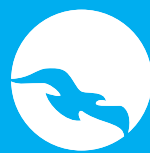


# 2021

# Annual Report



**Bank Iowa**<sup>®</sup>

[www.bankiowa.bank](http://www.bankiowa.bank)



Member FDIC

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# A FOREWORD FROM Jim Plagge

Bank Iowa CEO & President

## Introduction

I'm pleased to share that Bank Iowa had a record-setting year in 2021, achieving our best financial performance in the bank's history. While I've highlighted just a handful of additional successes below, you will find clear evidence throughout this annual report that all our success is attributable to our team members' strong commitment to consistently deliver on our purpose, vision and values for our clients, communities and culture.

### Deposit Growth

Most financial institutions experienced deposit growth in 2021 as a result of the various COVID-related financial stimulus measures, and Bank Iowa was no exception. Deposits grew by 6.4% (\$92 million) in 2021 to \$1.5 billion. These additional deposits were deployed in our loan and investment portfolios.

### Paycheck Protection Program

Bank Iowa assisted almost 3,000 businesses and farmers in 2020 and 2021 with Paycheck Protection Program (PPP) loan applications. In total, we processed nearly 3,500 PPP loans totaling \$138 million. More than 2,500 of these loans were originated in 2021.

### Cybersecurity

Recognizing the ever-increasing cybersecurity risks, we hired a new IT security specialist and continued a board-of-directors-led IT & Cybersecurity Committee, which has significantly contributed to the oversight and mitigation of these ever-changing risks. We also implemented enhanced cybersecurity governance and policies, controls and monitoring tools throughout 2021. We look to continue integrating cybersecurity into the fabric of our organization, so we can assure our clients and team members of the safety and soundness they have always counted on from Bank Iowa.

### Loan Growth and Quality

After factoring out PPP loans, our loan portfolio grew by 7.3% (\$79 million) despite approximately \$70 million of borrowings redirected to PPP. The strong ag economy also negatively impacted loan demand, as our ag clients were able to reduce the balances on their operating lines of credit from profits. Three regions – Clarinda, Shenandoah and Des Moines – experienced especially strong loan growth in 2021. Loan quality also improved significantly, primarily in the ag sector.

### Residential Mortgage Loans

Our mortgage team assisted 985 homeowners with new or refinanced mortgage loans totaling \$195 million in 2021, nearly reaching our record volume of production in 2020. Both years more than doubled our previous production records. Our underwriting, processing systems and culture enabled us to add two new mortgage lenders near the end of 2021, which will contribute to continued strong production in 2022.

### Financial Performance

We're pleased to report consolidated net income was at a record level of \$23 million, surpassing last year's record level of \$14.5 million. The main drivers of this strong performance were net interest income resulting from loan and deposit growth, PPP fee income and continued strong performance in residential real estate lending.

### Engagement

Our efforts to increase our team member engagement continued to be successful. Gallup shared that Bank Iowa team members are 21% more engaged than the average company's team members. Learn more about our efforts to engage our team members and our HR team on pages 24-25.

### Leadership Updates

We had three new leaders join our senior leadership team in 2021. You can learn more about them and their roles on pages 30-31. Trisha Menke joined Bank Iowa in early 2021 as our Retail Banking Director. Leeann Parlet is a 12-year veteran with Bank Iowa and was promoted to Operations Director in 2021. Angie Frerk has been a valued team member for 19 years and was promoted to Humboldt Regional President in December 2021.

