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Anti SCAM



A financial planner offered to help with my bill paying and banking, but said I needed to open a joint account with both of our names on it. Is this true?

No! Hiring someone to help with financial services generally does not involve or require adding the person's name to your bank account.

Joint bank accounts usually enable all account holders to withdraw money and to retain the money in the account if the other owner dies. If anyone tells you that he or she can only provide services if you add him or her to your bank account or otherwise give access to your money, think seriously about whether the person is a legitimate business or professional and whether you want their involvement.

There are ways you can enable someone to help you with bill paying and banking, but plan with safeguards to ensure a third party doesn't misuse your money. Convenience bank accounts, powers of attorney (carefully written and granted to trusted individuals), trust arrangements, and others can accomplish your goals without unknowingly giving away your savings. Consider consulting an attorney to ensure that the arrangements you make are in your best interest.

Source: ConsumerFinance.gov



The CAPTAIN'S LOG

FIRST EDITION 2020

President's Message

Counting blessings and finding gratitude.

What's NEWS

Celebrating Terry Osborne.

Employee HIGHLIGHTS

Promotions and new TEAM faces.

Putting the Unity in Community

Estate Planning – It's not just for the wealthy.

Feature Story:

Retirement Planning at any phase can seem daunting, but it doesn't have to be.

YOU'VE BEEN ASKING

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Great Stuff

Our employees make the difference.

Anti SCAM

Financial Planners and Account Access.

Member FDIC | Equal Housing Lender

President's Message

The loss of a TEAM player is always difficult, but when that person has been a mentor and friend, it's especially hard.



Rudy van der Hiel, who passed away in October, was a treasured member of our Board of Directors for over 44 years. He saw a lot of changes during his tenure as we grew to 28 offices across 11 counties and \$1.4 billion in assets. On behalf of all of us at First Citizens, we extend our condolences to the van der Hiel family and want them to know how honored we are to have called Rudy our friend.

follows loss. It's a time to count our blessings and find gratitude in the things we do and the people in our lives. As we enter a new year, I'd like to thank all who played a role in making our organization what it is today – our family of employees and board members who have achieved great things, loyal customers who voted us #1 in Pennsylvania for service and trust, and our shareholders, without whose loyalty we could not remain an independent community bank.

There is often a period of reflection that

Randy

What's NEWS



By now, our emphasis on employee longevity may seem old hat, but at First Citizens, we believe when you have it, you celebrate! So, we're celebrating Terry Osborne, Chief Credit Officer, who will retire from First Citizens after 45 years.

network, consumer and commercial lending, and credit quality. As the bank grew, lending became more complicated and regulated, and so did our need for a seasoned Senior Credit Officer. We turned to Terry Osborne.

Terry started his career with First Citizens in 1975 as the Genesee Branch Manager. His energy and determination were quickly recognized and he advanced through the organization, ultimately achieving the role of Executive Vice President where he managed the branch

Terry credits his success and tenure to being part of an outstanding team. "When I started, the Bank was in it's infancy. Today, I know how amazing our brand and our people are, and I know how great we can become."

Wishing you a happy retirement, Terry, filled with family, friends and great memories!

Employee HIGHLIGHTS



Zerick Cook Joins Our First Citizens Family

Zerick will assume the role of Chief Credit Officer once Terry Osborne officially retires in January 2020.

Zerick began his career in banking as a Credit Analyst Intern for Somerset Trust Company.

Prior to joining First Citizens, Zerick held numerous positions with multiple organizations, including Director of Corporate and Industrial Lending, Senior Vice President of Business Services, and Regional Executive in the State College Market.

At First Citizens, Zerick will be responsible for the credit quality of our portfolio of business loans, including commercial, industrial, small business, agricultural, and commercial real estate.



We love sharing good news about our employees, and we're about to do it again.



Two top performers in our Finance area are moving up the ladder — and deservedly so. **Stephen Guillaume**, VP and Controller has been promoted to Chief Financial Officer, and **Pam Munford**, AVP has been promoted to VP of Finance. Steve joined our Finance TEAM in 2009 as the Bank's Controller and Pam started in 2004 as our Risk Management/Internal Auditor.



We also have exciting news for our Sayre Market, as we welcome **Steven Hickey** to the TEAM as the new Market Leader. Steven will manage both Sayre offices and will serve our small business customers and expand the Bank's reach into Sayre's small business market.



Steven, who was previously the branch manager of M&T Bank in Sayre, is well-respected in the Sayre market, and brings over 17 years of banking experience to our TEAM.

Putting the Unity in Community

Estate Planning – It's not just for the wealthy.

