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The CAPTAIN'S LOG

FIRST EDITION 2019

President's Message

At First Citizens, strategy development doesn't happen just once a year.

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President's Message

Success is very dependent on how you plan and adapt. Many businesses use the New Year to prepare by reviewing past results, setting new goals, identifying strengths and weaknesses, and making a list of things to do.

I agree the New Year is a great time to reenergize, but at First Citizens, strategy development doesn't happen just once a year. It's not an event, but an ongoing process that allows us to act effectively on new opportunities, changes in the local or national economy, new regulations, and changing consumer and business needs. It allows us to adapt, and I believe that makes us different.

Our attention to continuous strategy evaluation and execution has led to another financially strong year for First Citizens. We have much to be grateful for. Loyal customers and dedicated, innovative employees are paramount to our past performance,

and will continue to be the foundation of our success in 2019 as we expand into new markets, introduce new technology and find new ways to take care of our customers and our communities.

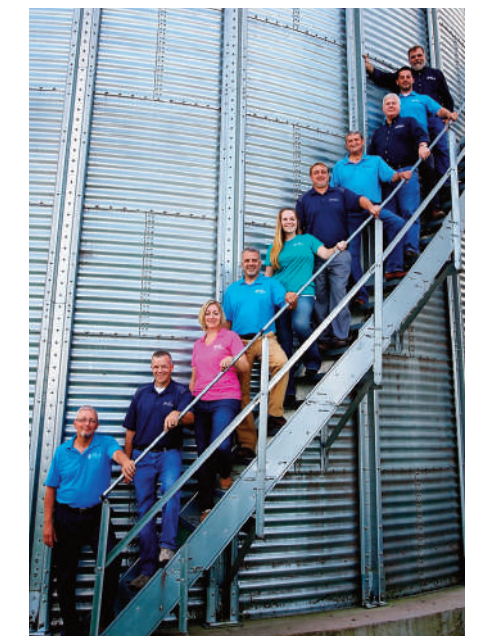
In closing, I'd like to extend my personal thanks to Rudy van der Heil, who will be retiring from our board after 44 years of service. In my role as CEO and President, he has been a mentor, role model and most importantly a dear friend to me for over 15 years. Rudy, you'll be missed and you'll always have a home here at First Citizens!

Wishing all of our First Citizens family and friends a healthy and peaceful 2019. **- RANDY**

What's NEWS

PROUD TO BE RANKED ONE OF THE TOP AG LENDERS IN THE NATION

When The American Bankers Association recently announced the top Agricultural Lending Banks for 2018, we were proud to see First Citizens ranked 68th in the Nation, up thirteen places from our previous years' ranking. And, we've maintained our position as the number two top Agricultural Lender headquartered in the entire state of Pennsylvania. Our continued growth in the Agricultural sector is the result of our dedication to rural farming communities, and it demonstrates our ability to leverage the strength of our Ag TEAM, who together have over 350 years' experience as farmers and Ag bankers. But it's their dedication and sincere desire to help farmers that makes it all possible. Thanks for your commitment!



Anti SCAM

Social Security Administration Warns of Increase in Telephone Scams

Source AARP.com



We know you've heard this before, but telephone scams involving the Social Security Administration are on the rise yet again. The Social Security Administration

is using a new public service announcement to warn Americans about the increasing number of telephone scams and to advise what to do.

These scams are variations of fraudsters impersonating SSA employees. The ploys range from telling a victim his or her Social Security number has been suspended and requesting the number, to threatening arrest if a victim doesn't place money on a gift card and give the fraudster the gift card number.

Another version of the scam threatens the victim with arrest if he or she does not return the scammer's phone call. Some impersonation phone calls even tell victims they will receive greater Social Security benefits if they pay a fee to the scammer. The fraudsters may use SSA's (800) 772-1213 number on caller ID as part of their scam. So, remember:

- 1 Never give out your Social Security number to anyone who telephones claiming to be from SSA. Agency employees do not telephone consumers; notifications are generally sent by postal mail or to your email, if you have created a My Social Security account.
- 2 The SSA does not ask anyone for gift cards.
- 3 Report any suspicious calls to the SSA Office of the Inspector General at (800) 269-0271.



Here's HOW

HERE'S HOW TO HELP YOUR GRANDCHILDREN PAY FOR COLLEGE

Grandparents want to see their grandchildren become the most successful versions of themselves. For many, that starts with a college education. There's just one problem, the path to a quality education can come at a steep price. Here are a few tips for those who want to contribute.

1 SET UP A 529 PLAN

Prepaid tuition plans and college savings plans were crafted to help families save funds for rising education costs. Visit: www.pa529.com/guaranteed-savings-plan/

2 START A CUSTODIAL UNDER UGMA OR UTMA

These custodial accounts allow you to make irrevocable investments on behalf of a minor until they are old enough to unlock the assets.

3 USE A CASH VALUE LIFE INSURANCE POLICY

If you structure a life insurance policy with a minimal death benefit, it will generate a higher cash value. In the future, the family can access that cash tax-free.

Need some help deciding? Contact our Trust and Investment Department today at (800) 223-4070 for some advice.

