

## Connie Bakken: 30 years of leadership and counting

**W**hen Connie Bakken purchased Citizens State Bank (now CIB) in 1980, she knew little about banking. Since then, she's not only learned the industry, but become a leader in the field of banking and a role model for other women business owners.

In May, Bakken, now chair of the CIB Board of Directors, celebrated 30 years of bank ownership. Under her leadership the bank has grown and prospered, extending its geographical reach beyond St. Louis Park to establish locations in Robbinsdale, Hopkins and Plymouth. In 1991, the bank became **Citizens Independent Bank** to reflect its growth and reaffirm its status as an independent bank.

Perhaps the key to her success is her strong interest in people. One reason Bakken bought the bank was her perception of banking as a people-oriented industry. She firmly believes in customer service, treating employees fairly and the important role a bank can play in the life of a community.

As a result, CIB's "personal touch" has attracted customers and kept them coming back, and employees have stayed with the bank — some 25 years or more. CIB has been a major sponsor and participant in numerous local events and programs, and employees have volunteered countless hours. The bank established the Citizens

Independent Bank Community Foundation in 2002.

"Connie is a genuinely warm, caring person and it shows," said Shirley Kramer, vice president and office manager, Robbinsdale, a 35-year bank employee. "She's committed to being a good corporate neighbor, and she's done lots of good things for the Robbinsdale community. She sets an example for all of us."

Twenty-seven-year employee Dick Milnar, senior vice president, personal banking, described Bakken as a considerate, caring person who appreciates her staff and is sincerely interested in their well-being.

"Working for Connie has been a joy and a pleasure," said Laura Tillotson, vice president and office manager, St. Louis Park, a CIB employee since 1979. "She's down to earth and has the ability to make all people feel at home. She cares about employees and their families, and encourages employees to grow professionally. I appreciate all the good things she's done for my career."

Now in her 80s, Bakken is still in her office nearly every day, leading a bank that remains stable and sound. As CIB turns 60, its future looks bright as a strong family-owned business that cares about its customers, its employees and its community.

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Beginning August 1, buying everyday items such as shoes and toothpaste can earn you points toward the latest electronic devices, tickets to your favorite concerts or sporting events, or even a trip — when you use your Citizens Independent Bank (CIB) Instant Cash & Check Card.

Whether you are a personal or a business customer, you'll earn points toward an amazing number of rewards every time you use your card. Even better, you can earn up to several times the points when you shop online. We've teamed up with popular local and national retailers to offer exclusive deals that will help you earn points faster.

If you already have a CIB Instant Cash & Check Card, you don't need to do anything – you will automatically begin earning points Aug. 1. If you don't have a CIB Instant Cash & Check Card, you'll want to get one now. As an added bonus to introduce this new rewards program, the tenth time you use your card between Aug. 1 and Sept. 30, we'll give you 1,000 reward points.

For more information or to get a CIB Instant Cash & Check Card, contact a banker at any CIB location.

**You won't get a letter from us...**

**M**any banks provide customers with overdraft protection tied to their ATM or debit cards. If the customer should accidentally make a purchase with his or her debit card or withdraw from an ATM a larger amount than is in his or her account, the bank will cover that amount and allow the transaction, *for a fee.*

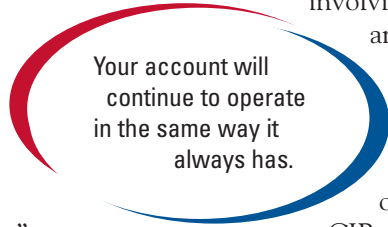
A new law, effective July 1, requires bank customers to “opt in” to this program. The legislation affects debit and ATM transactions only. It states that if a bank wishes to charge fees when a customer overdraws his or her account with an ATM or debit card transaction, the customer must agree to let the bank overdraw the account and charge a fee. If the customer chooses not to participate, any electronic transaction causing an

overdraft will not be approved, and the bank cannot charge an overdraft fee.

At Citizens Independent Bank, we believe in helping people be fiscally responsible. We have never authorized electronic transactions involving accounts where funds are not available, and we will continue this practice. If your account is inadvertently overdrawn due to timing, CIB will not charge you an overdraft fee. So, you will not receive an “opt in” letter from CIB.

You do not need to take any action. Your account will continue to operate in the same way it always has. We appreciate your business!

If you have questions, please contact any CIB banker.



**De-clutter your bank files**

**I**f your paper bank statements are beginning to clog up your file drawer, our new secure and convenient e-Statements can help.

E-Statements are electronic versions of your traditional bank statements and notices. With e-Statements, instead of receiving a paper statement in the mail each month, you can access the same information through a secure e-mail login or within CIB Online Banking. You'll receive e-mails telling you when a statement or notice is ready for viewing. Once you log on, you can read, print or save the document. We'll even archive your documents for you.