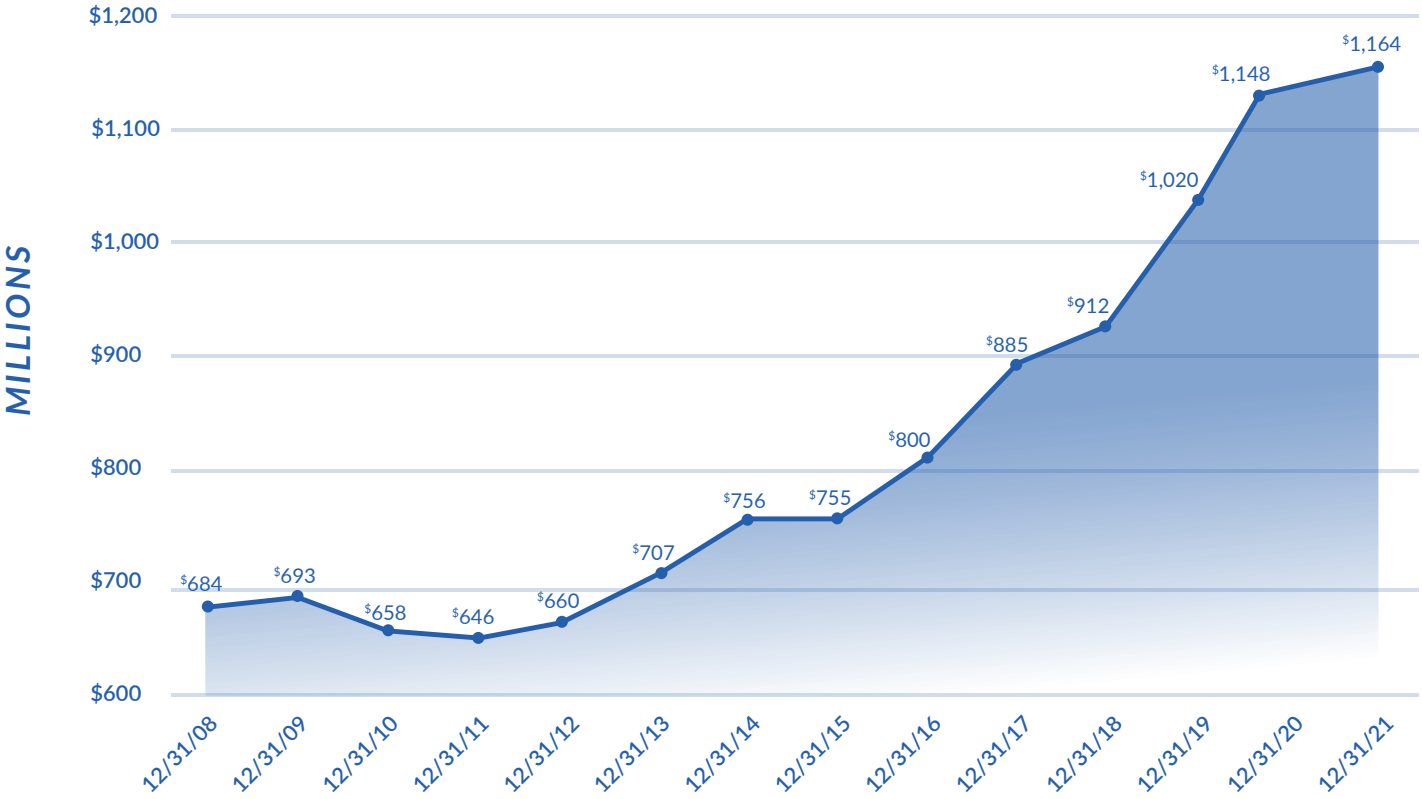


# Record-Setting Growth

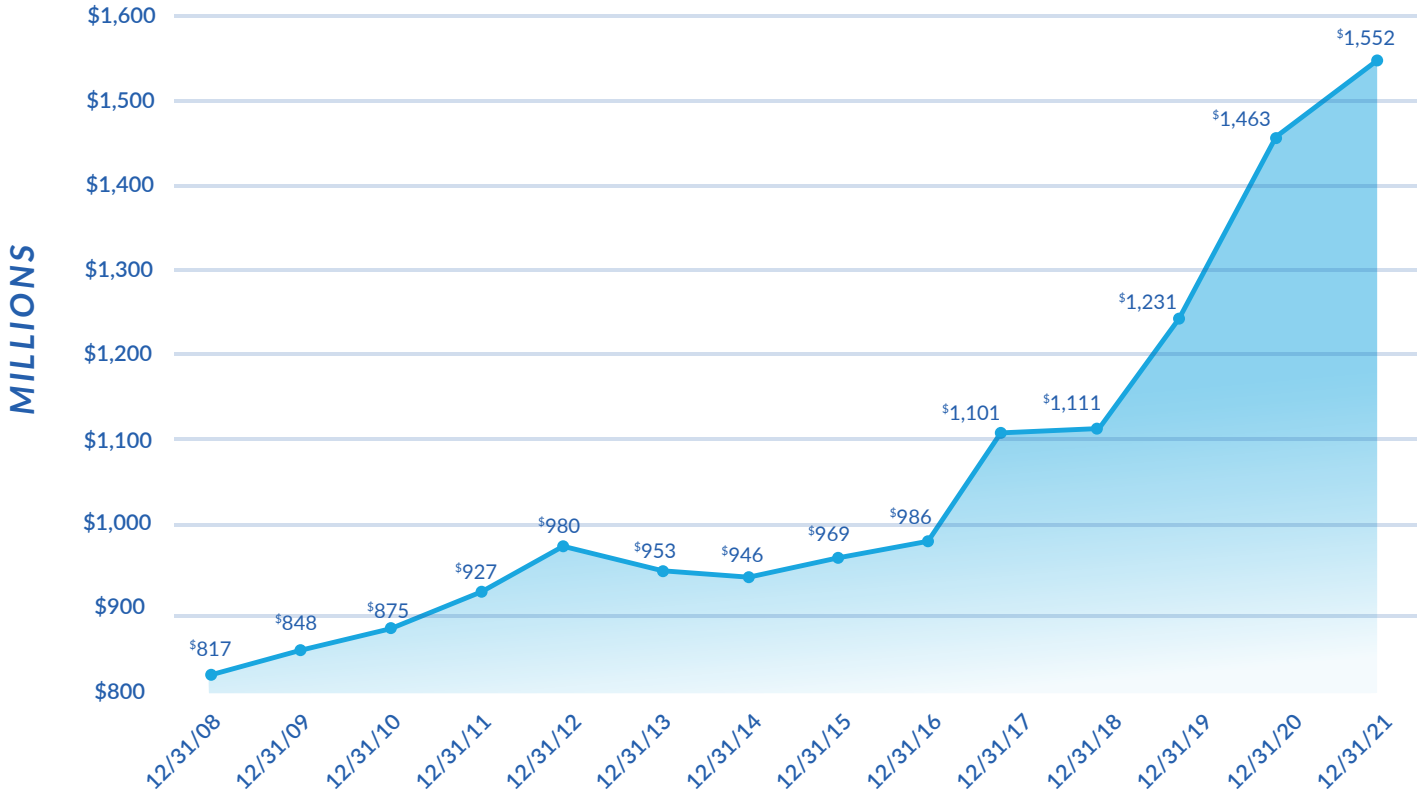
Loans, Deposits, Paycheck Protection Program and Residential Loans led the way.

