



2020 - Our 100th Year!

SPRING 2020

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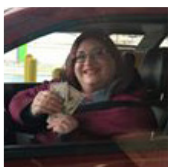
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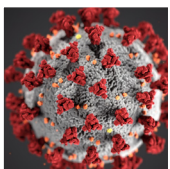
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## SOCIALLY DISTANT. COMMUNITY STRONG.

This is a very proud year for us as we celebrate 100 years in business! Over that time we have experienced many economic changes, added and acquired banks, changed our name a few times, and have grown to nearly 100 employees. Even with the abundance of change, our focus has been to serve Eastern South Dakota, and we look forward to continuing that tradition for the next 100 years.

Enjoy this spring edition of our newsletter.



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(605) 306-2000

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304 W Hwy 38  
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**Tea**  
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(605) 498-3683

**Humboldt**  
1003 W 2<sup>nd</sup> Ave  
(605) 363-3808

**Estelline**  
211 N Main St  
(605) 873-2261

**Hayti**  
117 Main Ave  
(605) 783-3616

**Hazel**  
11 W William  
(605) 628-2961

**Watertown SW**  
830 10<sup>th</sup> St SW  
(605) 886-7700

**Watertown**  
1401 4<sup>th</sup> St NE  
(605) 886-6000



## April was Community Bank Month!

Normally we celebrate this month by hosting open houses, in lobby displays and other person-to-person activities. This year may be a bit different, but we still hosted a month long celebration on social media and our new blog.

We held a Facebook coloring contest for kids 12 and under. Three lucky winners were randomly chosen and won \$25 in local gift cards.



### We are proud to be a community bank!

- Unlike larger bank that may take deposits in one state and lend in others, community banks channel their loans to the neighborhoods where their depositors live and work, which helps local businesses and communities thrive.
- As high tech, high touch local financial institutions, community banks work with their customers to ensure they have access to innovative products and services.
- Community banks offer nimble decision-making on business loans because decisions are made locally.
- Community banks are deeply involved in their local communities, while large-bank officers are likely to be detached physically and emotionally from the communities where their branches are located.
- As locally owned small businesses themselves, community banks only thrive when their customers and communities flourish.





## What is the difference? Loan extensions, loan forbearance, and loan forgiveness? *by Kelly Baker*

Over the past month, our lives have dramatically changed. While it is difficult to explain everything that is going on in the world, one area of discussion keeps coming up. Is anyone going to forgive my loans? This question has a lot more to it than meets the eye. So let's unpack some of the options available to customers and break them down.

**First is loan extensions.** These are formal agreements between the lender and the borrower to move payments that are due now to a later time. Typically, for consumer loans a loan extension will move current payments owed to the end of the loan term. This will either cause your loan maturity date to move out correspondingly, or you will have a larger final payment (also called a balloon). Usually, lenders will try to collect the current interest due prior to extending the loan. If you can pay the interest, it is better for you, the borrower, over the long term.

**Second is loan forbearance.** Loan forbearance is a temporary postponement of payments granted by the lender to the borrower in lieu of taking collection action (repossession, foreclosure, etc.). This can take shape in several forms depending upon what the lender and borrower negotiate. There are currently posts floating around on social media stating something similar to the following: "If you agree to six months of forbearance, in month seven you will owe the previous six months plus month seven all at once." While this may be true in some instances, it is not always the case. If forbearance is granted, in the case of a mortgage, it is expected the lender (or

servicer) must work with the borrower on a permanent plan to assist in maintaining or reducing monthly payment amounts as necessary including the loan modifications.

### **Third is the idea of loan forgiveness.**

This idea centers on the assumption that some entity (bank or government) would step in and eliminate either a portion or all of a specific debt. Forgiveness is unlikely from a bank. Simply put, there are no banks in the USA that can absorb loan forgiveness on the scale needed to improve the US economy. Any forgiveness programs will likely be at the federal government level. However, there is generally a cost to these programs as they are funded with debt that will be repaid by taxpayers over the next several decades.

If you are concerned about your ability to continue to make payments on your loans, please reach out! Start the discussion early with our lenders. We have been actively working with customers on their individual challenges long before COVID-19 impacted us all. We are in tough times and community banks have answered the call again. Everyone's situation is unique and not everyone may qualify for the options listed above, but it is still important to maintain open communication with Reliabank about the options available to you.





