



# the intersection

*Where Community and Opportunity Meet*

## A LETTER FROM **TIM PURMAN** — PRESIDENT/CEO

**It's no secret that First National Bank prides itself on being an independent community bank that is deeply involved in and committed to the local communities it serves.**

Over the last century, the bank has seen a number of positive changes, from moving off of Main Street in downtown Hartford in order to install a drive-thru teller line, to the advent of online and mobile banking, to now mobile deposit. But what hasn't changed is our belief in the value of local, community banking. When you bank locally, your money is reinvested in the local economy, connecting us all and giving everyone a stake in the financial success of the community.

What community members might be surprised to learn, though, is how hard First National Bank works to offer customers the same solutions as those provided by the big banks. At First National Bank we're constantly evaluating and adopting new technologies to make banking faster and more convenient for our customers, while simultaneously

providing a higher level of security and service than a much larger bank can provide. We do this because we truly want to be the best and strongest option for our customers, regardless of the size of their community.

Just as we believe in the strength and value of banking locally, we similarly believe in the value of shopping locally. Fall and the holidays are quickly upon us, which means soon we'll be in the midst of holiday shopping. If you're planning to spread some cheer this holiday season, consider picking up a one-of-a-kind gift from a local small business.

*Did you know that every dollar spent at independent businesses is returned **threefold** to our local economy? Or that small businesses create **two out of three new U.S. jobs** annually?* So, when you patronize local establishments, you're not only putting your hard-earned dollars to work in your community, you're supporting the economic engines that fuel our national economy. **Purchasing gifts from local businesses are truly the gifts that keep on giving!**



Purchasing local is **good for the environment, too**, because community-serving businesses typically consume less land, carry more locally-made products, and create less traffic and air pollution by being local. Plus, locally sourced goods and services like those found in Washington County often are crafted by local artisans and are exclusive to our region, making for memorable gift-giving during the holidays and beyond.

Thank you for banking locally and we hope you will consider shopping locally at one of the many fantastic businesses in Washington County this holiday season and all year round!



From the First National Bank family to yours,  
we wish you *peace, joy* and *love* this holiday season!



### Mom's Apple Crisp

*This sweet recipe really does come from **Lori Blau's** mom! Lori shares that her mom often made this apple crisp and most likely got the recipe from her own mother who cooked for most of her life, first for school children at the public school in*

*Saxon, Wis., and years later for priests at a church in Chicago. Lori says she makes this easy and delicious recipe several times a year. "Serve it hot with a little ice cream and you have a heavenly dessert!" We can't wait to try it, Lori!*

#### Ingredients

8-10 apples, peeled  
1 tsp. cinnamon  
1/3 c. sugar  
1/3 c. water  
1 T. flour  
1/2 c. brown sugar  
3/4 c. flour  
1/2 c. oatmeal  
1 tsp. baking powder  
Dash of salt  
6 T. butter  
1/2 c. nuts, chopped (optional)

## Fall/Winter. *recipe*

#### Directions

Slice apples and place in a buttered 8x8 inch pan. Mix together cinnamon and sugar, then add water and 1 tablespoon of flour. Sprinkle over apples. Mix together brown sugar, 3/4 cup of flour, oatmeal, baking powder, salt, butter and chopped nuts. Sprinkle over sliced apples. Bake at 350 degrees for 30-40 minutes. Serve warm with vanilla bean ice cream.

## Welcome, Kristen Strupp!

As some of you may know, after 25 years of helping customers meet their financial needs, in September Deb Mertz traded in her 9-to-5 job to fulfill her own retirement dreams. We are so happy for Deb and look forward to hearing all about her new adventures.

### With that said, we are thrilled to welcome Kristen Strupp as our newest financial advisor!

Kristen has been with the bank for six years and with FNB Hartford Investment Services as an investment assistant for the last two years.

Kristen and Nate remain committed to offering you the highest level of customer service and integrity you have come to expect. Please join us in welcoming Kristen!



If you have any questions or concerns please do not hesitate to reach out to either Kristen or Nate. You can reach them at 262-673-8926.

Voya Financial Advisors is not an affiliate of First National Bank.

Investment adviser representative and registered representative of, and securities and investment advisory services offered through Voya Financial Advisors, Inc. (member SIPC).

FNB Hartford Investment Services is not a subsidiary of nor controlled by Voya Financial Advisors.

Not FDIC insured. Not insured by any Federal Government Agency. Not a deposit.

No bank guarantee. May lose value.

## Get Preapproved for FREE!

The housing market is still a “seller’s market.” That means that there are fewer homes for sale than people looking to buy a home. **Getting preapproved is more important than ever in such a tight housing market!** Plus, real estate agents prefer buyers to be preapproved. Make a competitive offer and get the home you want by getting preapproved for FREE at First National Bank. Contact a lender to get started!