**7,833** Total ag business, commercial, consumer and mortgage loans Bank Iowa originated in 2021.

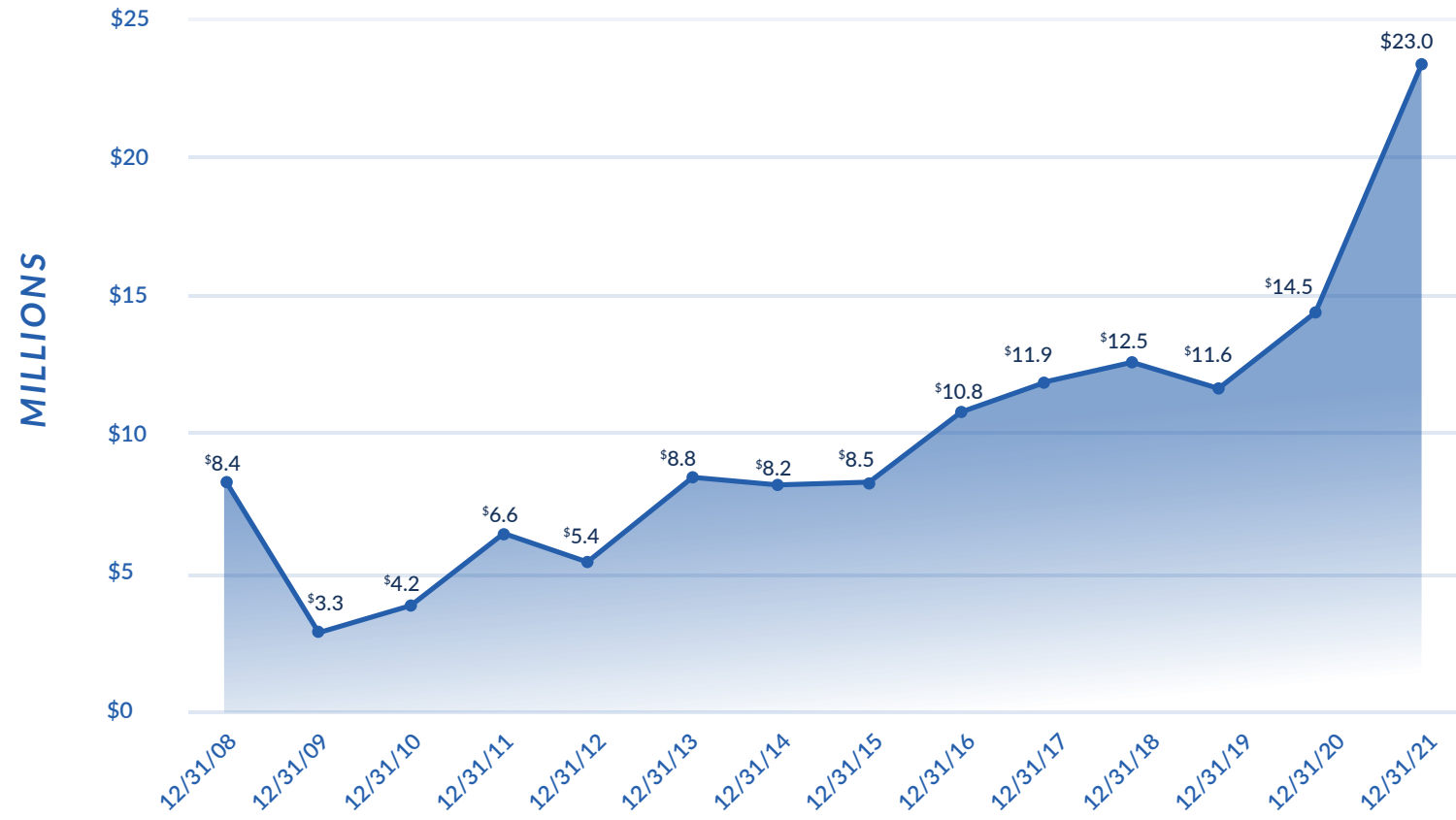
**Total Loans**



**Total Deposits**

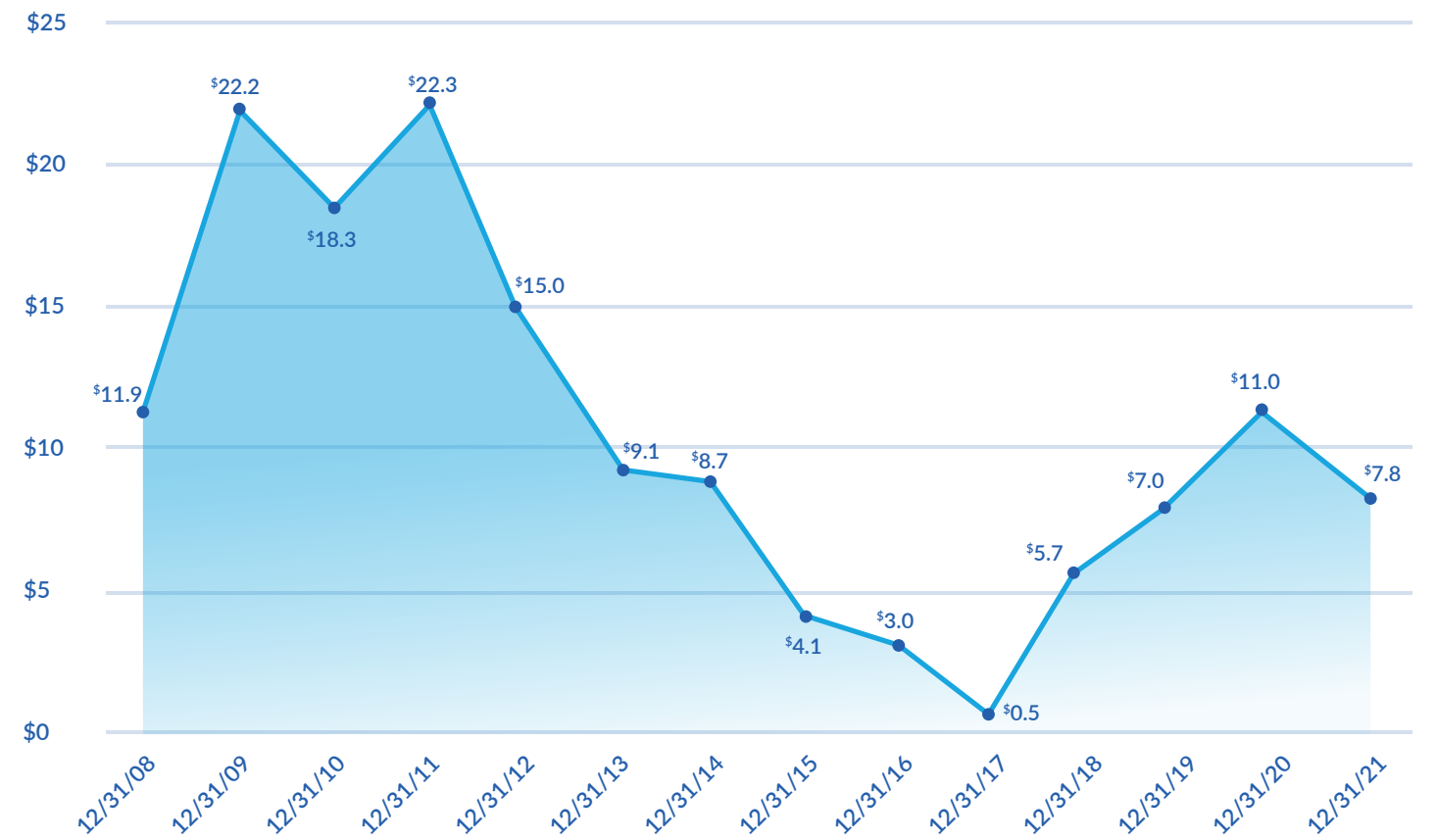


## Consolidated Net Income



**\$195 MILLION** in residential real estate loans, helping **985** clients with their home financing.

## Total Non-Performing Loans



Client growth and acquisition lead to growth of **\$1.75 BILLION** in assets.

# Balance Sheet

	12/31/21	12/31/20	12/31/19	12/31/18	12/31/17	12/31/16	12/31/15	12/31/14	12/31/13	12/31/12
Cash & Due; CDs	58,166,994	40,531,080	38,471,585	28,525,622	77,588,738	44,317,492	53,666,524	51,737,446	58,245,396	73,925,936
Fed Funds Sold	2,507,940	79,000	13,165,868	544,000	1,800,564	1,960,735	1,120,729	600,000	1,344,833	11,413,377
Securities, TRUPS & Sub Debt	486,128,984	429,621,324	268,658,321	289,026,394	288,737,388	261,795,100	286,571,831	296,141,439	298,745,005	350,438,270
Gross Loans	1,163,900,258	1,148,396,677	1,020,356,474	912,259,720	885,104,027	800,077,160	755,371,522	756,055,900	707,045,197	660,461,568
Total Reserve	(19,436,060)	(17,594,711)	(14,867,560)	(14,178,907)	(13,655,480)	(13,223,311)	(12,969,267)	(12,655,339)	(10,955,568)	(10,708,958)
Net Loans	1,144,464,198	1,130,801,966	1,005,488,914	898,080,813	871,448,547	786,853,849	742,402,255	743,400,561	696,089,629	649,752,610
Other Real Estate Owned	0	0	259,329	48,292	33,292	590,792	803,229	4,082,214	6,281,448	11,458,142
Premises & Fixed Asset	24,671,177	25,497,816	23,472,577	19,144,831	17,545,337	16,069,765	16,724,479	16,491,187	15,144,909	15,679,071
Bank Owned Life Insurance	20,164,076	19,720,834	19,211,402	18,806,660	18,372,335	17,913,232	17,451,665	16,994,484	16,522,509	16,045,888
Other Assets	22,313,941	24,785,501	23,910,996	19,663,275	20,199,306	17,058,069	17,114,421	17,968,177	16,356,146	17,013,402
Goodwill	3,029,968	3,713,232	1,911,467	2,402,769	2,980,853	3,805,851	4,630,849	5,455,847	6,280,845	6,757,413
Deferred Tax Asset / Subsidiary	241,651	(391,343)	205,575	563,932	594,510	804,200	626,555	748,801	1,057,175	698,060
<b>Total Assets</b>	<b>1,761,688,929</b>	<b>1,674,359,410</b>	<b>1,394,756,034</b>	<b>1,276,806,588</b>	<b>1,299,300,870</b>	<b>1,151,169,085</b>	<b>1,141,112,537</b>	<b>1,153,620,156</b>	<b>1,116,067,895</b>	<b>1,153,182,169</b>
DDA and NOW	719,141,144	633,477,298	471,760,421	442,658,987	464,820,589	420,988,611	411,930,580	406,218,537	390,719,491	386,794,598
Savings and Money Market	497,126,646	420,689,826	299,120,775	274,212,675	267,422,811	266,801,406	272,461,438	262,569,828	263,133,899	259,665,969
Time Deposits	264,360,111	317,713,886	384,006,666	319,281,105	294,357,609	260,291,502	269,456,471	260,859,505	280,005,326	309,177,691
Brokered CDs	35,853,829	48,581,838	51,712,893	53,806,490	53,884,648	19,728,523	1,501,664	1,500,000	0	3,473,666
CDARS & ICS Money Market	24,288,185	28,281,344	14,273,176	12,027,531	11,700,244	2,017,013	2,701,196	3,818,269	5,239,064	5,561,760
Repurchase Agreements	10,659,608	14,080,912	10,418,761	9,025,216	8,661,410	15,222,560	9,431,456	9,950,971	13,347,335	14,302,854
Total Deposits	1,551,429,523	1,462,825,104	1,231,292,692	1,111,012,004	1,100,847,311	985,049,615	967,482,805	944,917,110	952,445,115	978,976,538
Borrowings	39,000,000	45,650,613	22,476,216	40,000,915	73,033,342	48,389,441	57,442,764	94,868,457	61,616,656	65,063,448
Other Liabilities / Trust Preferreds	14,536,170	19,577,105	15,995,595	14,548,039	19,007,478	20,186,245	21,742,524	23,500,708	24,677,699	26,504,209
Total Liabilities	1,604,965,693	1,528,052,822	1,269,764,503	1,165,560,958	1,192,888,131	1,053,625,301	1,046,668,093	1,063,286,275	1,038,739,470	1,070,544,195
Tier 1 Capital	148,652,831	133,550,124	124,360,817	117,448,764	108,977,517	101,771,466	93,566,921	89,448,564	82,564,635	77,272,163
Unrealized Gain/(Loss)	8,070,405	12,756,464	630,714	(6,203,134)	(2,564,778)	(4,227,682)	877,523	885,317	(5,236,210)	5,365,811
Total Equity	156,723,236	146,306,588	124,991,531	111,245,630	106,412,739	97,543,784	94,444,444	90,333,881	77,328,425	82,637,974
<b>Total Liabilities &amp; Equity</b>	<b>1,761,688,929</b>	<b>1,674,359,410</b>	<b>1,394,756,034</b>	<b>1,276,806,588</b>	<b>1,299,300,870</b>	<b>1,151,169,085</b>	<b>1,141,112,537</b>	<b>1,153,620,156</b>	<b>1,116,067,895</b>	<b>1,153,182,169</b>

