

# Ambassador Club News

Winter 2017

A newsletter for F&M Bank's Ambassador Club members

## Presidents Message

I hope your new year is off to a good start. While the year is still young, make a point to evaluate your financial life. Whether it's tax strategies, estate planning or an evaluation on your investments, we encourage you to visit with our wealth management professionals: Steve Browning, Tom Dunker or Adam Turner. Our broad range of wealth management services can be tailor-made to fit your individual situation.



*Doug Sanders*

F&M Bank continues to earn prominent safety awards. Bauer Financial Reports, Inc., "the nation's bank rating service," again awarded the bank a Five-Star Superior rating, which is its highest rating. Five-star institutions are safe, financially sound, and are generally operating with twice the capital required by regulators.

We were also recognized recently with the Banky® Award for our commitment to strong community banking. This recognition from The Institute for Extraordinary Banking™ is given to the top 60 out of 6,000 community banks across the country. Criteria used by the panel of judges include internal culture, customer service, financial literacy, philanthropy and extraordinary banking practices.

In March F&M will mark the 148th anniversary of our founding, which makes our charter one of the oldest in the state of Illinois.

Thank you for placing your trust in F&M Bank. Our long, rich history reflects our commitment to Knox and Peoria counties as well as the surrounding area. Please feel free to invite your friends and family to stop by F&M Bank and experience what makes F&M Bank a little extraordinary. We think that's what people deserve from their bank.

Sincerely,

Doug Sanders, President & CEO

## Featured Ambassador Club Merchant

### Sperlin's Pizza House

opened for business in 1955. It's locally owned and operated by DeWayne Sperlin, his wife, Peg, and his brother, John.



They employ 27 people. The restaurant is famous for its thin-crust-only pizza. Pizza House also serves appetizers, sandwiches, pasta dishes, salads and soup all made with fresh ingredients. The beverage menu includes beer and wine. The full menu is available for dine in, carry out or delivery. Area residents will be glad to know that delivery is available to Galesburg, Westport, East Galesburg, Knoxville, Lake Bracken, Abingdon, Monmouth and Avon.

Pizza House chose to partner with F&M because of the way they help small business with decisions made locally. They also like the hometown bank atmosphere that F&M provides.

***Ambassador Club Members receive a 15% discount off dine in, carry out or delivery. Seniors over 50 receive 10% off every day.***

Sperlin's Pizza House  
132 E. Simmons St., Galesburg, IL 61401  
(309) 343-8376

Open 7 days a week:  
Mon. thru Fri. (11 a.m. - 10 p.m.)  
Saturday (11 a.m. - 11 p.m.)  
Sunday (4 p.m. - 10 p.m.)

## What's Involved With Trust Administration?

Trusts are designed to distinguish between income and principal. Many trusts, especially older ones, provide for income to be distributed to one person at one time and principal to be distributed to that same person a different time or to another person. For example, many trusts for a surviving spouse provide that all income must be paid to the spouse, but provide for payments of principal (corpus) to the spouse only in limited circumstances, such as a medical emergency.

At the surviving spouse's death, the remaining principal may be paid to the decedent's children, to charity, or to other beneficiaries. Income payments and principal distributions can be made in cash, or at the trustee's discretion, by distributing securities as well as cash. Never make assumptions, as the terms of every will and trust differ greatly. There is no such thing as a "standard" distribution provision.

### Seek professional advice

Unless a fiduciary has financial experience, he or she should seek professional advice regarding the investment of trust assets. In addition to investing for good investment results, the fiduciary should invest within the applicable state's prudent investor rule that governs the trust or estate and with careful consideration of the terms of the will or trust, which may modify the otherwise applicable state law rules.

A skilled investment advisor can help the fiduciary decide how to invest, what assets to sell to produce cash for expenses, taxes or outright gifts of cash, and how to minimize income and capital gains taxes.

Simply maintaining the investments that the decedent owned will not be a defense if an heir claims you did not invest wisely or violated the law governing trust investments. In all events, it is important to have a written investment policy statement stating what investment goals are being pursued.

During the period of administration, the fiduciary must provide an annual income tax statement (called a Schedule K-1) to each beneficiary who is taxable on any income earned by the trust. The fiduciary also must file an income tax return for the trust annually. The fiduciary can be held personally liable for interest and penalties if the income tax return is not filed and the tax paid by the due date, generally April 15th.

