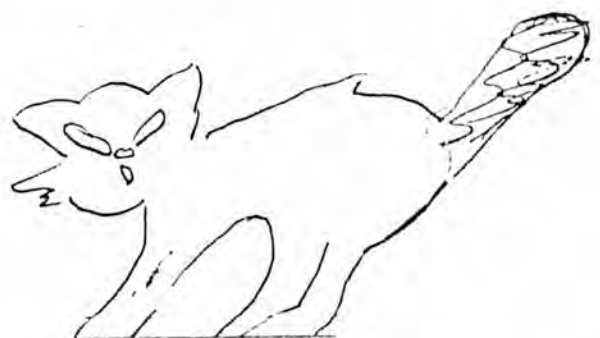
Attending the conference will be: Margaret Swanson, Auditing; Esther Reed, Legal; Penny Lukenbill, Loan.

\*\*\*\*\*

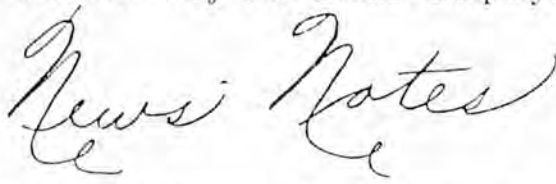
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Autumn is that critical time of year when you don't know whether to rake the leaves or pray for a windstorm.

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HAPPY HALLOWEEN ! ! ! ! !



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Work Brings People Together; News Brings Friends Together.

ARGOS NEWS

VACATION TIME:

Bud Powers will be spending November 11 in Indianapolis, visiting and Christmas shopping.

\*\*\*\*

Gladys and Eugene Snyder and two daughters, Kristi and Karla, spent a weekend at Gatlinburg recently.

\*\*\*\*

Jean and Rowdy Rensberger visited their daughter, Karen, at Notre Dame on Saturday. The Freshman class and their parents had breakfast at Stepan Center and then were able to talk and visit with the professors and advisors.

\*\*\*\*

Frances and Earl Mattix spent their vacation touring several states, visiting points of interest in Ohio, Kentucky, Tennessee, North Carolina and Georgia. They spent several days in Gatlinburg. The weather and coloring were both beautiful.

\*\*\*\*

Roseann and Darrell O'Dell and family spent a weekend recently visiting in Kentucky.

\*\*\*\*

Doris Shoemaker is on vacation this week from her duties at the switchboard. She and her husband, Gerald, are planning several short trips.

\*\*\*\*

Jack and Pat Carpenter, Karen and Jim, spent the weekend with their son and brother, David at Indiana State, Terre Haute.

\*\*\*\*

Marge and Dean Johnson are proud grandparents again. The Randy Johnsons had an 8½ lb baby boy, Jay Vincent, born Sunday morning, November 6th. Barb & Tim Hackett are proud aunt and uncle also.

\*\*\*\*

Remember our Girls Christmas Party at the Holiday Inn, Plymouth, on Thursday, December 1st. Punch Bowl is at 6:30 with dinner and entertainment to follow. a \$2.00 donation from each individual will be taken and presented to some worthy organization. SEE YOU ALL THEN!

\*\*\*\*

Reporter: Frances Mattix

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FARMERS STATE BANK NEWS

The beautiful colors of October encouraged many weekend trips. Some of us lucky enough to take advantage of it were:

Larry and Carol Jensen attended the Covered Bridge Festival in Southern Indiana.

George and Paula Davenport spent a long weekend with their daughter and son-in-law, Jodi and John Graverson, in Hutchinson, Kansas.

Larry, Diane, Jeff and Kirk Weiss visited Brown County.

\*\*\*\*

We're all glad to hear that Doris (Ralph's wife) Lamborn was given such good news from her doctor.

\*\*\*\*

Joe and Pat (Saxton) Setnor are now living in Mishawaka.