# Income Statement

	YE 12/31/21	YE 12/31/20	YE 12/31/19	YE 12/31/18	YE 12/31/17	YE 12/31/16	YE 12/31/15	YE 12/31/14	YE 12/31/13	YE 12/31/12
<b>Total Interest Income</b>	61,962,809	57,078,562	55,564,912	50,973,723	45,443,557	41,531,401	40,492,221	40,745,853	40,335,329	41,609,865
<b>Total Interest Expense</b>	3,819,137	8,998,576	13,286,776	9,402,642	6,536,408	6,117,230	6,280,537	6,512,891	7,648,994	9,951,984
<b>Net Interest Income</b>	<b>58,143,672</b>	<b>48,079,986</b>	<b>42,278,136</b>	<b>41,571,081</b>	<b>38,907,149</b>	<b>35,414,171</b>	<b>34,211,684</b>	<b>34,232,962</b>	<b>32,686,335</b>	<b>31,657,881</b>
<b>Service Charges</b>	2,052,355	1,848,913	2,215,083	2,131,908	1,993,735	2,007,480	1,927,529	2,204,142	2,274,202	2,301,955
<b>Loan Fee Income</b>	4,778,877	6,099,788	2,092,075	1,366,970	1,182,752	1,284,517	794,559	713,796	1,207,731	1,656,877
<b>Other Fees &amp; Income</b>	3,799,205	3,327,960	3,121,567	2,494,062	2,361,662	2,309,698	2,214,699	2,101,288	2,344,397	2,322,770
<b>BOLI Cash Value Increase</b>	443,242	444,456	405,890	435,415	460,052	462,644	458,398	473,063	477,004	499,500
<b>Total Non-Interest Income</b>	<b>11,073,679</b>	<b>11,721,117</b>	<b>7,834,615</b>	<b>6,428,355</b>	<b>5,998,201</b>	<b>6,064,339</b>	<b>5,395,185</b>	<b>5,492,289</b>	<b>6,303,334</b>	<b>6,781,102</b>
<b>Salaries &amp; Employee Benefits</b>	27,675,345	26,538,231	24,256,068	22,166,366	20,191,614	18,732,074	17,366,036	16,635,643	16,771,389	15,512,804
<b>Occupancy Expenses</b>	3,675,317	3,520,148	3,042,679	2,627,113	2,565,604	2,652,638	3,011,465	2,935,074	2,926,508	2,900,138
<b>Data Processing</b>	4,240,263	4,319,325	3,510,922	3,469,039	3,440,103	1,897,741	1,450,916	1,288,477	1,378,780	1,324,443
<b>Marketing &amp; Advertising</b>	934,057	1,059,463	1,526,611	1,215,894	739,171	875,423	740,896	712,704	673,902	647,530
<b>Donations &amp; Community Outreach</b>	395,827	292,556	381,740	407,637	363,559	110,806	105,666	103,854	96,478	102,978
<b>Insurance Expenses</b>	575,266	402,216	251,141	460,659	423,919	536,966	800,358	784,191	743,047	963,666
<b>Professional Expenses</b>	1,507,704	1,467,431	1,382,560	1,196,134	1,078,859	1,083,366	1,421,965	1,331,062	1,190,414	1,192,646
<b>Other Operating Expenses</b>	2,173,317	2,007,510	2,148,559	2,097,496	2,152,323	2,729,931	2,681,680	2,800,142	2,907,977	2,836,834
<b>Goodwill &amp; Core Deposit Amort</b>	705,295	652,065	513,333	600,116	847,030	870,480	883,970	915,345	549,031	536,141
<b>Total Non-Interest Expense</b>	<b>41,882,391</b>	<b>40,258,945</b>	<b>37,013,613</b>	<b>34,240,454</b>	<b>31,802,182</b>	<b>29,489,425</b>	<b>28,462,952</b>	<b>27,506,492</b>	<b>27,237,526</b>	<b>26,017,180</b>
<b>Operating Income</b>	27,334,960	19,542,158	13,099,138	13,758,982	13,103,168	11,989,085	11,143,917	12,218,759	11,752,143	12,421,803
<b>Less: Reserve for Loan Losses</b>	2,850,000	5,500,000	1,000,000	600,000	600,000	600,000	1,800,000	2,784,000	1,535,276	2,740,008
<b>Income Before Taxes/Adjustmts</b>	<b>24,484,960</b>	<b>14,042,158</b>	<b>12,099,138</b>	<b>13,158,982</b>	<b>12,503,168</b>	<b>11,389,085</b>	<b>9,343,917</b>	<b>9,434,759</b>	<b>10,216,867</b>	<b>9,681,795</b>
<b>OREO Loss/(Gain)</b>	35,820	(78,430)	2,202	17,016	(9,983)	(27,636)	318,655	713,009	1,047,170	3,998,084
<b>Securities Loss/(Gain)</b>	(57,382)	(1,375,176)	(202,357)	(57,274)	(43,995)	(96,700)	(89,631)	(24,100)	(144,375)	(197,765)
<b>Other Asset Loss/(Gain)</b>	224,288	177,750	99,589	(14,600)	(14,655)	71,169	74,008	(37,114)	(13,500)	(9,776)
<b>Deferred Tax Adjustment</b>	0	0	0	(4,115)	(16,461)	(16,461)	(16,461)	(16,461)	(16,461)	(16,461)
<b>State Taxes</b>	1,269,200	820,000	648,400	702,341	666,800	658,000	541,400	555,600	589,004	514,918
<b>Net Taxes/Adjustments</b>	<b>1,471,926</b>	<b>(455,856)</b>	<b>547,834</b>	<b>643,368</b>	<b>581,706</b>	<b>588,372</b>	<b>827,971</b>	<b>1,190,934</b>	<b>1,461,838</b>	<b>4,289,000</b>
<b>Net Income</b>	<b>23,013,034</b>	<b>14,498,014</b>	<b>11,551,304</b>	<b>12,515,614</b>	<b>11,921,462</b>	<b>10,800,713</b>	<b>8,515,946</b>	<b>8,243,825</b>	<b>8,755,029</b>	<b>5,392,795</b>

# The Business Impact of Paycheck Protection Loans

Let's Start with 11,872 Jobs Saved and \$138 Million in Paycheck Protection Loans

Community banks played an invaluable role in the execution of the U.S. Small Business Administration's Paycheck Protection Program (PPP). In 2021, community banks (like Bank Iowa), again responded quickly to the second round of PPP and originated 78% of all PPP loans.

After the close of the second round of PPP loans, we tallied the number of loans approved under the PPP and determined our efforts protected 11,872 Iowa jobs over the past two years.



