

# Ambassador Club

A newsletter for CBI Bank & Trust's Ambassador Club members

Winter 2025

## CBI Bank & Trust Directors Message



Greetings, Ambassador Club Members! For those of you who do not know me yet, I will introduce myself. My name is Angie Thompson. I am a Personal Banker and the Ambassadors Club Director. My office is at the Park Avenue Muscatine Branch. I grew up on a farm in rural Muscatine and have two adult boys who live here, along with my parents. Outside of work, I enjoy time with my many pets and family.

Enough about me. Let's talk about you and your financial well-being. Here at CBI Bank & Trust, our motto is "Doing the right thing all the time." I am a firm believer in this myself. To do my part, I sometimes need to ask tough questions. Do you have your financial affairs in order in case of your passing? Do you have a will or trust? Do you need an executor outside of family or friends? Do you have POD (pay on death) set up on your accounts? Do you have a Power of Attorney?

If so, is it documented with the Bank? Are your assets being utilized wisely or invested properly for your sake and heirs?

I know those are big questions and are not always fun to think about. However, they are essential to ensure your wishes are followed and there is less burden on your family when the time comes. If you cannot say "yes" with all certainty, we should talk. I will help arrange a meeting with our Wealth Management team to review your accounts and discuss solutions to help you. Not local to Muscatine? No problem. While I love meeting you all face to face as much as possible; I am also happy to work with you by phone anytime.

Now, let's get into the fun! We have BINGO monthly at our Muscatine branch. I have also booked BINGO in Kalona and Walcott this year. Join me for sweet treats, prizes, and, most importantly, fun. Due to great feedback from the Coin Evaluation last fall, we are hosting two this year, one in Muscatine and one in Walcott. Our professional evaluators can give you the history behind your treasured coin and are willing to buy at top market rates. They are transparent throughout the process and genuinely passionate about their industry.

Also, don't forget, on the first Thursday of every month, CBI Bank & Trust sponsors Senior's Day for FREE admission to the Figge Art Museum in Davenport, Iowa. I look forward to another great year serving you, our most distinguished members.

Sincerely,

**Angie Thompson**

Personal Banker/Ambassador Club Director

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# FINANCIAL CAREGIVING



Money management can be a difficult topic to discuss, but it is a critical conversation to have with your loved ones as life circumstances change due to aging, disability, illness or other factors. You can protect your financial future by identifying a financial caregiver to help manage your finances before you require assistance.

## What is a financial caregiver?

A financial caregiver is someone you trust and choose to help oversee your finances. Your caregiver can perform tasks such as:

- Arrange bill payments to avoid delinquency
- Make deposits
- File insurance and benefit claims
- Make savings and investment decisions
- Prepare taxes
- Review accounts and watch for potential fraud

## Why a financial caregiver is important

Are you prepared if you become unable to make financial decisions or take care of your financial affairs? It is essential to have a plan detailing how to carry out your wishes and manage your money if the unexpected happens. Consider the following scenarios:

- **Emergency** – If a medical emergency occurs, even a short hospital stay, how will you take care of your finances?
- **Fraud** – Older adults are often targets of financial fraud, abuse and scams. A financial caregiver can review your accounts to watch for signs of fraudulent activity and help resolve issues.
- **Cognitive concerns** – Personal finance skills are often the first to decline when people experience cognitive impairments. Identifying a financial caregiver who can step in and support you is vital to protecting your financial affairs.

Additionally, taking care of financial details can be time-consuming and overwhelming, whether you are managing bills or focusing on investments and taxes.

Ever-changing technology may complicate things further, making it even more prudent to get help from someone you trust.

## Agent under a Durable Power of Attorney (DPOA)

One of the most beneficial ways to formalize a financial caregiver relationship is through a Durable Power of Attorney (DPOA). The DPOA spells out the authority you provide to your financial caregiver, defined legally as your agent or an attorney-in-fact, to take care of your finances. The actions may be the same as in your informal relationship, but making it formal with a DPOA helps in several ways:

- Your agent has a legal fiduciary duty to act in your best interest.
- If you can no longer make financial decisions, the durable aspect of the power of attorney enables your agent to continue to take care of your financial details until you pass away.
- If a DPOA is not in place, your family may need to seek a court-ordered guardianship or conservatorship when you can no longer make financial decisions. Court processes are often expensive, complex and time consuming, and are not ideal if your loved ones must deal with an emergency situation.
- Your agent is only authorized to act as stipulated by you in your DPOA.



**The Trust Department at CBI Bank & Trust can serve as your Durable Power of Attorney. For more information, contact Jon Holthe at (563) 262-3124.**

Source: "Financial Caregiving and You."  
ABA Foundation Safe Banking for Seniors.



