

Message from our Board Chair



I recently ran across a quote by Ibn Battutu "Traveling-it leaves you speechless, then turns you into a storyteller." I immediately thought of our Veterans Task Force goal and the challenge to collect all of your wonderful stories and experiences. I hope of all you have been thinking about the task force topics and will share your stories with the Veterans Task Force. The Banking and Travel task forces are also dealing with other terrific topics in an effort to create Best Practice documents to assist each of us in our everyday tasks as Bank Club Directors. When they reach out to you to ask about some of your own experiences, please be sure to share your ideas, thoughts and concerns so they can create a successful outcome. Even if you do not serve on a task force your input is invaluable! I am already looking forward to our peer group conference and have marked my March calendar with my "ME TIME" to renew, refresh and revitalize! Hope you do the same!

Valerie Kelsey, CBCD

2017 Peer Group

Make plans now to attend. March 13 - 17 in Essex Junction, Vermont

More details and registration links coming soon!

2016 Fall Forum

Rejuvenate Yourself, Rejuvenate Your Club

Many of our current club directors never received the extensive HCI training that their predecessors did and those that did had it more than 15 years ago.

Now HCI is inviting all of our club directors to a full day of retraining for today's existing bank clubs. We will not be covering topics to start a bank club (kick-off party and so on), but rather helping those with existing clubs, whether a new director or experienced.

Offered in two locations - choose the one that works best for you!

Monday, November 7, 2016 - 9am to 4 pm

Radisson Hotel Davenport, IA
Sightseeing tour on Sunday November 6 starting at 1 pm

Friday, November 11, 2016 - 9 am to 4 pm
Magnolia Hotel Omaha, NE
Sightseeing tour on Thursday November 10 starting at 1 pm

The \$75.00 per person registration fee includes all materials, lunch and refreshment breaks during the day.

Registration opens August 15 - Watch your inbox for a special announcement

[Click here for more details](#)

SHARE YOUR STORY.

The Veterans Task Force is working on a collection of stories from our club directors that will be shared at Peer Group and compiled into a "recipe book" of inspirational readings. I have heard you share many stories of funny and inspiring things that have occurred over the years in your clubs. We're asking you to put your story (or stories) in writing and send it in. Include your story in this collection so others can enjoy it, too.

Here are some guidelines to assist you:

- Stories from Bank Club Directors only
- Stories should be compelling and inspirational
- Stories can be from anytime in your history as a club director
- Stories from the bank club interactions - not just travel
- No more than 1,000 words - no minimum, as short as you like
- Have FUN!

Please also keep in mind:

- Stories must be submitted in word format for easy editing
- All stories will be edited to remain anonymous and to create the best possible story
- Not all stories will be published
- Deadline - the sooner the better and any stories submitted by December 31 will be eligible for submission in the Recipe Book

Send your story to tina@heritageclubs.com.

Here's one to get you thinking about your story....

There I was, standing in my kitchen, glancing one last time over the trip itinerary. I re-checked the departure times, and made sure I had all of my luggage ready to go. This was one of my first BIG bank trips, and I was the only bank escort going. I wanted everything to go perfectly! Leading my group was our guide Samantha, who was a personal friend. We had a group of 50 excited people ready to venture off on their 9 day New England tour. It was a beautiful morning in October, and I was very happy and excited!

And then, the phone rang.

[Click here to finish the story](#)

Preferred Tour Operator CTN Travels



Rick Pharr began working in the travel industry with his father over 40 years ago. When his father retired twenty-seven years ago, Rick started [CTN Travels](#) because he wanted to keep showing people a good time through interesting and enjoyable travel experiences. All this experience shows when you take a trip with Rick.

Becky Custer (First National Bank of Griffin-GA) says, "Rick does a fantastic job! He's very personable and gets to know the members." She recalls a motor coach trip to Myrtle Beach that he led at Christmastime. Everyone had packed their Christmas sweaters, but when they arrived it was too hot to wear them. Rick realized the problem and bought t-shirts for everyone with snowmen made out of sand on the front of them. That's just the kind of guy he is. "He does neat little things that make people feel special," she says.

Rick recalls getting a letter from the daughter of a passenger who had been on a motor coach tour with him in California who had since passed. She told him that he had made her mother's dreams of seeing the Pacific Ocean, driving on the Golden Gate Bridge and touching a giant redwood come true. Rick says, "It is very rewarding to hear someone say, 'I've waited my whole life to do this', and know that I helped make it happen."

[Click here to read on](#)

Member Spotlight: Amy Evans, CBCD

DL Evans Bank

Boise, Idaho



Amy Evans, CBCD, hates to be bored. "Jumping from project to project keeps me on my toes," she says. "The variety is what I love most about my job." And she does have a variety of tasks at the bank where she has worked for the last 17 years. Amy is the Administration Officer for her region of 13 branches, and serves as the liaison between her region and the home office. She is in charge of security for the entire bank. In her region, she handles many human resource, compliance, training, and operational duties. And she is the area director for the Premier Club at **DL Evans Bank in Boise, Idaho**, a role she has had since the club kicked off in her region in 2004. Amy (who is not related to the Evans family who owns the bank) has been a part of the club since before it even started. She traveled to Iowa with **Val Kelsey**, CBCD shortly after September 11, 2001, to attend training with George Akers. They received the best training available at the time. Val started the club at the main bank in Burley in 2003, and Amy started the club in Boise a year later.

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