

CL Cayuga Lake
NB National Bank

Customer focused. Community minded.

THE CAYUGA BUZZ

Winter 2022-2023



Not Your Average Bank!

Cayuga Lake National Bank has been community-focused since its inception in 1864. Established by Henry Wells and Edwin B. Morgan, the founders of Wells Fargo, American Express, and Wells College, the bank has remained a community-focused bank, and has continued to grow year after year. The main branch is in Union Springs, with branches in Aurora, NY and the newest one in Lansing, NY, which opened during the pandemic when most businesses were shutting down rather than expanding.

What Is Offered

The bank focuses on the average person in the community, offering both consumer and commercial banking needs that include online and mobile banking, a variety of checking and savings accounts, overdraft protection, Visa debit and credit cards, IRAs and HSAs.

In the world of lending, our loan department excels at helping businesses in need of small loans. It's not uncommon for the loan department to do a \$10,000 equipment loan for someone, which is unheard of in the big banking world. We also offer consumer loans, such as car loans, mortgages and home improvement loans. A full array of competitively priced products and services are offered.

Focusing on the Needs of the Community

"We encourage our employees to stay involved in the community," says CFO Thea Miller. "We have people on various boards and in volunteer organizations. Everyone is really part of the community."

Every Friday is "Jeans Day," where employees donate \$5 to a special cause if they want to wear jeans. Each employee gets to pick a month and the money that is raised that month goes to a cause that's near and dear to their heart. It gives employees that feeling of giving back to something that they care a lot about.

During the pandemic, Jeans Day became even more important because of increased demand on local food pantries. Along with customer donations, the bank raised \$2,500 for three local pantries. "Our employees know that they have the openness to be able to bring their ideas to management and that we would definitely support that," says Kelly R. Wade, President and CEO. "That is so important to us."

Employees are Like Family

With a staff of 37, the employees feel a sense of community. "We are kind of a family," Wade attests. "We're really invested in supporting one another."

When Miller was hired in early 2020 after leaving a career in the corporate sector, she was shocked at the difference in the culture. "The shift in culture from that kind of nameless, faceless environment to a truly family-oriented company was pretty dramatic," she recalls. "The amount that people are invested in one another here, and not just their work life, but caring about their families, makes it a remarkable place to be."

Pandemic Stresses Didn't Stop Them

Because of the open and welcoming workplace culture, the Bank has a very dedicated staff who want only the best for their customers. When the pandemic hit in March 2020, staff worked tirelessly to ensure they could originate Paycheck Protection Program loans for both existing and new customers.

The system was really bogged down – and you're talking about a community bank with a couple of staff members originating loans going up against institutions, not just banks or credit unions, but other financial institutions that have staff that were solely dedicated to the application process. "There were many loans that our SVP of Lending originated at his kitchen table at night. We were fully committed to it," Wade recalls.

Continued on next page

Not Your Average Bank! *Continued*

Since 2017, the bank has originated 175 PPP loans totaling \$21 million. As of April 2022, every single loan has been forgiven.

“It was almost two years of originating and inputting forgiveness applications, reviewing, talking with customers, cultivating relationships,” former SVP of Lending, Scott Babcock said. “There are a lot of businesses that I feel without it would have closed, and if they didn’t close, they certainly wouldn’t have been able to pay their employees. We’re in a really rural area and a lot of their employees are our customers. We were able to provide these folks with some certainty during a time of complete uncertainty. It was absolutely rewarding and really kind of accentuates that community bank feeling.”

“The bank’s been in a unique position where we have a young management team that faced the pandemic together and got the employees in the bank through a time when there was a lot of uncertainty, and we’ve grown the bank exponentially,” Wade says. “When you think about a time where there wasn’t a lot of loan growth, our bank was seeing loan growth and new customers, new deposits. There weren’t many banks opening branches during a pandemic. But we did. We’ve set the course for a strategic plan and we’ve worked very hard together as a team to bring the bank forward.”

Cayuga Lake National Bank plans to continue to maintain their community-focused path, while offering the top-notch service their customers have come to rely on.

