



The Gold Standard eNews

A newsletter published quarterly for customers of Sullivan Bank.

WHAT'S THE DIFFERENCE?



With the recent announcement of two large bank failures on the U.S. Coasts, you may wonder, "What's the difference between those banks and my bank?" The answer is simple: Local community banks operate under an entirely different business model than other types of banks. Silicon Valley Bank and Signature Bank of New York were at particular risk due to deposit concentrations and lack of risk management. Those banks served higher-risk industries, such as venture capitalists and the cryptocurrency sector. Sullivan Bank serves YOU! You know our team and can walk into the bank and talk to senior officers. You can have someone sit down with you to walk through the FDIC's online program to determine if all of your deposits are insured. You can have faith that Sullivan Bank will continue the tradition set since 1895 of safe and sound banking practices. If at any time you have questions, please stop in one of our locations and let us help you find the answer. Thank you for your continued confidence in Sullivan Bank!

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Rates Are Up!

Since our last quarterly newsletter, the rate on our CD special has risen! If you haven't taken advantage of our CD rate, now is an excellent time to come see us! If you're not in the market for a CD, don't forget we can also help you with checking, savings, health savings accounts, money market deposits and all other types of accounts that your family may need! Come see one of our friendly and helpful Account Specialists today!

**13 Month
4.78%^{APY*}**

**The CD rate at
Sullivan Bank
is all the
BUZZ!**

SULLIVAN BANK

*Annual Percentage Yield of 4.78% APY is accurate as of February 14, 2023. \$1,000 minimum balance required to earn stated APY. Penalty may be imposed for early withdrawal, which will reduce earnings on the account. Interest compounded and credited quarterly. Rates subject to change at any time. Available at all locations.

It's time for tax refunds! It's time for tax refunds! It's time for tax refunds!

The FDIC published an article in February to help you through the refund process, and we wanted to share some highlights.

The fastest way to get your refund is through the IRS Direct Deposit Program. They will even split it up into three separate accounts if you'd like! This method avoids refund checks getting lost or stolen in the mail.

Waiting for your refund can be an anxious time, but the IRS now offers return tracking! You can track your refund by visiting IRS Tools and filling out the appropriate information or you can download the IRS2Go Mobile App. No more guessing when your refund will be here!

They also want to make sure that your refund doesn't get stolen. If your identity has been stolen, the thieves can use your personal information to file a fraudulent tax return. They can then claim your refund. If you suspect that your information was stolen, contact the IRS by calling 800-908-4490 or visiting the IRS website for identity protection. The IRS initiates most contact through the US Postal Service, if you receive any phone calls or alternate communications, including persons showing up at your home, contact the IRS immediately at 800-829-1040.

Once you have safely received your refund, you have to decide what the funds will be best used for. You could pay down debt, put it in savings, make a large purchase for your home, or contribute to an emergency fund. For more information on the refund process, tracking your refund, protecting your money from tax scams or what to do with your refund, visit the FDIC website or click the link!

[FDIC: Tax Refund Time!](#)

So Much At Your Fingertips!

Sullivan Bank's website has an **online learning center** that you can access at any time. With informative video tutorials and overviews, you can learn exactly what is involved with transferring money via *Zelle*[®], managing alerts on your debit cards, how to do a mobile deposit of a check and so much more! For example, here's an excerpt from the one-minute video about controlling your cards through our program called Manage My Cards.

What are our card controls?

Our card controls offer you a central hub for controlling your cards and viewing your card activity. You can find it in your banking app. It allows you to turn your cards "on" or "off," which can be particularly useful for times when you might have lost your card or suspect it was stolen. By turning it "off," you ensure that no transactions can occur. It also offers other controls and settings that help you limit the geographic area where the card can be used, the type of merchant, and the dollar amount. Any limit can be changed instantly using the card controls.

What makes our card controls valuable?