\*\*\*\*

We are planning a shopping trip to Schaumburg Mall in Illinois with the aid of the "Weiss Travel Bureau".

\*\*\*\*

HAVE A HAPPY THANKSGIVING - DON'T EAT TOO MUCH!!!!!!!!!!

\*\*\*\*

Reporter: Carolyn Kelly

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PLYMOUTH NEWS

Larry Miller, captain of institutional areas of the UNITED WAY OF PLYMOUTH AREA, INC. is happy to report that the contributions of The State Exchange Bank were excellent. The bank corporate gift was \$1,100.00. Employees of our bank from Plymouth, Argos, and LaPaz contributed \$634.00 for a grand total of \$1,734.00.

We wish to thank the employees for helping the UNITED WAY OF PLYMOUTH AREA, INC in making their goal. We are sure that next year will be even better.

\*\*\*\*

Bill Laramore, a director of our bank, was recently elected president of the Indiana Library Trustee Association during that group's convention held in Indianapolis.

\*\*\*\*

Plymouth News continued .....

Jerry Wyman has returned from Biloxi, Mississippi. Jerry joined by friends, including John Deery, planned on spending the week sea fishing. High winds and waves forced the group to return earlier than planned.

\*\*\*\*

Paula and John Tribbey have bought a home at 609 W. Adams Street in Plymouth. They are remodeling the home and will have 2 apartments for rent in the near future.

\*\*\*\*

An open-house honoring Nila and Roger Greenlee on their 25th Anniversary will be held on Sunday, November 20th at their home on King Road from 2-4 p.m. The event will be hosted by their children, Marla and David. Everyone is welcome and they have requested "no gifts" please.

\*\*\*\*

We are glad to have Dee Brown back with us. Dee spent a few days recently in Parkview Hospital, Plymouth.

\*\*\*\*

Reporter: Jean Webster

\*\*\*\*\*

CULVER NEWS

TELLER TIDBITS

The tellers celebrated several birthdays -- each with a cake and all the trimmings. Thanks to Janet Kibort, Debbie Overmyer, and Joyce VonEhr for the goodies!

Pat Krou - Oct. 3, Debbie Overmyer - November 4, and Barbara Hittle - Sept 10. Hope it was a happy day for each of you.

\*\*\*\*

We welcome Jean Kindred to the teller line. Jean was formerly in the book-keeping department. Jean is taking the place of Barbara Hittle, who has found a job closer to her home.

\*\*\*\*

Karen Richards and Karen Thomas (teller) have returned from a 15 day "holiday" traveling in Germany, Italy, Switzerland, Holland, and France. The trip was a once in a lifetime experience, but, THERE'S NO PLACE LIKE HOME!!!!

\*\*\*\*

Pat Krou and family spent the weekend of Oct 8 camping at Turkey Run. Pat said they all had a good time and covered all the trails available except two.

\*\*\*\*

Teller Tidbits continued .....

Barbara Hittle was honored with a strawberry cake and punch bowl before she left the bank. We are going to miss Barb, but wish her much success on her new job!

\*\*\*\*

CONGRATULATIONS Joyce VonEhr. Joyce announced her engagement to Howard Babcock. No date has been set for the wedding.

\*\*\*\*

Reporter: Karen Thomas

\*\*\*\*\*

DATA PROCESSING

Band Boosters are selling fruit cakes. If you'd like one -- contact Theresa Fitterling at extension 35.

\*\*\*\*

Jean Kindred left the ranks of book-keeper and went to work in the teller line.

\*\*\*\*

A Mickey Mouse birthday cake was enjoyed by Leslie Geiger, daughter of Lynne & Denny Geiger on her fourth birthday.

\*\*\*\*

Reporter: Linda Shedrow

\*\*\*\*\*

AUDITING

Margaret Swanson enjoyed a trip to Colonial Williamsburg, Washington, D. C., and Gettysburg for eight days beginning October 15. She was accompanied by her sister, Astrid Voreis on the tour that was conducted by Forlow Tours.