Employee HIGHLIGHTS

A CUT ABOVE



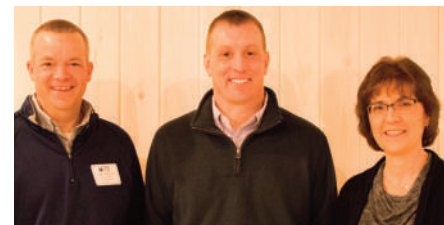
Since our move into south central Pennsylvania in 2015 with the acquisition of the First National Bank of Fredericksburg, we've expanded even further into Lancaster County and State College. So, to say we have some geography between us these days is an understatement, which is why our company-wide meeting on President's Day each year is so important. Coming together to celebrate our accomplishments and each other is special. Here are a few highlights.

Our 2018 Employees of the Year were chosen for their outstanding contributions to the success of their teams and our Company. Sean McKinney joined First Citizens in 2016 as a business lender and Ag Team Leader in our south central markets. Under his leadership, the South Central Ag Team portfolio reached \$173 million at year-end!

Pam Munford started her career in 2004, and since has been promoted 3 times. She is now the Controller for First Citizens, responsible for monitoring cost control, preparing financial data, handling asset liability issues and managing the annual budget process. Her contributions to bank acquisitions and implementing major regulatory initiatives are commendable.

We are also proud of our employees' who make a difference in their communities, donating time and talents to help their neighbors and friends. Phil Vaughn, our Ulysses Branch Manager, was named Volunteer of the Year for his more than 20 years of contributions to nine not-for-profit organizations, often serving on their boards. The Bank donated \$500 to a charity of his choice.

Our employees continue to be the key to our successes. Their dedication and hard work make them a cut above, which is why selecting only a few each year is difficult, but it's a problem we're lucky to have!



Putting the Unity in Community

"The greatness of a community is most accurately measured by the compassionate actions of its members." —Anonymous

Our Wellsville Branch supports their community with their time and talents, and recently donated funds to local organizations including The Allegany County United Way, Bolivar Joint Fire District, Wellsville Volunteer Fire Department, and the local SPCA. "Providing financial aid



to these organizations allows them to continue serving our neighbors and making Wellsville a great place to live, work and play," said Abbie Pritchard, Wellsville Branch Manager.

Our Mansfield Branch Manager, Bryan Bailey, a First Sargent with the PA Army National Guard, recently nominated our Chief Retail Officer, Jeff Carr for the Patriot Award. The Patriot Award shows appreciation to supervisors who support citizen warriors through a wide-range of measures including flexible schedules, caring for families, and granting leaves of absence if needed. "Without his support," said Bryan, "I would not be able to support my country and maintain a career outside of the Army. Jeff never questioned my time away or hesitated to approve time off, allowing me to concentrate on missions and spend time with my family before I go." We at First Citizens extend our wishes for a safe and speedy return as Bryan begins a year of active duty in Poland.



"Unretirement" Raises Social Security Questions

Source: Barrons.com

A growing number of retirees are going back to work. According to RAND's American Working Conditions Survey, more than half of retirees over age 50 say they would work again if the right opportunity came along, and 39% of workers age 65 and older were once retired. But how does going back to work affect social security benefits?

There is no rule prohibiting you from working and continuing to claim Social Security. That said, going back to work could temporarily decrease your payouts if you are not yet full retirement age. Benefit reductions are deferred, and the Social Security Administration will credit those amounts to your record when you reach full retirement age. In addition, you could be taxed on some or all of your Social Security benefits depending on the increase in your modified adjusted gross income from taking a paycheck.

If you are already at full retirement age, it may make sense to suspend your benefits and improve your payout amount when you reactive them again later. You get an 8% delayed retirement credit for every year you wait between your full retirement age and the age of 70, when Social Security automatically restarts your benefits.

If you've taken Social Security benefits early, you have the option of paying back to the government what you've already received and restarting benefits at a later date with a higher payout. The option to pay back Social Security

is limited to the first 11 months' worth of benefits, and the SSA only allows it in the first year of retirement. So, if you've recently retired but are rethinking that decision, you can choose to pay back what you've received, get back to work, and receive higher payouts when you retire for good.

Before making any decisions, check out How Work Affects your Benefits at www.ssa.gov/pubs.



Great Stuff

Electronic statements are more secure than paper statements and create less waste and clutter.

And, you can access up to twelve months of statement history online. In the month of April, customers who sign up for e-statements will be entered for a **chance to win one of three Amazon Echo Dot Speakers**. These handy speakers can turn on lights, adjust thermostats, play music, keep lists and so much more.

Visit our website, Services & Tools, Digital Banking, and e-Statements to sign up today.

YOU'VE BEEN ASKING

Q1 CAN I INCREASE MY DEBIT CARD LIMIT IF I AM GOING TO TRAVEL?

A1 Yes, call your local office or our customer contact center at (800) 326-9486 for a temporary increase. It's always a good idea to let us know if you're leaving the area so our anti-fraud system does not assume your card was stolen and deny your transaction.

TO RESET YOUR PASSWORD ON YOUR OWN, FOLLOW THESE EASY STEPS:

- 1 Log into *NetTeller*
- 2 Click the *Options Tab*
- 3 Under *Modify Personal Settings*, enter a Password Reset Question and Answer. If you get locked out in the future, you will be prompted to answer the question you created. **For more detailed information about resetting a forgotten NetTeller password, please visit our website at FirstCitizensBank.com, select Services & Tools, and then select Digital Banking.**