“One of the things that we may have lost during the pandemic was that face-to-face interaction with our customers,” Miller says. “I think that is a really important aspect for us. So I’d like to see us reaching back out to our customers, enhancing some of those existing relationships and expanding the relationship with new customers. It’s really about circling back with our customers and bringing it all together, so we can make sure they know all of the products we have to offer, and so we can continue to meet the needs of businesses and help them grow.”

2022 Finger Lakes Mud Run

Since 2015, CLNB has had a team participate in the FLX Mud Run. On Saturday, September 17, 2022, two best friends, a father and daughter, a mother and son, two brothers and a couple made up this year’s CLNB team, ready to take on the challenge! Golden Retrievers Fin and Sam cheered them on.



The FLX Mud Run is an outdoor challenge course of 25 different obstacles, most of them muddy, spanning 5 miles located on the beautiful grounds of Everest Park in Auburn, NY. The net profits from the Run are used to help sustain Champions for Life, which operates Everest Park and the Brian Bisgrove Home of Courage.



The home is named in honor of Brian Bisgrove, a local man who lost his life to cancer at the age of 21. Brian’s home hosts families who have children with life threatening illnesses, or debilitating medical, psychiatric, or developmental conditions, for three days of rest and relaxation, away from the stresses of daily life, at no cost to the family. The event is organized by John Alberici and a group of dedicated volunteers.

The Run is designed to help cultivate camaraderie and teamwork. As you can see from the photos of the CLNB team, hard work and fun was had by all!



CLNB is proud to be a major sponsor of the FLX Mud Run!

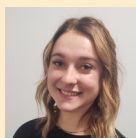
With the addition of the Lansing branch and the growth we're experiencing in Union Springs and Aurora, we are happy to share news of our new employees and promotions.

New Employees



Melanie Conklin is a Commercial Loan Portfolio Officer at our Union Springs Branch who brings 10 years of experience in banking and 25 years in finance to the team!

She holds a Masters in Professional Accounting from Syracuse University, Whitman School of Management. She was originally drawn to CLNB and the position she was hired into, knowing it would offer her the ability to use her knowledge and degree in a more in-depth manner. Since starting, she has grown more passionate about her work at CLNB after seeing how diverse her day-to-day responsibilities truly are!



Allison Winters is a Teller in our Union Springs branch and she's been working in the financial/banking industry for almost two years.

She was drawn to CLNB since she hopes to grow with the company and continue to increase her skills in the future. She volunteers at American Legion Post and spends her free time with her German Shorthaired Pointer puppy named Timber, going out to dinner with family and friends, and relaxing at home with a good book. Fun fact: Alli hopes to visit all 50 states one day!



We'd like to welcome **Jessica Murphy**, who joined the CLNB team in March as a Teller in Union Springs! Originally from Aurora, Jessica loved being raised in a home-schooled environment and has always spent her days surrounded by all types of animals, even hairless rats! Nowadays, she spends her free time with her horse, in nature, and hiking with her boyfriend.

Welcome to Our Newest CLNB Family Members!

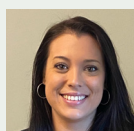
Jillian Mae, born on March 18th to Melanie Doolittle (Senior Mortgage Processor) and Dave Johnston.

Lana Marie, born on June 10th to Megan Hunsinger (Commercial & Consumer Loan Processor) and Rick Franklin.

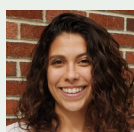
Promotions & Accomplishments



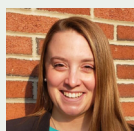
Megan Hunsinger In August, Megan Hunsinger transferred from the Union Springs teller line to the loan department. She is now a Commercial and Consumer Loan Processor.



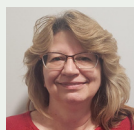
Kaycee Wilczek has been promoted to Assistant Branch Manager of our Lansing branch. Kaycee has been an instrumental figure in the Lansing branch since its opening.



Abigail Bertonica mastered processing mortgage loans and in her desire to learn more about banking, is now a Finance and Payroll Assistant.



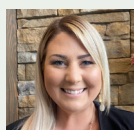
Theresa Yale continues to expand her areas of banking knowledge. In October she transferred to the IT department as IT Products Specialist.