# \$1,000 OFF CLOSING COSTS

First National Bank customers who are first-time homebuyers will **receive \$1,000 off the closing costs** of the purchase of their new home.

For a limited time, all other buyers will receive a \$250 credit towards closing costs.

## Apply for Your Mortgage Online

Apply for your mortgage from the comfort of your home or while you’re on the go! Apply online at [www.fnb-hartford.com](http://www.fnb-hartford.com). You can even provide your financial documents electronically via our secure upload center.

## HELOC Rate Special

Move into your dream home without packing a thing! Take advantage of our HELOC rate special – 3.25% APR for 12 months followed by a variable APR equal to Prime (4.75% APR currently) and pay no more than \$150 in closing costs!

*In addition to a home remodeling or repair project, you can also use a HELOC to:*

- Pay for a child’s education expenses
- Pay for emergency medical expenses
- Consolidate higher-interest rate loans
- Buy a car

A HELOC from First National Bank gives you the flexibility to borrow only what you need when you need it. Take advantage of our HELOC rate special and put your equity to use! Contact a lender to learn more!

3.25% annual percentage rate (APR) in effect for 12 months. For the remaining term, the APR will be monthly variable and will be equal to the Prime Rate as published in the Wall Street Journal (4.75% currently). If Prime Rate changes, your rate will change the first day of the next billing cycle. This rate will not vary above 18.00% APR (or applicable state law) or below 3.25% APR. Fees to open account range from \$0 to \$150. \$50 annual fee, waived for the first year. \$200 fee if account is closed in the first three years unless due to sale of home. Property insurance required. Loans subject to credit approval.



Learn more about the mortgage options and grant programs we offer at [www.fnb-hartford.com/mortgage](http://www.fnb-hartford.com/mortgage) or contact a lender today!



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Loans subject to credit approval. First National Bank NMLS ID# 409428

# Elder Financial Exploitation by a Fiduciary or POA

Financial exploitation has been called “the crime of the 21st century,” with one study suggesting that older Americans lost at least \$2.9 billion to financial exploitation in 2010<sup>①</sup> by a broad spectrum of perpetrators, including persons they know and trust, as well as strangers.

Elder financial exploitation is the fraudulent or otherwise illegal, unauthorized, or improper actions by a caregiver, fiduciary, or other individual in which the resources of an older person are used by another for personal profit or gain; or actions that result in depriving an older person of the benefits, resources, belongings, or assets to which they are entitled.

While anyone can be the victim of financial exploitation, cognitive impairment diminishes the ability of some older adults to make financial decisions and to detect frauds and scams. Older adults may also be more vulnerable to financial exploitation because they tend to be trusting and polite, dependent on a support from others, and sometimes unfamiliar with managing financial matters.

Financial exploitation is an epidemic that flies under the radar. The cases tend to be very complex and can be difficult to investigate and prosecute. A common form of elder financial exploitation is abuse by a fiduciary or a power of attorney (POA).

## Exploitation by a Fiduciary

A person who is named to manage your money or property is a fiduciary. He or she must manage your money and property for your benefit. Financial exploitation can occur when a fiduciary abuses that power. The person you appoint as your fiduciary should be trustworthy and honest. Your fiduciary has four basic duties:

1. Act only in your interest
2. Manage your money and property carefully
3. Keep your money and property separate from his/hers
4. Keep good records

Your fiduciary can be removed if he or she does not fulfill his/her obligations or duties.

Fiduciaries can be sued and may be ordered to repay money. If elder financial exploitation is reported to the police or Adult Protective Services, the fiduciary could be investigated. If the fiduciary is convicted of stealing your assets, he or she can go to jail.

## Exploitation by a Power of Attorney

A power of attorney is one type of fiduciary. Older adults often prepare for the possibility of diminished financial decision-making capacity by making a power of attorney (POA) for finances. A power of attorney gives someone else legal authority to make decisions about money or property. That person – called the agent – can make decisions if the older adult is sick or injured. Since a POA gives someone else a great deal of authority over your finances without regular oversight, a POA does involve some risk.

### *POA abuse can take many forms:*

- Your agent might pressure you for authority that you do not want to grant.
- Your agent may spend your money on him or herself rather than for your benefit.
- Your agent might do things you didn't authorize him or her to do – for example, make gifts or change beneficiaries on insurance policies or retirement plans.