# THE TOP 5 FINANCIAL SCAMS TARGETING OLDER ADULTS

Fraudsters and con artists tend to go after older adults because they believe this population has plenty of money in the bank. But it's not just wealthy older Americans who are targeted. Older adults with low income are also at risk for fraud.

**These are the five more common scams among older adults.**

## 1. Government impersonation scams

In government impersonation scams, scammers call unsuspecting older adults and pretend to be from the Internal Revenue Service (IRS), Social Security Administration, or Medicare. They may say the person has unpaid taxes and threaten arrest or deportation if they don't pay up immediately. Or they may say Social Security or Medicare benefits will be cut off if the person doesn't provide personal identifying information. This information can then be used to commit identity theft.

Government impostors may demand specific forms of payment, such as a prepaid debit card, cash, or wire transfer. Using special technology, they often "spoof" the actual phone number of a government agency or call from the same ZIP code (202 for Washington, D.C., for example). This can trick some people into thinking the caller is from a valid source.

## 2. Sweepstakes and lottery scams

The sweepstakes scam is one many people are familiar with. Here, scammers call an older adult to tell them they've won a lottery or prize of some kind. If they want to claim their winnings, the older adult must send money, cash, or gift cards up front—sometimes thousands of dollars' worth—to cover supposed taxes and processing fees. Scammers may impersonate well-known sweepstakes organizations (like Publishers Clearing House) to build trust among their targets. Of course, no prize is ever delivered. Sometimes, fraudsters are able to convince the older adult to send even more money by telling them their winnings will arrive soon. Many continue to call people for months and even years after defrauding them out of an initial sum of money.

## 3. Robocalls and phone scams

Robocalls take advantage of sophisticated, automated phone technology to dial large numbers of households from anywhere in the world. While there are legal uses for this technology, robocalls can also be used to carry out a variety of scams on trusting older adults who answer the phone. Some robocalls may claim that a warranty is expiring on the person's car or electronic device, and payment is needed to renew it. Like with government impersonation calls, scammers often spoof the number from which they're calling to make it appear as if the call is from a reputed organization.

One common robocall is the "Can you hear me?" call. When the older person says "yes," the scammer records their voice and hangs up. The criminal then has a voice signature to authorize unwanted charges on items like stolen credit cards.

## 4. Computer tech support scams

Technical support scams prey on older people's lack of knowledge about computers and cybersecurity. A pop-up message or blank screen usually appears on a computer or phone, telling the user their device is damaged and needs fixing. When they call the support number for help, the

scammer may either request remote access to the older person's computer and/or demand they pay a fee to have it repaired.

Remember that whether it's a phone call or a website, legitimate tech support won't ever proactively seek you out to fix an issue.

## 5. The grandparent scam

The grandparent scam is so simple and so devious because it uses one of older adults' most reliable assets, their hearts. Scammers call a would-be grandparent and say something along the lines of: "Hi, Grandma, do you know who this is?" When the unaware grandparent guesses the name of the grandchild the scammer most sounds like, the scammer is able to instantly secure their trust. The fake grandchild then asks for money to solve some urgent financial problem (such as overdue rent, car repairs, or jail bond). They may beg the grandparent not to tell anyone. Since fraudsters often ask to be paid via gift cards or money transfer, which don't always require identification to collect, the older adult may have no way of ever recovering their money.

## Other popular scams targeting older adults

- Romance scams - Romance scammers create elaborate fake profiles, often on social media, and exploit older adults' loneliness to get money.
- Business impostor scams - Impostor scammers pretend to be from a business or a charity. Like government impostor scammers, business impostor scammers can use caller ID to trick someone into thinking they are getting an official business call. These fraudsters will try to convince someone to send money or a gift card or share personal information.
- Investment scams - This type of scam involves the illegal or alleged sale of financial instruments that typically offer low risk and guaranteed returns.
- Medicare and health insurance scams - Con artists may pose as a Medicare representative to get older adults to share their personal information. Scammers might also provide bogus services for older people at makeshift mobile clinics, then bill Medicare and pocket the money.
- Internet and email fraud - Pop-up browser windows that look like anti-virus software can fool users into either downloading a fake anti-virus program (at a substantial cost) or an actual virus that exposes information on the user's computer to scammers. Phishing emails and text messages may appear to be from a well-known bank, credit card company, or online store. They request an older adult's personal data, such as a log-in or Social Security number, to verify that person's account, or they ask the older adult to update their credit card info. Then, they use that information to steal money or more personal information.

# AMBASSADOR CLUB EVENTS 2025

For reservations or information about events in eastern Iowa, please contact Angie Thompson at (563) 263-3144, or by email at [ambassadorclub@cbitbt.com](mailto:ambassadorclub@cbitbt.com).