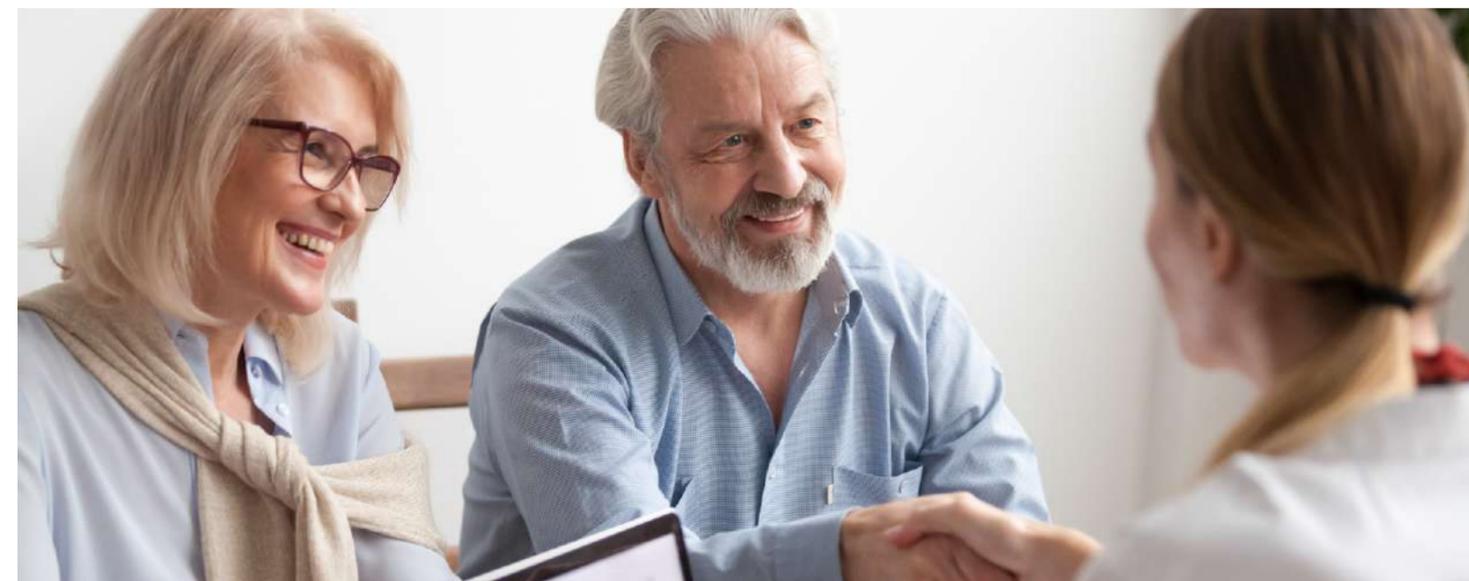
Many seek the advice of an estate planning attorney only after they or someone they know has gone through a difficult time because a loved one didn't plan for their death. Flori Prough, First Citizens Trust & Estate Planning Officer, recently talked to a group of young couples about the importance of an estate plan. "Young people, especially those with minor children, need to have the peace of mind that comes with knowing your family and those who depend on you are protected in the event something happens to you."



Check out some of our most recent donations:

- \$10,000 to the River Valley YMCA.
- \$125,000 to the BLAST Intermediate Unit #17
- \$10,000 to the Donegal School District Education Foundation.

Our Operations Center in Mansfield organized a food drive for the Central PA Food Bank, which serves our markets, and we donated another \$4,000 to help them meet their holiday needs.



Retirement Planning at any phase can seem daunting – but it doesn't have to be!

Retirement planning can seem so challenging it prevents people from getting started. In fact, the most common complaint we hear is, "I wish I started sooner."

Although there are many questions, like when to start, how much to invest, and how to invest within your risk tolerance, the bottom line is that compounding returns over time can be very powerful, so getting started earlier makes sense.

But retirement planning doesn't stop when you exit the workforce. The distribution phase is another time where planning is essential because there are so many unknown factors.

You may wonder:

- How do I pay myself back in order to not run out of money over my lifetime?
- How do I plan for the rest of my life if I don't know how long I will live?
- What if my spouse predeceases me?
- What if I get sick and require nursing care?
- How do I make sure I will be in a comfortable position, and not a burden on my family?

The best way to answer these questions and gain some peace of mind is through solid guidance from a professional. Call your local First Citizens Banker to set up an appointment with a specialist. It won't cost you a dime, and could make retirement planning, no matter what phase you may be approaching, more manageable and fulfilling.

Great Stuff

Our Employees Make the Difference

Thanks to our dedicated employees, 2019 was another successful year for our TEAM.

- Ranked #1 Bank in Pennsylvania for satisfaction and trust by our customers in a Forbes nationwide survey for two consecutive years.
- One of the top-performing community banks in the country for twelve years in a row
- #2 Agricultural lender headquartered in Pennsylvania



-BAUER FINANCIAL

YOU'VE BEEN ASKING

Q1 WHEN IS THE 2020 ANNUAL SHAREHOLDER MEETING?

A1 Save the date! Our Annual Shareholder meeting will take place on April 21, 2020 at noon at the Tioga County Fair Grounds in Whitneyville. We hope to see you there! In the meantime, please vote your proxy on our website, www.FirstCitizensBank.com between March 12th and April 20th. Voting information will be mailed to you shortly. **If you have questions, please call Gina Boor at (800) 326-9486.**