You can enroll anytime through your CIB Online Banking account, and it's free.

So consider turning your CIB paper statements into e-Statements. You'll make your life a whole lot easier – and you'll de-clutter that file drawer.



## Try a little Green on the road this summer

**A**h-h-h-h summer. For many, that means time to escape to the cabin or to pack everyone into the car for a cross-country family vacation.

If you're thinking about replacing your old vehicle before the big adventure, why not go green this year, with help from Citizens Independent Bank?

CIB's Shift to Green program can help you join the "Green Crowd" for less "green" of your own. Under the program, when you

buy any new hybrid or new vehicle that gets at least 30 miles per gallon, you can finance 100 percent of the purchase price (excluding tax, license and fees) at our special GREEN rate with no down payment, if you qualify.

So talk to your CIB banker about CIB's Shift 2 Green program. You'll not only be helping the environment — you'll be helping your wallet, with all the green you'll save on interest and gas.

## Shift 2 Green



## Investment tips

### Steps toward retiring with confidence



Sarah Wells

When it comes to retirement, some things we can control, such as how much to save, how to invest those savings, our retirement start date and whether to keep working in retirement.

But we can't control the economic environment that will exist at retirement. Those planning to retire in the near term know all too well how financial market reversals can sabotage even the best of plans.

#### Back to basics

Unless you have won the lottery, there are no magic formulas for creating a secure retirement. Begin with a five-step process:

#### Review all income sources.

Inventory all predictable income streams you expect to receive — Social Security, traditional pension, lifetime annuities, rent from real estate and portfolio income. Compile a list of all financial and real assets, including stocks, bonds, mutual funds, certificates of deposit, IRAs, 401(k) accounts and real property.

#### Project your expenses.

Estimate your monthly and annual expenses. Divide these between the essential — food, clothing, housing — and the discretionary — travel, entertainment.

#### Compare income to essential expenses.

This will reveal a possible income gap that you will have to fill by touching principal.

#### Identify assets for essential expenses.

If you have an income gap, you may want to segregate assets to liquidate as needed to fill the hole. You also can consider a guaranteed income product, such as an immediate annuity, to take care of the shortfall.

#### Monitor the plan annually.

Each year you should review your plan with your financial professional, making adjustments as needed.

The length of your retirement depends upon your age and health at the time, but more people are expecting a 30-year retirement. How much money you will need to be comfortable depends upon how well your investments perform, as well as how deeply you have to dip into your savings each year.

#### We can help with your investment choices.

While some retirees enjoy managing their investments, for many, investment management is a necessary chore. If you would like a professional opinion about your portfolio management decisions, bring your questions to us. We will be pleased to help you on the road to financial independence.

*Information provided by Sarah Wells and written by The Merrill Anderson Company.*

For more information, please contact Sarah Wells, Investment Executive with PrimeVest Financial Services at Citizens Independent Bank, 952-915-8560 or visit our website at [www.bankcib.com](http://www.bankcib.com), Investments.

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**Save the date and join us!**

You won't want to miss the fun of our annual complimentary Appreciation Luncheon Sept. 21. There'll be plenty of lively conversation and laughter as Gold Club members get together to enjoy delicious food, the company of friends and the joy of a spirited Bingo game.

This year we'll have an added adventure of gathering in a new place. The annual Appreciation Luncheon will be at the Reserve Event Center, 3155 Empire Lane in Plymouth.

It should be a lot of fun. See you there!

Gold Club members get to meet new friends, learn new things and enjoy new experiences as they take part in events, activities and short trips planned just for them. As a special part of the CIB family, they also receive free checks, travel cards and money orders, notary



One June 16, Gold Club members enjoyed a Minnetonka Boat Cruise and lunch.

service and photocopies, plus an Instant Cash and Check card, direct deposit, automatic transfers and more.

Joining Citizens Gold Club is easy, and you may already qualify. Ask your CIB banker for details.



From left: Becky Bakken, CIB; Seve Wise, TwinWest Chamber Chair of the Board; Denise Chen, Wayzata HS; Katherine Bergstrom, Robbinsdale-Cooper HS; Parth Shah, Wayzata HS; Heather Englert, Hopkins HS; Brad Bakken, CIB  
Not pictured: Joel Liz-Fonts, St. Louis Park HS



**Investing in our future**

Each spring Citizens Independent Bank partners with the TwinWest Chamber of Commerce Foundation to support qualifying high school seniors in their quest to continue their education. This year CIB again awarded \$5,000 in scholarships to five students representing school districts in the communities where we do business. Congratulations to the scholarship winners!



**2010 Board of Directors**

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