*Source: American Bar Association.  
Accessed February 1, 2017.*

[http://www.americanbar.org/groups/real\\_property\\_trust\\_estate/resources/estate\\_planning/guidelines\\_for\\_individual\\_executors\\_trustees.html#trustadmin](http://www.americanbar.org/groups/real_property_trust_estate/resources/estate_planning/guidelines_for_individual_executors_trustees.html#trustadmin)



For guidance on the establishment and administration of a trust, contact Steve Browning.

**Stephen Browning,**  
CFP®, CPA, CRSP  
Vice President &  
Senior Trust Officer  
(309) 343-0002,  
ext. 20605  
Stephen.Browning@  
thefmbank.com

Nondeposit investment products are available through our Trust & Investment Department. Nondeposit investment products: Are Not FDIC Insured • Not Bank Guaranteed • May Lose Value • Not a Deposit • Not Insured by Any Federal Government Agency

## Tell your friends about the Ambassador Club!

Members need to be age 50 or better and have a checking account and maintain at least \$10,000 in any combination of loan and deposit accounts at the bank. That's all there is to it!



## Don't Fall Victim to Tech Support Scams

In a recent twist, scam artists are using the phone to try to break into your computer. They call, claiming to be computer techs associated with well-known companies like Microsoft. They say that they've detected viruses or other malware on your computer to trick you into giving them remote access or paying for software you don't need.

These scammers take advantage of your reasonable concerns about viruses and other threats. They know that computer users have heard time and again that it's important to install security software. But the purpose behind their elaborate scheme isn't to protect your computer; it's to make money.

### How Tech Support Scams Work

The latest version of the scam begins with a phone call. Scammers can get your name and other basic information from public directories. They might even guess what computer software you're using.

Once they have you on the phone, they often try to gain your trust by pretending to be associated with well-known companies or confusing you with a barrage of technical terms. They may ask you to go to your computer and perform a series of complex tasks. Sometimes, they target legitimate computer files and claim that they are viruses. Their tactics are designed to scare you into believing they can help fix your "problem."

Once they've gained your trust, they may:

- ask you to give them remote access to your computer and then make changes to your settings that could leave your computer vulnerable
- try to enroll you in a worthless computer maintenance or warranty program
- ask for credit card information so they can bill you for phony services — or services you could get elsewhere for free
- trick you into installing malware that could steal sensitive data, like user names and passwords
- direct you to websites and ask you to enter your credit card number and other personal information

Regardless of the tactics they use, they have one purpose: to make money.

## If You Get a Call

If you get a call from someone who claims to be a tech support person, hang up and call the company yourself on a phone number you know to be genuine. A caller who creates a sense of urgency or uses high-pressure tactics is probably a scam artist.

Keep these other tips in mind:

- Don't give control of your computer to a third party who calls you out of the blue.
- Never provide your credit card or financial information to someone who calls and claims to be from tech support.
- If a caller pressures you to buy a computer security product or says there is a subscription fee associated with the call, hang up. If you're concerned about your computer, call your security software company directly and ask for help.
- Never give your password on the phone. No legitimate organization calls you and asks for your password.
- Put your phone number on the National Do Not Call Registry, and then report illegal sales calls.

## If You've Responded to a Scam

If you think you might have downloaded malware from a scam site or allowed a cybercriminal to access your computer, don't panic. Instead:

- Get rid of malware. Update or download legitimate security software and scan your computer. Delete anything it identifies as a problem.
- Change any passwords that you gave out. If you use these passwords for other accounts, change those accounts, too.
- If you paid for bogus services with a credit card, call your credit card provider and ask to reverse the charges. Check your statements for any other charges you didn't make, and ask to reverse those, too.
- If you believe that someone may have accessed your personal or financial information, visit the FTC's identity theft website. You can minimize your risk of further damage and repair any problems already in place.
- File a complaint with the FTC at [ftc.gov/complaint](https://www.ftc.gov/complaint).

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## Message from the Director

Welcome to a new year! We have a number of events planned for the first half of this year, including several close to home. Details are found later in this newsletter. We also have an exciting trip planned for Niagara Falls and Toronto in June that you don't want to miss.



*Denise Haptonstahl*

Did you know as Ambassador Club members you have access to a FREE Estate, Trust and Will review, as well as a FREE Investment Portfolio review? Many feel they have taken care of this already, but things change and it doesn't hurt to have a second opinion.

Contact me and I will be glad to set up a meeting for you with Stephen Browning, Tom Dunker or Adam Turner to help with your investment needs. They are great people and I know that you will enjoy working with them.

Until next time,

**Denise Haptonstahl**

Ambassador Club Director

(309) 343-0002, ext. 20667

Denise.Haptonstahl@thefmbank.com

F&M Bank's

# Ambassador Club

Exclusively for Customers 50 & Better!