Cherrie Wilczek was recently promoted to Lead Universal Banker. Cherrie has been a dedicated teller in our Union Springs branch since 2009.



Lynn Bowen will continue to help customers open new accounts with her new title as Lead CSR.

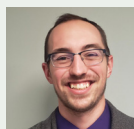


Jacqueline Payne is now a Mortgage Loan Processor, in addition to her role as Universal Banker in the Lansing branch. As the branch continues to grow, so does the

need for new positions.



Kathy Uhle has been a familiar face on the Union Springs teller line since 2016 and was recently promoted to Operations Coordinator.



Shawn Szakaly has been our Internal Auditor since June 2014. He recently completed his Masters of Accounting from Southern New Hampshire University in October. Shawn was a recipient of CLNB's Continuing Education and Tuition Assistance program, one of the many benefits CLNB offers employees. Congrats Shawn!

Customer focused. Community minded.

When you bank at CLNB, you help support our community by enabling us to lend locally, support area non-profits, and invest in local businesses, creating neighborhoods that thrive.



Aurora Brewing Co., King Ferry

Thank you to everyone who shared all the beautiful photos you've taken within our community for our 2023 CLNB calendar!

With all the great photos that were submitted, we had a difficult time choosing just 12! Be sure to stop by any of our branch locations to get your free 2023 CLNB calendar!



Jeans Day

Every Friday employees have the opportunity to wear jeans for a \$5 donation. Once a month, each employee is given the opportunity to donate the funds to a local charity or organization of their choice.



Here's the list of who we've raised money for lately:

- Ruari Sparkle
- Hematology Oncology Association
- United Way
- Milly's Mission
- Kendyl the Warrior
- Cayuga County SCAT Van
- East Coast Adoption
- Friendship Donations Network | Rescuing Food, Reducing Hunger

Let's Talk Identity Theft

Identity theft occurs when someone steals your personal information with the intention of fraud, which has the potential to negatively impact your credit score and finances.

Luckily, there are warning signs you can look out for!

- Unusual activity, charges, or withdrawals from any of your accounts
- Newly opened credit cards that you did not initiate
- Changes in your credit report

There are also ways to help prevent identity theft!

- Review your credit card activity, bank statements, and credit report regularly.
- Take advantage of security features and use different, hard-to-guess passwords for all accounts.
- Never respond to electronic requests for personal information, such as your bank account number or login.

Rest assured, at CLNB, we are here to help! If you ever experience any unusual activity within your accounts, give us a call right away, and our team will be ready to assist you.



CLNB's Chili Cook-Off 2022

Our team at CLNB had a BLAST at our employee soup and chili cook-off!

Everyone brought in a crockpot to share and kept who brought what a secret! Each employee took their time sampling the soup or chili and voted on their favorite.

The winner, Kelly Wade, made a delicious creamy taco soup. Along with bragging rights, she won a MacKenzie-Childs ladle!

It was so much fun that we decided to make to make it an annual cook-off!

Congratulations to **Amy Weaver, Cherrie Wilczek, Jennifer Lynn, Jacqueline Payne, Karen Baity, Kaycee Wilczek, Kelly Brown, Kelly Gavitt, Luke Varga, Tina Bunnell, and Victoria Reeves** on receiving the Hive Flyer Award.



This award is given to a CLNB employee who exhibits hard work and dedication every day, but is deserving of special recognition for going above and beyond. Someone who embodies our motto—Customer focused. Community minded.

If you'd like to nominate a CLNB employee, please fill out a form that you'll find in every CLNB lobby or send an email to kbrown@cayugalakenationalbank.com

Meet Doug Crego



Doug brings over 25 years of banking experience working in small and mid-sized financial institutions. He has a great deal of knowledge on how to best support the future growth and build upon the successes of the department in his role as a Senior Loan Officer.

He started in August, working closely with his predecessor Scott Babcock, in reviewing current commercial accounts to make for a smooth transition for our customers. Doug understands the importance of the community bank relationships. "I am energized about working at Cayuga Lake National Bank, a growing institution with a focus on delivering a great customer

experience." said Crego.