## Nurse Appreciation Day - Sioux Falls

Thursday, April 9th we held “Nurse Appreciation Day” in partnership with Sioux Falls Nurses. We were able to provide coffee and a bagel to hundreds of nurses.

## Community Involvement

We love our communities and are having a blast with our Hot 104.7fm 5 Seconds to Cash giveaway, KXLG 99.1fm Make it Count Mondays giveaway, and our \$5k Half-court shots held at various schools this past winter.



### ONE Sioux Falls Fund


In response to the Coronavirus pandemic, the Sioux Falls Area Community Foundation, in partnership with the City of Sioux Falls and local businesses, has established the One Sioux Falls Fund, a disaster fund to help residents in the Sioux Falls area.

### Watertown Disaster Relief Fund

The Watertown Development Company Disaster Relief Fund is a zero-interest loan program for small to mid-size companies and entrepreneurs.







# AVOIDING fake stimulus check scams

There's a lot to worry about when it comes to the Coronavirus crisis, including the new ways scammers are using the economic impact payments (so-called "stimulus checks") to trick people. To keep ahead of scammers who are trying to cash in on those payments, read on.

Scammers have no shame, and nothing – not even a global health crisis – is off limits. They're pitching fake Coronavirus vaccines, unproven cures, and bogus at-home testing kits. So, it's not surprising that scammers are exploiting confusion about economic impact payments too. But it's still shameful.

Most people who qualify for a check will automatically get it direct deposited by the IRS within weeks. But as details emerge about how and when payments will arrive, some scammers may start using official-looking fake checks to steal money and confuse people into turning over personal information. Here's some information to help avoid fake check scams that might be arriving soon.

The check's not in the mail – yet. Reports say that paper checks – for people without direct deposit – will start arriving in May at the earliest. So, if you get an economic impact payment, stimulus, or relief check before then, or you get a check when you're expecting a direct deposit, it's a scam.

The IRS will not send you an overpayment and make you send the money back in cash, gift cards, or through a money transfer. If you get an official-looking check for more than what you were expecting – say, for \$3,000 – the next call you're likely to get is from a scammer. They'll tell you to keep your \$1,200 payment, and return the rest by sending cash, gift cards, or money transfers. It's a scam that will leave you owing money to your bank.

That's not the IRS calling, texting, or emailing. Scammers are sending official-looking messages – including postcards with a password to be used online to "access" or "verify" your payment or direct deposit information. The IRS will not contact you to collect your personal information or bank account. It's a scam.

For trusted information and updates about IRS payments – including eligibility, how to sign up for direct deposit, or where to file a short tax form – always start with [irs.gov/coronavirus](https://irs.gov/coronavirus). Learn how to avoid scams by subscribing to the FTC's consumer alerts, and report scams to the FTC at [ftc.gov/complaint](https://ftc.gov/complaint).

More information go to: [consumer.ftc.gov](https://consumer.ftc.gov)

**Read more on our NEW BLOG**  
**[blog.reliabank.com](https://blog.reliabank.com)**



# Your *safety* in mind

COVID-19 Response

The Coronavirus Disease (COVID-19) has been reported in South Dakota and we want to act in the best interest of everyone's well-being.

We have restricted in-bank transactions and are currently open for banking via drive up, online banking or our mobile app.

All drive-through facilities are open normal drive-through hours Mon-Friday. Closed on Saturdays.

- Our loan officers, staff and account specialists are available by phone to answer any questions. Should you need to meet with a loan officer or complete other specialized banking services, please call your local branch to schedule an appointment.

- Our Hazel branch is closed for the time being. Customers are being asked to utilize Watertown or Hayti locations.
- Hayti customers are encouraged to use night drop and ATM's.

## We encourage you to use the following banking methods:

- Drive Through Lanes
- Automated Teller Machines (ATMs)
- Online and mobile banking. Download our Reliabank app in the Apple Store or Google Play Store
- Phone Banking
- Online loan & checking account applications

Above all, we're here to help you any way that we can - our customers are our family and our care goes well beyond finances.

## BANK FROM HOME

### MOBILE BANKING

- Funds transfer
- Pay bills
- Make mobile deposits
- Real-Time Transaction Info
- Report lost/stolen cards
- Receive SMS alerts

all from the  
**COMFORT**  
of your **HOME!**



Scan Code  
to Enroll  
for **Online  
Banking**

We understand how important convenience is, which is why we offer you the option to bank on your time – anytime. When you sign up for a checking account through Reliabank, you also gain access to our safe and secure online and mobile banking.

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