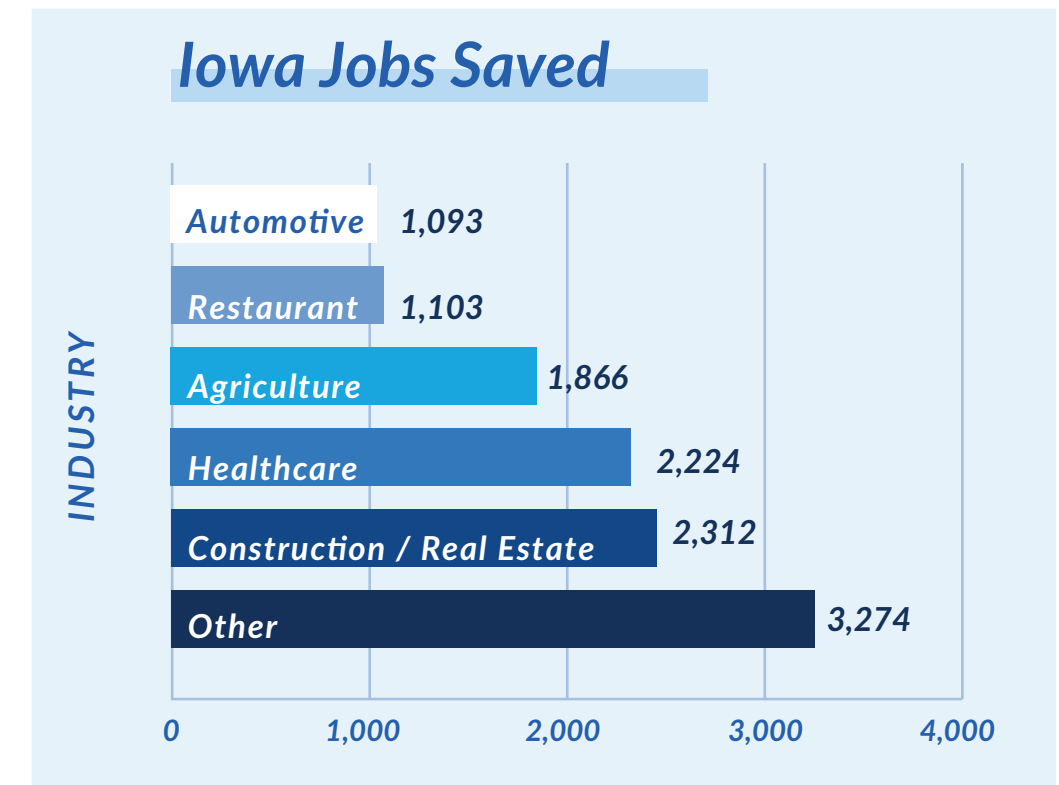
"We are fortunate to have a team of lenders who get fired up about the potential to help people who others have turned away. They burned the midnight oil, jumped through all the regulatory hoops and did whatever it took to make these PPP loans happen for qualified borrowers. It was an honor to be a part in the storm for the Iowa business owners who were hurting and scared for their employees."

-Jim Plagge

Although Bank Iowa's PPP loans reached nearly every industry segment in the state, the construction and real estate (2,312 jobs), healthcare (2,224 jobs), agriculture (1,866 jobs), restaurant (1,103 jobs) and automotive (1,093 jobs) industries demonstrated the greatest need.

Importantly, Bank Iowa's participation in the PPP earned us numerous new clients. Our team members continued to hear from frustrated small business owners who could not get a returned call from the megabanks during the initial chaos of the PPP.

In total, Bank Iowa approved just under \$138 million in PPP loans across both 2020 and 2021. The PPP officially closed on May 31, 2021.





# Our Stories Told Through Their Stories



## THIS HUSBAND AND WIFE TEAM ARE MAKING IT HAPPEN

Todd and Kristi Drake moved to southwest Iowa without any money, corn or water to build a feed yard. They didn't have any farming experience, they simply wanted to be cattle feeders.

Scan to watch the story >



## FAMILY AND COMMUNITY DRIVE THIS FARM OPERATION

Roger Carlson's family has called this farm home for multiple generations. Their involvement in the community and continued focus on family are leading to growth both on and off the farm for generations to come.

Scan to watch the story >



## THE VALUE FOUND IN NEWTON

In 1993, Scot Farver opened Farver True Value in Newton, Iowa. Almost 30 years later, his success can be attributed to a great local community and a tireless work ethic.

Scan to watch the story >



## EVERYTHING'S COMING UP POSIES

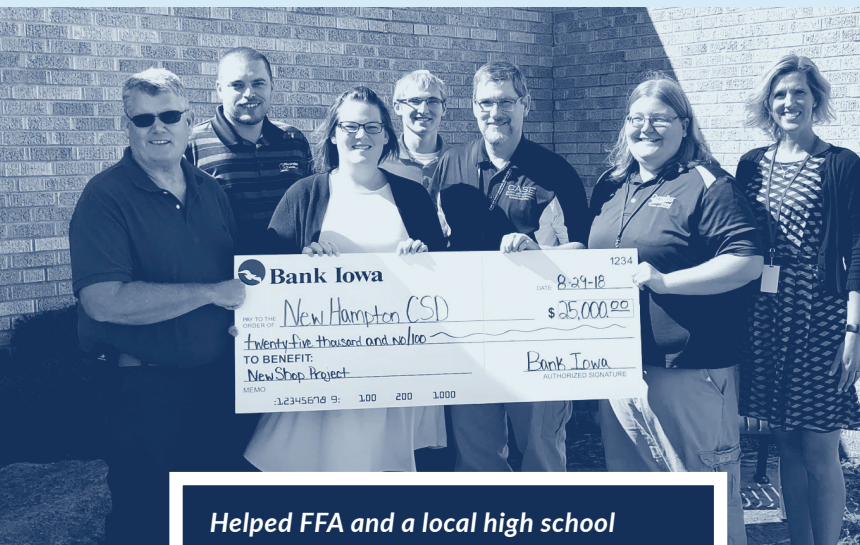
When the previous owner of this floral shop in New Hampton reached out to Kayla Smith about taking over the business, she and Bank Iowa found a way to make it happen for both her family and her community.

Scan to watch the story >



# Impacting Communities Throughout the State

2021 Regional Updates



Helped FFA and a local high school build the future of agriculture through hands-on education.

Scan to watch the story >



## Lawler

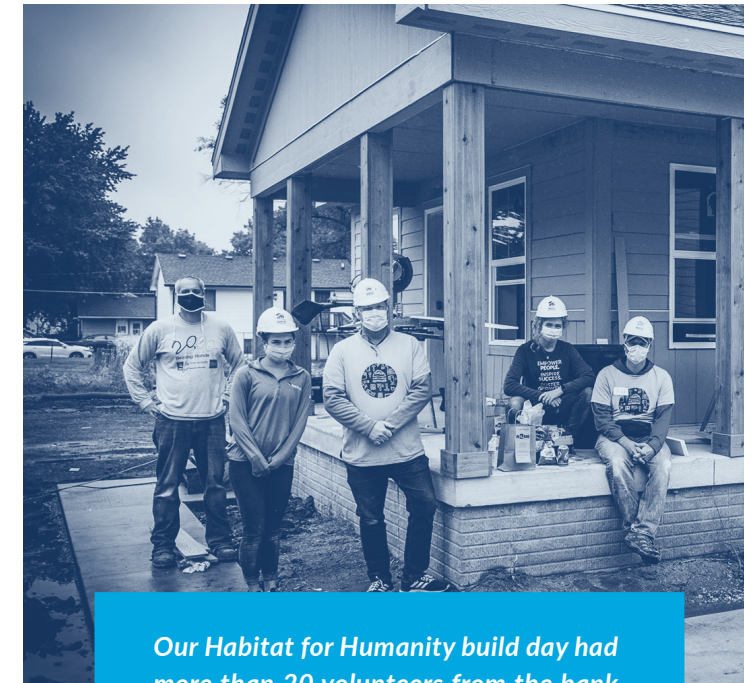
Lawler | New Hampton | Fredericksburg | Waucoma

- Donated \$10,000 to the New Hampton High School to facilitate track improvements.
- Spearheaded daycare expansion, which will lead to new enrollment of up to 43 kids of families looking for daycare options.
- Led the effort to start a new housing development in New Hampton.

