

From Lynda:

Welcome to those who are joining us by way of video and phone.

First of all, I want to say I miss each and every one of you.

Who would have thought last year at this time, we would be experiencing a year like the one we're having? And we can't say exactly when we will see this changing, but we're certainly positive that we are seeing a light at the end of the tunnel.

This is a very special time of year with Thanksgiving next week and Christmas in just a few weeks. I'm missing our festive Christmas gathering with all of you and I know many of you are too.

Erin Grosz will take my position effective January 1, 2021, however, I will be in the office until the end of February, and most likely will be running tours for the bank until this transition is completed. I have been training her on all the banking aspects of the club, and she's eager to meet you and plan great things going forward. She's much more tech savvy than I am so she's been instrumental in getting these video visits going.

Some good news is that 55 Connection is going strong with new memberships and that's very positive. On our agenda is a review of club benefits and club membership qualifications and that's where Erin will count on your feedback. We want you to tell us what benefits you would like to see offered. We have a few ideas, but we would appreciate your response.

I can say that our "normal routine" will not be normal and new protocols will be in place once we move forward, so for now, we want to stay connected with all our great members and reassure you that we're here and looking forward to great things in the future.

We will be addressing more on this in our December 9th visit, so make sure you register for that too!

Before I turn it over to Erin, I want to wish each of you a Happy Thanksgiving. We have much to be thankful for even in the midst of Covid, and may we be grateful for all the blessings that easily are taken for granted. We've seen this year, how things can change very quickly, and are out of our control, but keep faith, stay well, stay safe and I'll see you next month on our video visit!!

You can reach me at 333-4347 or by email: lstenseng@fnbbemidji.com. or at our new email at: www.55Connection@fnbbemidji.com. I always enjoy chatting with you.

Happy Thanksgiving and thank you for joining us today!

From Erin:

What's new for 55 Connection

I am so thankful for all that Lynda has done with 55 Connection. I am in awe of how dedicated she's been to our club and how well she knows all of our members. While we may not have been able to do any activities with you she's been doing her best to train me. And as we've worked together I've seen how she puts her heart and soul into everything she does for the club.

I've been in customer service since I started working. Almost 10 of those years have been in banking. But while I may be familiar with customer service and banking I don't share the wealth of experience that Lynda's gained by being your Director for all these years and the relationships that she's been able to develop with all of you.

Since I'm new to travel and activity planning I may not be able to do things in the same way that Lynda has in the past but I am still hoping to build on Lynda's legacy. I share her heart for our club and her desire to provide you with benefits and activities that you enjoy. And it's because of this that I am asking you for your help and will continue to reach out to you for your opinions. Unlike Lynda, I can't read your minds yet so you can help by offering me suggestions and ideas for future travel and activities.

You can reach me by email at our new 55Connection@fnbbemidji.com email address or by phone at my direct number: 218-333-4316. If you feel comfortable wearing a mask you can also come in person to meet me at the bank.

55 Connection Qualifications and Benefits

We're in the process of updating our 55 Connection brochures so we're re-examining our qualification requirements and membership benefits. Our intention is to improve them for you and future members and come up with additional benefits for you so please share any suggestions you may have with us.

Another way to get information to you - Email Updates

Email updates are a way for us to provide updated information on our club and will also provide additional virtual resources for those of you that have online access.