

## ▶▶ 2016 YEAR IN REVIEW

# CUSTOMER & COMMUNITY SERVICE

*"Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in."*  
- unknown

### REACHING OUT TO OUR COMMUNITIES

Earnings continue to allow the bank to make significant donations that serve our communities today and tomorrow. While monetary donations give local organizations what they need, our employees' commitment to volunteerism is significant.

VOLUNTEERISM IS AN ESSENTIAL PART OF THE BANK'S IDENTITY

**97.3%**  
of employees volunteer

**50%**  
of employees volunteer for 20 hours or more annually

▼ Fifteen bank employees showed their support for local law enforcement and emergency medical personnel at the "Back the Blue Rally."



▲ Bank employees worked with high school students in an exercise about managing money called the Game of Life, in cooperation with Iowa Lakes Community College.