## Des Moines

West Des Moines | Johnston | Altoona

- Our United Way Campaign raised more support than any prior year, with dollars raised going to help our communities support those in need.
- Our team members are highly involved in the West Des Moines, Johnston and Altoona Chambers, working with business leaders to enhance economic growth, improve quality of life and strengthen the local talent pool.
- The Altoona Chamber honored our Altoona location with the Newell/Franklin award which recognizes businesses dedicated to serving the community through volunteer hours. Our Altoona office continues to serve the Prairie Vista Village, a senior living facility, with on-site banking services once per week.



Our Habitat for Humanity build day had more than 20 volunteers from the bank building homes for those in need.



The Denison team purchased Christmas gifts for 26 children through the Christmas Crusade for Children and Goodfellows. Groceries were also donated to the Temporary Aid Program.

## Denison

Denison | Manilla | Charter Oak | Schleswig

- Committed \$50,000 over the course of two years to the new construction of daycare facilities in Manilla and Schleswig.
- Sponsored the Tri-City BBQ Fest, Hog Wild Car Show in Denison, Schleswig Calf Show Days and Charter Oak Achievement Days.

## 2021 Regional Updates

### Oskaloosa

Oskaloosa | Pella | Newton | Colfax | Fremont

- Team members donated more than 900 hours of volunteer service....during a pandemic year!
- Involved in Chamber, Economic Development, Main Street, Lions Club, Rotary and Kiwanis groups across all our markets.
- Made financial donations to high school and college athletic booster clubs, Mahaska YMCA, United Way, all-inclusive playground projects, Christmas baskets for people in need, police and fire associations, hospitals and numerous community events. Additionally, we purchased livestock from kids at county fair auctions.



Humboldt regional team members play an active role in the community, donating more than 680 hours of their time to community service in 2021.



Funded the Colfax-Mingo Community School District's SAVE bond to provide improvements to the school's facilities and capacity for growth

Scan to watch the story >



### Humboldt

Humboldt | Gilmore City

- Closed 303 PPP loans in 2021, which benefited Humboldt and the surrounding area economy with more than \$5 million in proceeds from these forgivable loans.
- Humboldt team members donated almost \$2,000 to causes that supported the local community.
- The region donated more than \$50,000 back into our community to organizations such as the Humboldt Recreation Center, Humboldt County Fair, Humboldt County Agricultural Society, Humboldt County Development Association and the Gilmore City Hometown Pride Committee.

### Clarinda

Clarinda | Villisca

- Bank Iowa donated our previous bank facility, valued at \$850,000, to the City of Clarinda, to be used as the new City Hall. The community celebrated with a ribbon cutting event after renovations were completed.
- Clarinda regional team members donated 737 hours of their time and talent to area groups to assist in their projects and overall missions. Many local organizations benefited from these hours, with the majority being spent with area churches, the Clarinda Chamber of Commerce and various boards.
- Four team members volunteered and played a critical role in the Chamber's Annual Craft Carnival. The event has a huge economic impact on the community, with more than 375 vendor booths, including vendors from out of state.



- Made the inaugural \$25,000 donation to the Clarinda Regional Health Center Foundation for its major expansion. Bank Iowa will be a named donor for two exam rooms and infusion bays in the newly created oncology department.
- Southwest Iowa Families, Inc. received a \$10,000 donation from Bank Iowa for its new building project. For more than 27 years, SWIA Families has provided mental health counseling and family care, training and support services.

Partnered with community leaders to promote Shenandoah through this video created by Bank Iowa's marketing team.



Scan to watch the story >



### Shenandoah

Shenandoah | Essex | Red Oak

- Won the Bank Iowa Community Service Award!
- Made several donations to support the community, including \$50,000 to the Shenandoah Medical Center to fund a new oncology center, \$10,000 for a new ambulance in Shenandoah and \$5,000 to the Red Oak daycare.
- Involved in Build Essex, which built a spec home in Essex.
- Sponsored the Wabash Trace Nature Trail Marathon.
- Financed the new clinic for the Veterans Center in Shenandoah.

## Award Winners

# Living Our Values

Bank Iowa announced the winners of our family-owned bank's second annual Living Our Values Awards. The awards recognize team members who have acted in alignment with one or more of Bank Iowa's four core values: Be People Centered, Bring Your Best, Enable Great Things and Think Big. Honored in 2021 were the following team members:

## Be People-Centered

### Isabelle Scully Oskaloosa

Isabelle is someone all Bank Iowa team members can count on. Colleagues say she often has a full plate of fires to put out but is always willing to set that aside if someone else needs help. She has made her team feel like a

family, always leading with a smile and praising even the smallest of accomplishments. She is a visionary, continuously bringing ideas to life on how to make the bank run more efficiently.



## Bring Your Best

### Carol Ricker West Des Moines

A mortgage operations manager, Carol performed at an exceptionally high level over the past year, contributing to a nearly 230% increase over the bank's previous record year in residential real estate loans. She played a significant role in

the growth of the bank's mortgage department through the training of team members, monitoring of compliance issues and creating efficiencies with the bank's loan origination software system.



## Enable Great Things

### Kim Berns Lawler

Kim was instrumental in helping Bank Iowa approve just under \$137 million in PPP loans across both 2020 and 2021. She also helped onboard a significant new client for Bank Iowa, bringing the City of New

Hampton's new telecom system into the Bank Iowa family in 2021. If you recognize her, perhaps you saw her in one of Bank Iowa's new television commercials that started running in Spring 2021.



## Think Big

### Dyanne Poppen Humboldt

Dyanne took the initiative to help not only her clients and her Humboldt region colleagues navigate the PPP loan process, but also clients throughout the bank's seven regions. Lenders across the bank became so comfortable with her knowledge and skill that they often conferred with her before submitting applications.

This is in alignment with how Dyanne approaches all her work, pushing past roadblocks and exercising creativity throughout her day. Most recently, she helped innovate an internal process for submitting PPP loan forgiveness applications, as well as for monitoring and processing loan payments in a seamless way that feels effortless to our clients.

## Volunteer Hours

### Margaret Burns Shenandoah

Bank Iowa also recognized the Shenandoah region for volunteer service exceeding 1,230 hours in 2021. In honor of this award, Bank Iowa donated \$500 in the Shenandoah region's name to a charity or cause of its choosing. Additional recogni-

tion was given to our Volunteer of the Year, Margaret Burns, from our Shenandoah region. Margaret donated 258 hours to organizations like Meals on Wheels, New Beginnings Church, May Mentoring and the Essex United Fund.



# Human Resources Department Updates

## ENGAGEMENT

For the last three years, Bank Iowa has partnered with Gallup to measure the engagement of our team members. We put a lot of time and effort into engagement, because Gallup research shows that engaged team members drive measurable, meaningful and positive business outcomes. In 2021, Bank Iowa increased engagement across the board.

In our 2021 survey we saw a 9% increase in categorical engagement from our 2020 survey. Our engagement ratio improved from 2:1 in 2019, to 5:1 in 2020 to 7:1 in 2021. This 7:1 ratio means we have seven engaged team members for every one actively disengaged team member. The ratio of engaged to actively disengaged workers in the U.S. is currently 2.4:1.

An increase in engagement is due to initiatives like providing career development resources, a retail alignment strategy and rollout, enhancements and improvements to materials and equipment and increased communication through our team member newsletter and bi-weekly video updates. But mostly, the increase in team member engagement is due to the continued commitment and support of our people.