Our card controls are easy to use and one of the most powerful tools you can have to protect against fraudulent use of a lost, stolen or compromised card. It can also be useful for tracking your spending, viewing transactions, and controlling the way dependents can use the card you give them. In addition to the ability to turn your cards "on" or "off" for all transactions, you can also:

- Limit the card to a geographic area
- Limit the type of merchant where the card can be used
- Limit the dollar amount for any transaction
- Receive alerts when anyone attempts to use the card outside your limits
- Set travel notifications to ensure your card is not denied in error
- File disputes and report cards lost or stolen right from the app

You can check out all of our tutorials at:

[Online Education Center || Sullivan Bank](#)

You will find a drop down menu in the top right corner.

Service to Community is a Priority at Sullivan Bank!

We stand on a cultural pillar called Sullivan Serves, with the goal being to spread our arms in our communities to help wherever and whenever we can be of assistance. Our Sulli'ns donate their time to various organizations in our communities. Last year, our goal was to donate 1,500 hours but Sulli'ns went above and beyond and donated at least 2,192 hours! Our goal is to donate 5,000 hours annually, by 2027. *We love and appreciate our hometown communities and hope you will say a big "hello" when you see us out and about!*

KNOW YOUR BANK



Did you know that Sullivan Bank has a location at the Lake of the Ozarks? Our Sunrise Beach location serves not only the local residents, but is your bank away from home when you are taking a relaxing vacation at the Midwest's largest playground! Stop in at 13932 North State Hwy 5 and say "hello" the next time you visit the Lake area!



Did you know?

YOU can keep
CONSTANT WATCH
on your money!

With **SECURE ALERTS** you'll know the moment it happens, without ever logging in!



- Be alerted of fraud and identity theft
- Online banking locked out
- Hold was placed on account
- Any information changed on online profile
- Plus more



- Track when and where your debit card is used
- Account balance above or below your set threshold
- Track who has your card on file
- If an auto debit is more than expected
- Plus more



- Loan rate changed
- Loan is past due
- Loan payment changed
- Plus more



- ACH transfer is approved
- ACH transfer is pending approval
- ACH recurring transfer is about to expire
- ACH transfer is rejected
- Plus more

Receive notifications anytime there is upcoming maintenance, updates and more when you sign up for **LIVE UPDATES in your app** or **BROADCAST ALERTS on your desktop!**

Visit our website for all of our alerts!

Account Alerts ▶

We can only control when we send the alert. We cannot ensure that your mobile service or email provider will instantly forward the alert to your mobile device or email box. There may be delays in delivery, depending on the provider and network conditions. Message and data rates may apply.

Milestone Anniversaries

In the first quarter of 2023, we celebrated some milestone anniversaries:

Julie Biles, Sullivan Mortgage Specialist - 20 Years

Janice Haase, Pleasant Hope Teller- 10 Years

Jeanie Stacey, Pleasant Hope Branch Manager - 10 Years

Don't Forget the Appliance Sales Tax Holiday in April!

SAVES

From **April 19 - 25**, Missourians won't have to pay sales tax for new, energy efficient appliances. During that week, the state is waiving its sales tax on the first \$1,500 of items such as washing machines, refrigerators, freezers, dishwashers, water heaters, furnaces and air conditioners if the new appliance is Energy Star-certified. To see what counties are participating, you can visit the [Show-Me Green Sales Tax Holiday](#) website.

How Well Do You Know

YOUR MONEY



- 1) What was the first official currency in the world?
- 2) What is the origin of the "greenback" nickname?
- 3) Who created the world's first credit card?
- 4) What is the most widely-used currency in the world?
- 5) When and where was the first ATM installed?
- 6) What is the study and collection of coins and currency called?
- 7) What year was the two-dollar bill last printed in the United States?
- 8) How much Monopoly money is in each game box?
- 9) Who is the person on the US \$10 bill?
- 10) What is a market in which prices are falling and investor confidence is low?

Hamilton; 10) Bear market

Dollar; 5) In London in 1967; 6) Numismatics; 7) 2014; 8) \$20,580; 9) Alexander

(1) The shekel; 2) The color of the US currency; 3) The Diners Club in 1950; 4) The US

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