## Highlights and Travel Events

### Coin Valuation with Ron Beckstrom

Thursday, February 16

10:00 a.m. - 3:00 p.m.

Brimfield Banking Center

123 E. Knoxville Ave.

Thursday, February 23

10:00 a.m. - 3:00 p.m.

F&M Bank

21 E. Main St., Galesburg



It's the perfect time to empty your lockbox, dust off Grandma's jewelry box, and clean out some dresser drawers. Ron will tell you what your old coins, paper

money and gold jewelry are worth and is prepared to buy if you want to sell. Please don't clean the coins. No appointments necessary for this free event.

### Mardi Gras Meet-n-Greet Social

Tuesday, February 28

5:30 - 7:30 p.m.

1230 N. Henderson St., Galesburg

Wednesday, March 1

5:00 - 7:00 p.m.

Brimfield Banking Center, 123 E. Knoxville Ave.

This Ambassador Club social will highlight some of our upcoming events. Enjoy cocktails and appetizers courtesy of the Ambassador Club.

### Sip & Learn Beer Tasting

Wednesday, March 15

5:30 - 7:30 p.m.

Iron Spike Brewing Co.

150 E. Simmons St., Galesburg

Iron Spike Brewing Co. is a craft brewery and restaurant in downtown Galesburg. Located in a refurbished firehouse, Iron Spike is dedicated to craft beer and inspirational food. Soak up some knowledge as you tour the brewery and sample a variety of the craft beers brewed on site. Savory appetizers will be served to compliment your sipping. *Reservations required by March 1 by contacting Denise Haptonstahl.*

### Shred Event

April 18-24, 2017

Locked containers will be dropped off at all three Galesburg locations for customers to fill. Items will be shredded on-site on April 25.

### Par-A-Dice Casino Day

Thursday, April 27

10:00 a.m. - 4:00 p.m.



Depart from the Galesburg Municipal Parking Lot G (125 N. Broad St., south of the old Galesburg Armory). We'll arrive at Par-A-Dice Casino by 11:00 a.m. for four hours of unlimited gaming and a buffet lunch. Arrive back in Galesburg at approximately 4:00 p.m. *Reservations required by April 12 by contacting Denise Haptonstahl.*

## Blood Pressure and Bone Density Screening

Tuesday, May 16

9:00 a.m. - 11:00 p.m.

F&M Bank, 21 E. Main St, Galesburg

Connie Wessels from OSF St. Mary Medical will be taking blood pressures and conducting bone density screenings. May is Blood Pressure Awareness Month and Women's Health Month. Light refreshments will be served and everyone is welcome!

## Niagara Falls & Toronto

June 19-23, 2017

This 5-day/4-night trip will travel to the Niagara Falls area including Horseshoe Falls, the Great Whirlpools, Upper Canadian Rapids, and Queen Victoria Park. We will visit the Skylon Tower, where on a clear day visitors can see close to 8,000 square miles of Canada and the U.S. Take a thrilling boat trip on the *Maid of the Mist* and get a close-up view of the falls. We will visit Toronto and Niagara-on-the-Lake, the prettiest town in Canada, including shops on Queen Street and Inniskillin Winery. Trip Includes four continental breakfasts and two dinners.



**Platinum member: \$2,250; Gold Member: \$2,375; Non-member: \$2,500 (based on double occupancy). Passports are required.**

*75% of the payment is due by March 17. Final payment is due April 17, 2017.*

This trip will be in conjunction with our sister bank in Iowa, CBI Bank & Trust, which will provide an opportunity for meeting new people and developing relationships.

For more information on trips, or to make reservations, contact Denise Haptonstahl at 343-0002, ext. 20667, or by email at [Denise.Haptonstahl@thefmbank.com](mailto:Denise.Haptonstahl@thefmbank.com)

## Becoming a Savvy Giver



With rising operating costs, loss of government funding and an increasing demand for services, charities need donors' help now more than ever. Donating to your favorite cause can be fulfilling, but to ensure that your gift reaches the intended source, follow these tips:

### ✓ Give To an Established Charity

Unfortunately, there are fraudulent charities that will take advantage of your goodwill. To avoid this situation, ask for written information about the charity, including name, address and telephone number. A legitimate charity will give you information about their mission, how your donation will be used and proof that your contribution is tax deductible. Find a charity with a proven track record for providing aid.

### ✓ Designate Your Gift

Some charities allow you to specify exactly where your gift is headed, either to a specific orphanage, to purchase school supplies or to a geographic area in need of relief. By designating or earmarking your gift, you control where your donation goes and whom it helps.