## CULTURE BUILDING

*Kate Wolfe, CAO/CHRO; Katie Boettcher, HR Manager; Annette Yenger, Payroll and Benefits Manager; Jill Shedek, Learning and Development Manager*



## VOLUNTEER TIME-OFF

On January 1, 2022, Bank Iowa began offering paid volunteer time off to all regular full and part-time team members. Full-time team members are eligible to use up to 16 hours, and part-time team members are eligible to use up to eight hours annually to volunteer during work hours. As a people-centered community bank we know that volunteering and supporting our communities is who we are, and this benefit aligns with our purpose, vision and values.

## PARENTAL LEAVE

After reviewing our existing parental leave policy and finding it was not aligned with our values, Bank Iowa announced a new paid parental leave program that includes twelve weeks paid primary parental leave and four weeks paid leave for any secondary caregivers on our team. The new program comes on

*Kennedy Van Rossum, one of the first team members to utilize parental leave after the birth of her son.*



the heels of the bank's pandemic PTO and family care compensation initiative, which launched in March 2020. This allowed team members to utilize additional paid leave when a team member was experiencing COVID symptoms or had trouble finding childcare with schools and daycares shut down.

## Onboarding

Created by our HR Department in 2018, Bank Iowa's onboarding program goes beyond your typical first day orientation. Our program focuses on our new hire's first 90 days and provides an experience where we can demonstrate our preparation for their arrival and quickly connect them to our team, culture and resources.

New hire resources include a digital roadmap, an interactive document that helps make the onboarding experience fun and easy to navigate. The roadmap breaks down key information, including what new hires can expect and a checklist to help them stay organized. In addition to their people leader, each new hire is provided an onboarding pilot. Much like a pilot helps navigate an aircraft

during flight, our onboarding pilots help new hires navigate their onboarding journey. Regular check-in meetings between the new hire and their leader are built in at key milestones throughout the new hire journey. These check-ins provide an environment to set expectations and share feedback to inspire the success of each new member welcomed to the Bank Iowa team.



## Introducing Kyle Wielenga Retail Training Manager

Kyle Wielenga joined us in November 2021 to take on the newly created role of Retail Training Manager. Kyle will be creating and enhancing retail training programs and helping Bank Iowa team members

"Make it Happen" for our clients. Kyle has a strong history in human resources and a financial background demonstrating the ability to advance his career through multiple facets of the banking industry.

# So the Story Goes.

Every year brings our marketing team stories to tell, and 2021 was no different.

## Mental Health in the Ag Community

Our lenders were sharing more stories of clients who were feeling depressed and hopeless, sometimes openly crying in our offices. What we found through a survey of our client base is that the mental health stigma is real, and the challenges facing our ag community persist.

To start addressing the problem and to give our team members the tools to help our clients in need, Bank Iowa partnered with the Iowa Healthiest State Initiative.

Scan to learn more >



## Let's Make It Happen Evolves

It's one thing to have a brand position, it's quite another to bring it to life. While the Let's Make it Happen™ campaign began in 2020, the message needed to evolve in 2021. Through six new commercials and new print creative, Bank Iowa was able to focus on the dreams of clients and prospects by asking "What's Your IT?" No matter what IT is, the answer to that question can be found in the following six spots:

Scan to watch the story >



## Telling Our Story Through Yours

Marketing created 19 videos highlighting clients, communities and team members in 2021. Client stories included a row crop and cattle operation in southwest Iowa, a hardware store operation in Newton and enhancements to our communities in New Hampton and Colfax. It wasn't all business though, as opportunities to promote the approachable, lighthearted nature of Bank Iowa team members was made clear in our "Father's Day - Dad's in the Wild" video, which received over 5,000 views.

Scan to watch Dads in the Wild >



## Campaign Highlight

# Think Big. Like Movie-Screen Big.



## That voice sounds familiar...

We believe in living our values, and "Think Big" was exactly what happened when we challenged the marketing department to promote the Bank Iowa mobile app. Using reviews and actual comments from the App Store, as well as footage from Iowa communities, Bank Iowa went to the big screen with a movie trailer-inspired advertisement. With a familiar sounding narrator, this "trailer" was shown in 16 movie theaters in the communities we serve and also appeared online.

Scan to watch the trailer >



# Board of Directors



**PAIGE DUNCAN**  
*Board Chair*



**J.B. BARR**  
*Board Vice-Chair*  
Physical Therapist  
Adjunct Professor



**JIM PLAGGE**  
*President & CEO*  
Bank Iowa Corporation



**JOHN HARTFORD**  
*Retired Bank Iowa CLO*  
Credit Consultant

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**ROBERT DUNCAN**  
*Chairman Emeritus*  
Duncan Aviation  
Bank Iowa Co-Founder



**JANN FREED**  
*Leadership Development*  
Change Management  
Consultant



**MICHAEL BLASER**  
*Attorney*  
Agribusiness Law



**MATTHEW SELLS**  
*President & CEO*  
Shenandoah  
Medical Center



**MICHAEL WILSON**  
*Retired President & CEO*  
FHLB of Des Moines



**CHRIS MINOR**  
*President & CEO*  
SmartStory™  
Technologies



**JIM PLAGGE**  
*President & CEO*  
Bank Iowa Corporation



**DALE HEIDER**  
*Engineer & Farmer*



**MICHAEL WILSON**  
*Retired President & CEO*  
FHLB of Des Moines

## One Additional Note

Bank Iowa would also like to extend our gratitude to past board members [Tom Dorr](#) and [Tim Minton](#) for their service to Bank Iowa.

# BANK IOWA Senior Leadership

**DUSTIN CALDWELL**  
*IT Director*

**BRIAN CAROLAN**  
*Regional President*

**KARLA CROCKER**  
*Controller*

**RICH DAVITT**  
*Chief Credit Officer*

**JAMES FEUDNER**  
*Regional President*

**JOSH FLEMING**  
*Marketing Director*

**ANGIE FRERK**  
*Regional President*

**BOB GAGNE**  
*Chief Lending Officer*

**SCOTT HANSEN**  
*Internal Audit Director*

**TRISHA MENKE**  
*Retail Banking Director*

**TANYA JOHNSON**  
*Compliance & Risk Director*

**CHAD LEIGHTY**  
*Regional President*

**JOHN MCBRIDE**  
*Regional President*

**RYAN HUINKER**  
*Credit Administration & Operations Director*

**LEEANN PARLET**  
*Operations Director*

**JIM PLAGGE**  
*President and CEO*

**JOHN RATHJEN**  
*Regional President*

**JON SARVIS**  
*Chief Financial Officer*

**TODD SMITH**  
*Mortgage Director*

**GILBERT THOMAS**  
*Regional President*

**KATE WOLFE**  
*Chief Administration Officer  
Chief Human Resources Officer*



## Leeann Parlet

Promoted to Director of Operations

With more than 25 years in the financial industry (12 of them with Bank Iowa), Leeann Parlet is now leading Bank Iowa's operations team. Leeann joined Bank Iowa in 2009 as a personal banker and transitioned to retail banking manager two years later. Throughout her career at Bank Iowa, she has led the development and implementation of the bank's retail training department, helping more than 100 team members begin their careers in various retail operations roles. The operations department has been heavily involved in workflow innovations to increase efficiency. Team members ran more than 35,000 workflows in 2021, rather than performing the functions manually. The team also implemented 31 core releases to help standardize and streamline operations processes. In addition, the team continues to build out our treasury management function and added a treasury management specialist to help deliver an exceptional experience for the bank's TM clients.

*"I look forward to what this new role will bring. It's a privilege to contribute to our community's overall success through work that makes a real difference in the lives of our neighbors."*

-Leeann Parlet



## Trisha Menke

Meet Our New Retail Banking Director

Trisha Menke joined Bank Iowa in early 2021 as our Retail Banking Director. This new position was designed to put a greater focus on the delivery of financial products and services to our consumer clients. The Bank Iowa retail team will focus on team engagement and training in 2022. Engagement is more than a one-time touch point; it is a commitment to work together to build an environment that strives for continuous improvement by developing skills through learning opportunities and reinforcing our core values. A 15-year banking veteran, Trisha has a bachelor's degree in marketing from Upper Iowa University.