\*\*\*\*

A group of four examiners from the Federal Reserve Bank of Chicago conducted an examination of State Exchange Finance Company as to its role as a banking holding company under Regulation Y. Sefco is holding company for Farmers State Bank of LaPaz. This is the first examination under this regulation, and will be probably conducted on an annual basis from now on.

\*\*\*\*

Reporter: Margaret Swanson

\*\*\*\*\*

HAPPY NOVEMBER BIRTHDAY!!!!!!

- Diana Wiess 11-1
- Ralph Lamborn 11-21
- Muriel Garrett 11-23
- Esther Reed 11-23
- Marilynn Pacilio 11-24
- Barbara Hackett 11-24



LOAN DEPARTMENT

Bob Lindvall has hit the 5 gallon mark --- in donating blood, that is!  
\*\*\*\*

VETERAN'S DAY VACATIONS:

Ken and Penny Lukenbill spent the holiday shopping in Chicago.

Karen Richards and family spent their holiday visiting the various museums, aquarium and Sears Tower in Chicago.

Betty Davis travelled to Ohio to visit her daughter and son-in-law.

\*\*\*\*

Reporter: Penny Lukenbill

\*\*\*\*\*

LEGAL

Karen and Ron Mendenhall enjoyed the weekend of the 5th at Coatsville, IN, at the home of Bob and Ruth Fuson, where over 20 people stayed overnight and attended the Eastern Star Reception of Mrs. Fuson:  
\*\*\*\*

Jan and Al Houin attended the wedding of a friend at Lafayette on the 5th and stayed on to enjoy all the luxuries offered at the Howard Johnson Motel, including the sauna.  
\*\*\*\*

Charlotte headed West over the weekend of the 11th - 13th to visit her brother in Des Moines accompanied by her uncle and aunt from Minnesota and her cousin, Bob Howard, from Plymouth. The men will hunt pheasant and quail and the ladies will hunt bargains in the shops. The big winter storm is "predicted" to move north and miss Des Moines with its heavy snow.  
\*\*\*\*

The Trust Department and the Auditing Department are in the midst of changing the trust accounting system over to the L5000 computer.  
\*\*\*\*

Reporter: Esther Reed

\*\*\*\*\*

BANK CHRISTMAS PARTY---Holiday Inn

Tuesday, December 20

Punch Bowl.....6:30P.M.  
Dinner.....7:00P.M.

Johnny Keck and Rita Price  
Dinner Music

Dance Music after dinner for your enjoyment.

\*\*\*\*\*

A Little SOCIALISM Could Go a Long Way..

...S.B.A.(Small Business Administration) Loans are loans in which the federal government guarantees 90% of the loan made by a bank. Thus, the bank's exposure is only 10% of the total loan.

We are living in a period in which we all rely so much upon the assistance and aid of the federal government. In the area of banking, we find ourselves looking to Washington for assistance when possibly we, the individual bank, should shoulder the responsibility ourselves.

For example, several banks in our area are now asking the federal government to guarantee a good portion of their commercial loans in the form of an S.B.A. Loan. (Some banks will not make small commercial loans unless the S.B.A. participates.)

Our Directors feel that basically, if a loan application does not meet our standards, then why should we ask the federal government, which is really the tax payers of America, to guarantee 90% of a questionable loan?

This does not mean that there is no place for S.B.A. Loans. There are special situations where a small businessman may want to expand his business and if he has a good history, even though his collateral is not sufficient to meet our bank's standards, should be considered for an S.B.A. Loan.

Our Directors' policy is to make commercial loans that meet Banking regulations and our standards. If our loan participation cannot be given within these guidelines, then and only then will we ask for help from the federal government in the S.B.A. Program.

Federal aid in commercial loans should be made only if the individual bank or other business concerns cannot deal with out them. Depending too much upon Washington to solve our problems could invite them (the Federal Government) to run our business and personal lives.

