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Mansfield, PA 16933

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# The CAPTAIN'S LOG

JANUARY-MARCH, 2018

## President's Message

### LETTER FROM THE PRESIDENT

**Randy Black**—The first quarter of the year is a busy time for First Citizens.

## What's NEWS

The real value of setting and achieving goals is not the recognition...but it helps!

## Here's HOW

What you should do to better understand your healthcare coverage.

## Employee HIGHLIGHTS

- Commitment and teamwork earns two great employees top honors.
- It is with great sadness that we say goodbye to a member of our family, James "Jamie" Frees.

## Community Champions

There we go again...Putting the "Unity" in Community.

## Feature 1:

**ONE OF THE MOST  
SIGNIFICANT TAX REFORM  
BILLS IN DECADES IS  
NOW REALITY.**

**YOU'VE BEEN ASKING  
DOES FIRST CITIZENS OFFER A CREDIT  
CARD WITH REWARDS?**

**HOW FAR BACK CAN I LOOK AT MY  
TRANSACTIONS ON NETTELLER?**

## Great Stuff

## Anti TECH SCAM

Don't fall for the Anti Tech Scam.



## President's Message

The first quarter of the year is a busy time for First Citizens. While we're wrapping up year-end reporting and recognizing our successes, we're already in high gear with our 2018 strategic initiatives. So I'll take this opportunity to briefly summarize both. The year 2017 was one of the

best for our company both financially and in terms of growth. Assets are at a record high, loan growth exceeded expectations, we expanded into new markets, established a formal cash management division, hit a new milestone with Ag Banking, continued to put the "unity" in Community and began building on our TEAM approach to employee development. Our plans for 2018 are to do it all again – to leverage this progress and focus on deposit growth to fund our expanding business loan portfolio. As always, our employees are up for the challenge!

In this issue of the newly designed Captain's

Log, you'll see examples of the impact our 2017 progress had on our brand, our employees and our communities. There's also some helpful information on the new Tax Reform Act that took effect in January, and as always, information to protect you from yet another scam.

I hope to see many of you at our April 17th Shareholder Luncheon in Whitneyville. It's a great way to hear about how your Bank is gearing up for what we hope is another great year. As always, I greatly appreciate your continued loyalty to First Citizens.

– RANDY

## What's NEWS



Bauer Financial, Inc., an organization who has been analyzing the financial condition of our nation's banks since 1983, has again awarded First Citizens a 5-star rating for financial performance.

Our efforts in helping the agricultural industry are being recognized as well. Not only have we consistently provided more loans to farmers in Tioga, Bradford and Potter counties as reported by the FFIEC, but we have now been named by the American Bankers Association as one of the top 100 Ag Lenders in the country – one of only two headquartered in the state of Pennsylvania that made the list – and we're at number 81.

## THE REAL VALUE OF SETTING AND ACHIEVING GOALS IS NOT THE RECOGNITION...BUT IT HELPS!

Our TEAM works hard to balance doing what's right for the customer with what's right for the bank. And when that works — success follows — and our TEAM gets some worthy recognition!

## Anti SCAM



**Don't fall for the Tech Scam!** Scammers are always looking for new opportunities and are getting better at targeting our soft spots. This new scam is focused on our concerns about computer viruses. With the "Tech Scam" as it's been named, the fraudsters present themselves as representing a well-known technology company such as Microsoft. They use the phone and pop-ups on your computer to inform you that they have detected viruses on your computer.

They then proceed to request your password so they can remotely take over your computer or talk you into paying for a software solution using your credit card. Don't become a victim of the Tech Scam. First, simply hang up the phone. Don't rely on your caller ID to verify the caller's identity as fraudsters can manipulate it to look like it's coming from a known company. Second, if you get a pop-up telling you to click on a link to update your security, don't do it. If you're concerned about your computer, call your security software company directly – but don't use the phone number in the pop-up or caller ID. Instead, look for the company's contact information online, or on a software package or your receipt. Lastly, never share passwords or give control of your computer to anyone who contacts you.

**CHECK OUT OTHER SCAMS BY VISITING OUR  
WEBSITE AT [WWW.FIRSTCITIZENSBANK.COM](http://WWW.FIRSTCITIZENSBANK.COM).**





## Here's HOW

### To Better Understand Your Healthcare Coverage

- 1 GO TO [WWW.AGING.PA.GOV](http://WWW.AGING.PA.GOV) AND SELECT INSURANCE FROM THE LIST
- 2 CALL APPRISE AT 800-783-7067 PA'S FREE HEALTH INSURANCE COUNSELING PROGRAM TO:

- Understand your Medicare benefits
- Understand your Medicare Prescription Drug benefits
- Make informed choices about Medicare coverage, Medigap policies, Medicare Advantage Plans
- Understand Medicare eligibility and enrollment
- Understand financial assistance programs to help pay Medicare premiums, deductible and co-pays, as well as your prescription drug needs (Extra Help and Medicare Savings Plan)
- Understand benefits under Long Term Care policies

## Employee HIGHLIGHTS

### COMMITMENT AND TEAMWORK EARNS TWO EMPLOYEES TOP HONORS



It's tough to pick just two employees to honor each year as our Employees of the Year because so many of our folks regularly go the extra mile. But that's a problem we can live with!