### ✓ A Proactive Giver is a Smart Giver

Wise givers don't give on an impulse or to the first organization that comes along. Smart givers take time to identify the causes important to them. Contact a charitable organization, find out their mission and what type of aid and programs they offer. Work with charities that have targeted outcomes for their giving.

### ✓ Benefits to You

A donor's primary motivation may be altruism, but everyone knows there are great tax benefits for those who give. A donation to a qualified organization may entitle you to a charitable contribution deduction. Remember a contribution to a qualified charity is deductible only in the year in which it is paid, and all charities do not qualify for a charitable contribution deduction. Always ask for a receipt and save them for tax time.

### ✓ Consider Giving Your Time

Four out of five charities report using volunteers. Volunteers are the foundation of many charitable organizations. If you can't afford to donate money, consider donating your time. Common volunteer duties include: stuffing envelopes, feeding animals, tutoring, building homes, serving as a museum docent, counseling those in crisis, selling tickets or answering phone calls.

*Information from the American Bankers Association was used as a resource for this article.*

## How to Spot a Refund Scam

If you paid for tech support services, and you later get a call about a refund, don't give out any personal information, like your credit card or bank account number. The call is almost certainly another trick to take your money.

The refund scam works like this: Several months after the purchase, someone might call to ask if you were happy with the service. When you say you weren't, the scammer offers a refund.

Or the caller may say that the company is going out of business and providing refunds for "warranties" and other services.

In either case, the scammers eventually ask for a bank or credit card account number. Or they ask you to create a Western Union account. They might even ask for remote access to your computer to help you fill out the necessary forms. But instead of putting money in your account, the scammers withdraw money from your account.

If you get a call like this, hang up, and report it at [ftc.gov/complaint](http://ftc.gov/complaint).

Source: Federal Trade Commission. Accessed February 1, 2017.  
<https://www.consumer.ftc.gov/articles/0346-tech-support-scams>



## Stay Informed

Be sure to send us your email address so that we can provide you information on special promotions, bank news and informative articles.

Send to:

Denise.Haptonstahl@thefmbank.com

Subject: Add my email address

Please include your name and street address so that we can properly update our files. **Thank you!**

## Discover the Rewards!

The Ambassador Club is designed to provide you with free and discounted services, preferred rates, and a wide variety of events and activities geared toward the interests of the "50 and better" set.

As a member, you will save more, earn more, and receive the individual, personalized guidance you need to make smart financial choices. Be sure to tell a friend and enjoy the Ambassador Club together!

### Combined Deposit and Loan Balances:

- 1 Discounts on Group Travel and Club Trips<sup>1</sup>
- 2 Members-Only Social Events and Seminars
- 3 Local Merchant Discount Program with Club ID Card
- 4 No Fee Money Orders<sup>2</sup>
- 5 No Fee Cashier's Checks<sup>2</sup>
- 6 Access to Periodic "Members-Only" CD Specials
- 7 Free Ambassador Club Wallet Style Checks
- 8 No-Annual-Fee SHAZAMChek<sup>®</sup> Debit Card<sup>2</sup>
- 9 Free Online Banking<sup>2</sup>
- 10 Free Online Bill Pay Service<sup>2</sup>
- 11 Free Notary Service
- 12 Periodic Club Newsletter (with optional e-mail delivery)
- 13 Discount on Safe Deposit Box<sup>2</sup>
- 14 Discount on Domestic Wire Transfers
- 15 Discount on Reloadable Visa<sup>®</sup> Travel Card
- 16 Free Investment Portfolio Review
- 17 Free Estate, Trust and Will Review
- 18 Foreign Currency 50% Fee Discount

Gold  
\$10,000+

5%



First Year Free<sup>3</sup>

Platinum  
\$20,000+

10%



\$3/Year Discount<sup>3</sup>  
5% Fee Discount  
50% Fee Discount



Benefits are subject to change at any time and are subject to availability. 1-Some restrictions/limitations may apply to major group travel. 2-These benefits are associated with your Relationship Checking and/or BEST Checking account. 3-Safe Deposit Box Discounts: First year free for Gold Level benefit applies only to small box while \$3 annual discount for Platinum Level applies to any size box.



**Aim High. Bank Strong.**

21 E. Main St., Galesburg • 343.7141  
1230 N. Henderson St., Galesburg • 344.3700  
1865 N. Henderson St., Galesburg • 344.3232  
123 E. Knoxville St., Brimfield • 446.3344  
4900 N. Glen Park Place, Peoria • 683.2881

[www.thefmbank.com](http://www.thefmbank.com)

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