*"We will enhance our current client relationships and build new ones by focusing on community engagement."*

-Trisha Menke



## Angie Frerk

Promoted to Regional President

Angie Frerk has ably performed many roles during her 19 years of service with Bank Iowa, most recently as Vice President - Relationship Manager. A 2002 graduate from the University of Northern Iowa, Angie earned her bachelor's degree in finance and real estate. After college, she joined the Bank Iowa team as a teller and supported the bookkeeping team. Throughout her tenure, Angie has risen through the ranks to a consumer and residential real estate lender and working as an ag and commercial lender. We're excited to have Angie lead our Humboldt Region!

*"Bank Iowa is truly a great place to work, learn new skills and grow personally and professionally. I feel fortunate for this new opportunity and to continue to find ways to make it happen for our clients, community and team members in the Humboldt area."*

-Angie Frerk



# A Continuing Inspiration



## Chandy's Legacy

For the eighth consecutive year, Bank Iowa honored the legacy of Chandy Barr Clanton by offering graduating high school seniors an opportunity to apply for the Spirit of Chandy Scholarship. Bank Iowa awards up to twenty \$500 scholarships to commendable high school students across the state annually.

Scan to watch the story >



The scholarship is a tribute to Bank Iowa co-founder Harry Barr's daughter, Chandy Barr Clanton, who passed away in 2009 at the age of 36 while piloting her aerobatic plane during a training flight. Clanton was a successful businesswoman, competitive athlete, talented pilot and a beloved mother of two sons.

Chandy's zest for life and her drive to be the very best is a great example for students, especially to high school seniors looking to take the next step in their education. Bank Iowa is honored to provide Iowa students with an opportunity to get to know Chandy through her work and passions, as well as offer support to students across the state.

## Our Story

Ours isn't your typical bank story. In fact, when Bank Iowa founders Donald Duncan, J. Robert Duncan and Harry Barr first got together, it wasn't because they wanted to create a bank. They were starting an aviation company. And that's exactly what they did in Clarinda, Iowa, more than a half century ago. It was from that entrepreneurial ambition and smart business leadership that one of Iowa's

most successful banks would eventually flourish. That same spirit helps us understand the real needs of today's businesses, farmers, families and entrepreneurs all across Iowa. From ambitious beginnings that date back to 1976 to becoming one of the largest family-owned community banks in Iowa, one thing has never changed and never will. Our dedication to serving our clients, team members and the communities

we call home is steadfast. Bank Iowa Corporation continues to be owned by the Duncan and Barr families, and their community-centric values can be felt in every interaction we have with the people and places for which we exist. Bank Iowa has evolved into a growing, dynamic operation with combined assets totalling more than \$1.7 billion, 275+ employees and 26 locations serving 23 Iowa communities.



## 2021 Scholarship Winners

*Abby Lumsden*

*Abigail Adkison*

*Anthony Parker*

*Camryn Shultz*

*Dawson Gress*

*Esmeralda*

*Santillan Tejeda*

*Eva Hoch*

*Isabelle Inman*

*Jarett Vitiritto*

*Karee Schult*

*Macy Moore*

*Chole DeVries*

*Madison Shumacher*

*Nolan Knutson*

*Quentin Slater*

*Quinton Orr*

*Rachel Currant*

*Shayla Harris*

*Shelby Purdie*

# Looking Forward

These five focus pillars help us prioritize our efforts with strategies and tactics that are executed bank-wide through departments, leadership and team member goals. These pillars and their corresponding work are reviewed annually to measure progress and adjust to market conditions.

## BANK IOWA'S 5 FOCUS PILLARS

### 01 PERFORMANCE

Implement profitability enhancements and efficiency initiatives to improve financial performance.

### 02 GROWTH

Achieve loan and deposit organic growth through business development initiatives.

### 03 TALENT

Increase team member development and overall engagement.

### 04 INNOVATION

Enrich products, services, technology innovation and improve security and efficiency.

### 05 BRAND EXPERIENCE

Enhance client service and strengthen community service initiatives.



## Meghan Kearney

Executive Director  
Bank Iowa Foundation

Meghan Kearney joined Bank Iowa in 2018 as intern in the marketing department. Over the last three years Meghan has excelled in taking on the responsibilities of leading the bank's public relations, social media and website as a marketing specialist. With a clear understanding of Bank Iowa's purpose, vision and values and a strong connection to our regional team members, Meghan is poised and well-positioned to make the Bank Iowa Foundation a success. Meghan is a graduate of Drake University with a degree in Public Relations and a board member of the Iowa Chapter of the American Marketing Association.

To learn more about the Bank Iowa Foundation please visit [www.bankiowa.bank/foundation](http://www.bankiowa.bank/foundation)

Scan to visit the webpage >



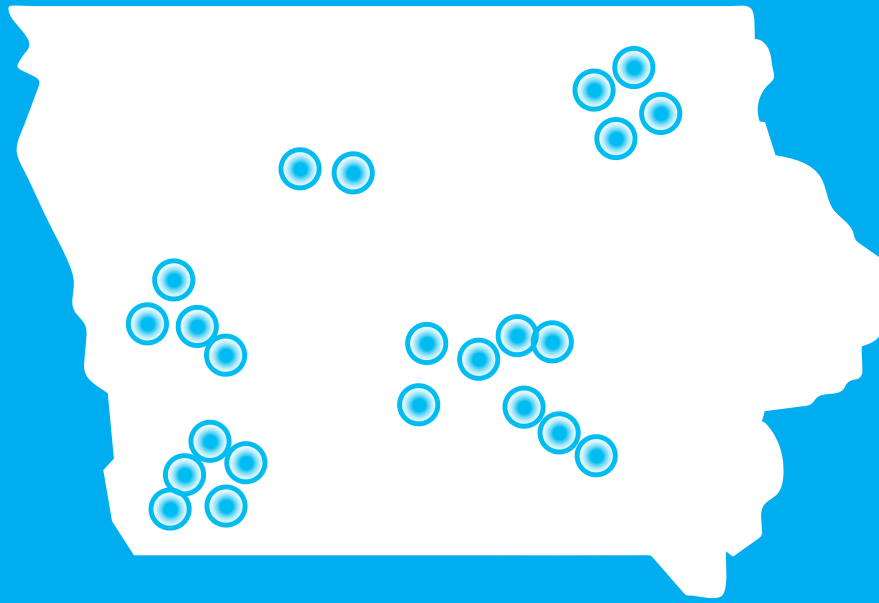
## Bank Iowa Corporation Launches Foundation

The reasons leading to Bank Iowa Corporation's development of the Bank Iowa Foundation are numerous. Most importantly, they aim to deliver on the bank's purpose, vision and values while finding ways to generate a larger impact in the communities Bank Iowa serves.

The foundation will have the ability to support organizations in communities within the Bank Iowa footprint and will manage and distribute larger donations, typically \$1,000 or more, made on behalf of the bank.

The development of the Bank Iowa Foundation was supported through research of our current donations, prior applications received from local organizations that applied for aid during our 2020 giving campaign and surveying all Bank Iowa clients for their input. Our clients let us know that to enhance, sustain, and allow our communities to thrive, Bank Iowa should focus on the following areas: economic development, education, health, diversity & inclusion, poverty relief and recreation & arts.





## *Serving 23 communities across Iowa*

Altoona

Charter Oak

Clarinda

Colfax

Denison

Essex

Fredericksburg

Fremont

Gilmore City

Humboldt

Johnston

Lawler

Manilla

New Hampton

Newton

Oskaloosa

Pella

Red Oak

Schleswig

Shenandoah

Villisca

Waucoma

West Des Moines



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