### *What are some ways to minimize the risk of POA abuse?*

- Trust, but verify. Only appoint someone you really trust and make sure they know your wishes and preferences. You can require in your POA that your agent regularly report to another person on the financial transactions he or she makes on your behalf.
- Avoid appointing a person who mismanages their own money or has problems with substance abuse or gambling.
- Tell friends, family members, and financial advisers about your POA so they can look out for you.
- Ask your financial institution about its POA procedures. The financial institution may have its own form that it wants you



to complete. But a POA that is valid under your state's law should be accepted by financial service providers.

- Remember that POA designations are not written in stone – you can change them. If you decide that your agent isn't or is no longer the best person to handle your finances, you can revoke (cancel) your POA. Notify your financial institution if you do this.
- Avoid appointing hired caregivers or other paid helpers as your agent under a power of attorney.
- Beware of someone who wants to help you out by handling your finances and be your new “best friend.” If an offer of help seems too good to be true, it probably is.

### *What should you do if you or someone you know becomes a victim of financial exploitation or another form of elder abuse?*

If you or a loved one is a victim of financial exploitation by a fiduciary or power of attorney, take action immediately and make a report to the **Washington County Adult Protective Services hotline at 262-365-5757** or contact your local law enforcement agency. You can find local Adult Protective Services information for anywhere in the United States at **eldercare.acl.gov** or by visiting **1-800-677-1116**.

<sup>①</sup> *The MetLife Study of Elder Financial Abuse: Crimes of Occasion, Desperation, and Predation against America's Elders* (New York, NY: MetLife, June 2011) [available at <https://www.fnb-hartford.com/docs/default-source/pdfs/mmi-elder-financial-abuse.pdf>].

Thanksgiving Day, Thursday, November 28 — **CLOSED**

Day after Thanksgiving, Friday, November 29 — **OPEN regular business hours (8:30 a.m. - 6 p.m.)**

Christmas Eve Day, Tuesday, December 24th — **8:30 a.m. to 12:00 p.m.**

Christmas Day, Wednesday, December 25th — **CLOSED**

New Year's Eve Day, Tuesday, December 31st — **8:30 a.m. to 3:00 p.m.**

New Year's Day, Wednesday, January 1st — **CLOSED**

**Holiday**  
*banking hours*



## New Statements Starting Nov. 7

First National Bank is transitioning to a new account statement format this fall. The **new EDGE statement** will look quite different from what you're used to seeing, but it will be easier to read and more user-friendly! The new statements will begin rolling out November 7. If you have questions or concerns about the new statements, don't hesitate to reach out in person at the branch or via phone!



## Mobile Wallet Now Available with First National Bank Debit Cards!

In spring we announced that our new credit cards were enabled with mobile wallet apps like Apple Pay, Google Pay and Samsung Pay. Now, we're happy to announce that our **debit cards are also mobile wallet-enabled!** If you have a First National Bank debit card, you won't need to get a new card. **Your existing card will automatically be enabled around October 22** and you'll just need to add your card to your mobile wallet.



Mobile wallet apps like Apple Pay, Google Pay and Samsung Pay store your credit or debit card information on your smartphone or smart device so you don't even need to carry your card. The apps use a technology called Near Field Communication (NFC) between your device and the payment terminal. When you make a purchase at a store that accepts mobile payments, you just need to tap your phone on the payment terminal or bring your phone near it to complete the transaction. Not all terminals are NFC compatible. Samsung Pay uses an additional technology called Magnetic Secure Transmission (MST) which mimics the magnetic strip on a physical card, making Samsung Pay accepted even on older terminals that don't normally accept mobile payments.

Security experts agree that mobile wallet technology on your smartphone or smart device is an even more secure method of payment than inserting your EMV chip card.

If you have questions about using your debit card with mobile wallet technology, please call any branch for more information.



*Look for the contactless pay symbol at a store or near the payment terminal to determine if you can use your mobile wallet. While mobile payments are definitely here, it's important that you still hang onto your physical card. Mobile payments aren't accepted everywhere yet and mobile wallet apps won't work on older mobile device operating systems.*

## COMMERCIAL

# Employee Benefit Banking

As an employer, we know that you're invested in the professional success of your employees, providing them with training and tools to help them do their best on the job. We also understand that to retain employees, you want to provide them with a comprehensive employee benefits package — especially in today's tight labor market.

We want to make it easier for our commercial banking customers to offer employees valued benefits. That's why we're introducing the **FREE** Employee Benefit Banking program.

Employee Benefit Banking gives your employees access to a suite of personalized financial tools and products at no cost to you or them. Contact your commercial lender to learn more and to be introduced to the Employee Benefit Banking specialist, or email [ebb@fnb-hartford.com](mailto:ebb@fnb-hartford.com).



Your *community* bank. Your *opportunity* bank.

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