Our 2017 Rock Stars are Blaine Fessler and Bonney Welch. Blaine is the Central Ag Team Leader whose lending and leadership efforts helped propel his region past their 5-year loan growth goal in just two years.

Bonney, who has been part of our team for almost 30 years is our Branch Operations and Compliance Administrator who leads us in our fight against criminal activity. Her efforts in understanding federal security regulations, and keeping us aware of the latest scams, help us battle the bad guys and prevent losses to our customers and the bank.



It is with great sadness that we say goodbye to a member of our family. James "Jamie" Frees joined our team in 2017 and quickly became a key member of our Lancaster growth initiative. But those who worked closely with him say it's his big heart that they'll remember most. Jamie leaves behind a wife and young daughter who he adored and a group of co-workers who will miss his smile and sense of humor every day.

## Community Champions

There we go again ... Putting the "Unity" in Community. We were extremely pleased to be a part of the Community Resource Fair held in Lebanon recently to support families transitioning from Puerto Rico

to Lebanon County in the wake of Hurricane Maria. We appreciate the difficulties these people are facing trying to acclimate to a new way of life. As the only Financial Institution in attendance, we spoke with many grateful individuals who were seeking guidance on banking services. Pictured are Dave Leggat, Jim Rovito, Yaritza Ramos, Dawn Miele and Jesus Avila-Tenorio.

#### Check out what else we've been up to...

- Just tallied up the donations we made to educational organizations last year – over \$300,000. Another great year for education!
- Our employees raised funds to purchase 25 convertible car seats as part of our new



partnership with Safe Kids Pennsylvania.

- We had a bike building contest at our recent employee celebration day - assembled 32 bikes that are going to needy kids in our markets. Helmets too!
- Our Trust Department hosted a Continuing Legal Education (CLE) seminar for local Attorneys.
- And we just committed \$5,000 to the revitalization of a playground in Sayre.



## One of the most significant tax reform bills in decades is now reality.

As with any piece of legislation, there's a lot involved with this bill so we took a quick look and found some key points that might be important for you to explore further with your tax advisor, accountant or financial planner.

**TAX DEDUCTION FOR DONATIONS** will lose a lot of its punch. The higher standard deduction associated with the bill means many taxpayers who now itemize deductions will find it's no longer beneficial for them to do so. They'll find that the deductions they normally take, including for charitable giving, don't add up to as much as the new standard amount.

**DEDUCTION LIMITS FOR STATE AND LOCAL TAXES**, property taxes and mortgage interest have been reduced.

**529 ACCOUNTS, THAT HAVE ALLOWED** for tax free withdrawals to cover only college expenses, can now be used to pay for private elementary and secondary school as well.

**AMOUNTS YOU CAN TRANSFER FREE OF ANY FEDERAL GIFT, ESTATE OR GENERATION-SKIPPING TRANSFER TAXES** have increased to \$11,180,000 for a single individual and \$22,360,000 for a married couple. This increase is effective until January 1, 2026. Take advantage of the enhanced exemption levels soon by using Trusts when

gifting. A trust could protect the gifted assets from the beneficiary's creditors, including the spouses of beneficiaries in the event of divorce. Gifting to a Trust can also help reduce PA state inheritance tax liability which can be as high as 15%. And review your current Estate Plans and titles of asset now as many contain tax-related terms and formulas that are tied in some way to the federal estate tax laws.

This is one of the most significant tax reform bills in decades. It's in your best interest to seek advice from experts.

## Great Stuff

### LET US HELP YOU PROTECT THE THINGS YOU SIMPLY CANNOT AFFORD TO LOSE.

A First Citizens safe deposit box is the most convenient way to secure and protect vital family documents and heirlooms like deeds, birth certificates, stock certificates, family photos, passports, and jewelry. **Try one out on us.** Check with your local First Citizens branch for availability. Then bring in this coupon and get a one-year FREE renewal on a New Safe Deposit Box.

Free **SAFE DEPOSIT BOX**

**ONE-YEAR FREE RENTAL ON A NEW SAFE DEPOSIT BOX.**

## YOU'VE BEEN ASKING

- Q1 DOES FIRST CITIZENS OFFER A CREDIT CARD WITH REWARDS?**  
**Yes!** With our Visa Platinum Credit Card you earn one point for every dollar spent. Points never expire and can be redeemed for travel, merchandise or

cash applied to your balance. Our Visa Platinum has no annual fee and 0% interest for the first 12 months. You can transfer a balance from another card at 0% interest for one year as well.

- Q2 HOW FAR BACK CAN I LOOK AT MY TRANSACTIONS ON NETTELLER?**  
NetTeller currently stores 6 months of transactions. You can view, print and download 3 months of actual statements on NetTeller as well. We also

provide a free e-Statement service where you can access 13 months of your statements online.