For reservations or information about events in Galesburg, IL, please contact Denise Haptonstahl at 343-0002, ext. 20667, or by email at [Denise.Haptonstahl@thefmbank.com](mailto:Denise.Haptonstahl@thefmbank.com).

## FEBRUARY

### BINGO!

**Thursday, February 13, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

**Tuesday, February 11, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

## MARCH

**Diner's Club - Cherry Street Brewing Company**

**Tuesday, March 11, 6:00pm**

57 S. Cherry St., Galesburg, IL

*RSVP's due by March 4*

### BINGO!

**Tuesday, March 11, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### BINGO!

**Thursday, March 13, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

### ESTATE PLANNING SEMINAR

**Wednesday, March 26, 2:00 – 3:00pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

An Attorney from our Trust department who has spoken about estate planning for Lawyers in Libraries - sponsored by the Iowa State Bar Association and several community centers in Louisa and Muscatine Counties - will discuss essential topics like creating wills, setting up trusts, minimizing estate taxes, and planning for incapacity.

## APRIL

### BINGO!

**Tuesday, April 8, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### BINGO!

**Thursday, April 10, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

### FRAUD AWARENESS SEMINAR – Date TBD

Free event at The Hub, 143 E. Main St. Suite 102, Galesburg, IL. The Galesburg Police Department and Alternatives for Older Adults will talk about scams and fraud that are now a prevalent part of life. They will discuss ways to avoid becoming a victim

of scams and fraud. A representative from F&M Bank will also be there to talk about how the bank protects you and your accounts from fraudulent activity. Refreshments will be provided. *This is a FREE event but seating is limited so RSVP early!*

## MAY

### COIN EVALUATION EVENT

**Tuesday, May 6, 10:00am – 3:00pm**

Free event at CBI Bank & Trust, 101 West Bryant Street, Walcott, IA

Professional Certified Evaluators from Hilltop Coin in Marion, IA

### BINGO!

**Thursday, May 8, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

### BINGO!

**Tuesday, May 13, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

**Diner's Club – Jimmy's Pizza**

**Wednesday, May 14, 6:00pm**

379 E. Tompkins St., Galesburg, IL

*RSVP's due by May 7*

## JUNE

### BINGO!

**Tuesday, June 10, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### BINGO!

**Thursday, June 12, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

### BINGO and Fraud Awareness!

**Tuesday, June 25, 1:00 – 3:00pm**

Free event at CBI Bank & Trust, 402 B Avenue, Kalona, IA



## JULY

### BINGO!

**Tuesday, July 8, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### BINGO!

**Thursday, July 10, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

### Diner's Club – The Trax Northside Grill

**Tuesday, July 15, 6:00pm**

2 AmericInn Way, Monmouth, IL

*RSVP's due by July 8*

### BINGO and Fraud Awareness!

**Tuesday, July 23, 1:00 – 3:00pm**

Free event at CBI Bank & Trust, 101 West Bryant Street, Walcott, IA

## AUGUST

### BINGO!

**Tuesday, August 12, 2:00 – 4:00pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### BINGO!

**Thursday, August 14, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

## SEPTEMBER

### BINGO!

**Tuesday, September 9, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### Diner's Club – Opie's Bar & Grill

**September - Date TBD / 6:00pm**

158 N. Broad St., Galesburg, IL

### BINGO!

**Thursday, September 11, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

## OCTOBER

### COIN EVALUATION EVENT

**Tuesday, October 7, 9:00am – 3:00pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

Professional Certified Evaluators from Hilltop Coin in Marion, IA

### BINGO!

**Thursday, October 9, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL



### BINGO!

**Tuesday, October 14, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### ESTATE PLANNING SEMINAR

**Wednesday, October 15, 2:00 – 3:00pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

An Attorney from our Trust department who has spoken about estate planning for Lawyers in Libraries - sponsored by the Iowa State Bar Association and several community centers in Louisa and Muscatine Counties - will discuss essential topics like creating wills, setting up trusts, minimizing estate taxes, and planning for incapacity.

## NOVEMBER

### BINGO!

**Tuesday, November 11, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### Diner's Club – Iron Spike Brewing Co.

**Wednesday, November 12, 6:00pm**

150 E. Simmons St., Galesburg, IL

*RSVP's due by Nov. 5*

### BINGO!

**Thursday, November 13, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

## DECEMBER

### BINGO!

**Tuesday, December 9, 2:00 – 3:30pm**

Free event at CBI Bank & Trust, Lower Level, 1521 Park Avenue, Muscatine, IA

### BINGO!

**Thursday, December 11, 2:00 – 4:00pm**

Free event at The Hub, 143 E. Main St., Suite 102, Galesburg, IL

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