Fred E. Adams, Exec. V.P.

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I wish to thank all of the bank employees for their expressions of sympathy and for their consoling presence at the mortuary and the church. Fran, Polly, and I are most appreciative.

W.O. Osborn, Pres.

\*\*\*\*\*

On Wednesday, November 2, twelve women from our banks attended the Women in Banking Conference, sponsored by the Indiana Bankers Association. The meeting was held at the Convention Center in Indianapolis, with approximately 550 women in attendance, representing 129 banks throughout the state.

Three speakers comprised the morning session of the conference and represented a broad spectrum of the banking profession. They were: Gordon Kingma, Sr. Vice President of the Lafayette National Bank, Lafayette; Dr. Donald H. Sauer, Professor of Finance, Graduate School of Business, Indiana University; and Jon S. Armstrong, Chairman of the Board, St. Joseph Valley Bank in Elkhart.

The major underlying theme of the speakers was that our prime concern is the customer. We must create the customer, serve him and, above all, respect him. As a bank employee, one commands the respect of the community, but perhaps our customers are afraid we do not respect them. Respond to customers' needs in a positive way, and they will respond in like manner to your bank.

A bank has a responsibility also to the entire community. If we serve our employees, our board of directors and our customers, the entire community benefits. As responsible employees, we are in the center of activity and, therefore, are aware of the needs of our community and in the best position to serve it.

Fulfillment of personal goals and satisfactions was also emphasized. We should all have a definite goal in mind, put our energy to work in realizing that goal, and develop the motto of "Complain less and work more!"

Mr. Duane McCullough of the Fannin Bank, Houston, Tx, was our luncheon speaker and compared the unlikely subjects of religion and banking. Some of his humorous comparisons were: Revival meetings and bank conferences; missionaries and Citicorp branches; speaking in tongues--EFTS, EDP, APR, ACH, Consumerism; the physical appearance of the Bible and Federal Regulation manuals. We enjoyed his talk immensely and gleaned quite a bit of practical, useful knowledge from it.

The afternoon session consisted of small discussion groups, in which information was exchanged regarding various bank operations, policies, attitudes, employee training programs, and our ability to handle responsibility and attain executive status. We also discussed that in addition to having the proper training, women must work a little harder to attain their goals.

After reviewing the comments from those who attended, the conclusion was that the group sessions in the afternoon enabled us to see the difficulties as well as the rewarding experiences in banks of all sizes. They also helped us realize that the most important aspect of banking is our customer-- something which our banks have known for more than 75 years, but which other banks are just now discovering.

We realized also that our jobs with The State Exchange Bank are more than "just a job". Banking is an exciting field to be a part of, and it is a great opportunity to serve other people and our community.

We would collectively like to thank the officers and directors of The State Exchange Bank and Farmers State Bank for the opportunity of attending this excellent conference and look forward to future opportunities such as this.

- Penny Lukenbill
- Charlotte Jung
- Esther Reed
- Marianne Ransdell
- Margaret Swanson
- Rose Strang
- Jean Webster
- Ethel Sanders
- Marjorie Johnson
- Jo Ann Powers
- Mary Alice Horst
- Kay Hagenbush

Article by: Penny Lukenbill

PEN\*\*\*CHEXS

Does anyone know or have supplies to etch glass? Maybe some 4'H person has done this type of craft. I need some information on how to etch glass for some wedding favors. Leave word with Rose Strang if you have some help. Thanks..Marcia A.

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Mrs. Minnie Osborn will be missed by our bank. She stood beside Mr. Osborn in all of his bank ventures and, as he has said, was "not only my wife, but my partner for over 70 years."

Her death touches each employee personally for each one knows that Mrs. Osborn cared for each individual who works for the bank.

Our gratitude is in having known so fine a person, unique in so many respects, and so very human. She lives in the hearts of all of us.

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