In his short amount of time at CLNB, Doug has worked diligently getting to know the staff he will be leading in the loan department and helping to formulate a Credit Administration Department, which he has familiarity working with in the past. He has had the opportunity to meet some of Scott's customers as they bring their requests to the bank and he looks forward to meeting each and every one of them on an individual basis.

In his free time, Doug enjoys spending time with his family. He's an avid sports fan and roots for the Indianapolis Colts and Georgetown.

Should you have the opportunity, stop by the Union Springs office and introduce yourself to Doug.

A New Venture



Scott dedicated three years to CLNB in growing and diversifying our loan portfolio. This past summer he had the opportunity to join a non-bank related company with whom he's had a personal relationship his entire life.

He and President Kelly Wade immediately began a search to find a small community bank oriented lender with years of experience to bring to CLNB. They found that in Doug Crego, our new Senior Loan Officer. Scott and Doug have been working together since Doug started in August with the goal to make a seamless transition.

While Scott is no longer the SVP of Credit Administration, he remains committed to the bank and its strategic plan in a different capacity by remaining on the board and focusing on the bank's goal to remain independent and strong.

Do you know an outstanding student? Nominate them for a Bee You Award!

CLNB is now accepting nominations for its first annual Bee You Awards, which celebrates students from our neighboring schools (Lansing, Union Springs, Moravia, and Southern Cayuga) for their exceptional acts of leadership, kindness, or community service.

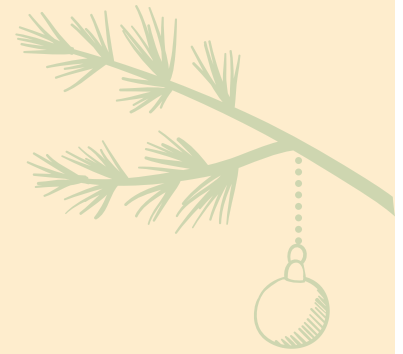
The awards will recognize two students from each school and each grade six through twelve. The recipients will be celebrated, along with their families, at a local venue in the spring of 2023 and will be recognized with brief remarks regarding their achievements.

All recipients will receive an award and will be entered to win a raffle for one grand prize of \$1,000!

Nominations are due February 1, 2023

Visit cayugalakenationalbank.com/beeyouawards for more information.





Community News That's All The Buzz



Gold Best Home Mortgage 2022

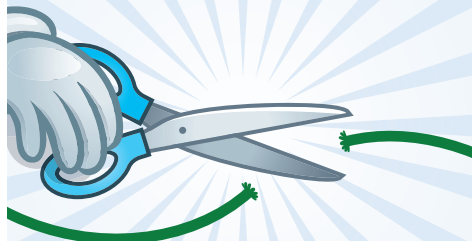
CLNB's Lansing Branch



"Aiming to make the process of buying a home a little less stressful, Cayuga Lake National Bank gives their clients all the tools they need to make the right choices in home buying."

GREAT CD rates

no strings attached!



7 Month
2.27% APY*

10 Month
2.53% APY*

*The Annual Percentage Rate (APY) is accurate as of 08/04/2022. The minimum balance to open the account and earn the APY is \$500. A penalty may be imposed for early withdrawal. Fees may reduce earnings.

Our Locations and Hours

**165 Cayuga Street, PO Box 512
Union Springs, NY 13160**

Lobby

Mon – Thurs 9:00 am – 4:00 pm
Friday 9:00 am – 5:00 pm
Saturday 9:00 am – 12:00 pm

Drive-Thru

Mon – Wed 8:00 am – 5:00 pm
Thur – Fri 8:00 am – 6:00 pm
Saturday 9:00 am – 12:00 pm

**397 Main Street
Aurora, NY 13026**

Lobby

Mon – Fri 9:00 am – 4:00 pm

**3077 N Triphammer Road
Lansing, NY 14882**

Lobby

Mon – Thurs 9:00 am – 4:00 pm
Friday 9:00 am – 5:00 pm
Saturday 9:00 am – 12:00 pm

ITMs (Interactive Teller Machines)

Mon – Wed 8:00 am – 5:00 pm
Thur – Fri 8:00 am – 6:00 pm
Saturday 9:00 am – 12:00 pm

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315-889-7358

Email: info@cayugalakenationalbank.com

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