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"It's common sense. Treat your customers well, serve good food & be good to your employees."

- Steve & Marianne Dove, The Pickle Factory Owners

Yes, the "Pickle" Factory really did pickles in the day. In the early 1900's the Pepin Pickling Company produced several varieties of pickles and sauerkraut until they moved their business to Winona.

The Pickle Factory Grill & Bar opened in 1988 and changed ownership in 2003. Then fast forward ten years to July 2013 when Steve and Marianne purchased The Pickle Factory.

Steve grew up in Appleton, Minnesota and comes from an educational background having taught and coached most of his life. He retired as athletic director at Edina High School in 2007 and spent 30 years in the Army National Guard and Reserves.

Marianne also grew up in Minnesota and is the accountant in the family. She worked as an accountant and controller for a mid-size international company for 18 years and to this day is still known as "the spreadsheet queen."

For 30 years they lived in Burnsville before buying The Pickle and moving to Pepin. Steve and Marianne have four children and seven grandchildren.

Steve said, "Before we purchased the restaurant we had a strong 15-year engagement with the community and already felt like locals."

I asked what intrigued them about the restaurant business and they explained, "We've been coming to the Pickle Factory by boat or car for over 25 years. We boated out of Red Wing for several years, and Pepin was always a destination for us. In 2002 we bought a lake home on Deer Island just upriver from Pepin. Our daughter Danielle began working at the Pickle Factory years ago when she was in college and to this day she continues to work when she can. Our son Chad started docking boats for tips and then moved up to bartending and is now a pilot in the Air Force. I'm not exactly sure when we made the decision to buy the Pickle Factory. We weren't looking for a restaurant, but it was a well-established business on a lake, and we saw so much potential."

So what did an accountant and athletic director know about owning and operating a restaurant? Absolutely nothing! "A lot of people thought we were crazy to take on this type of venture without any restaurant experience. Fortunately, Bill and the Bank of Alma decided to take a chance on us, and it's been a great experience. We may not have had restaurant experience, but it really comes down to common sense. Treat your customers well, serve good food, and be

good to your employees. We feel now after five years we have our systems in place and our respective jobs have evolved. However, we know that without a good team those systems don't mean much. If our employees aren't happy, they probably won't make our customers happy. We try to pay our staff well and take good care of them." Marianne said, "The most frustrating part of running a business these days is trying to find adequate staffing. On a busy summer day when we are fully staffed, we have 20 employees working per shift. During the high season, we employ around 40 employees (full and part-time). Come winter we only have five employees. We are blessed with great employees that give their all for us. It would just be nice to have more of them."

Over the past five years the Doves made a lot of cosmetic changes to the Pickle Factory. They replaced the flooring, redid the bar, back bar, put in new tables, chairs, and barstools and replaced pretty much all the kitchen equipment. The downstairs "Bottom of the Barrel" (BOTB) has been updated and redecorated in a Caribbean theme and has a relaxed and laid back atmosphere as well as a great view of the lake. The BOTB is available for special events such as birthdays, anniversaries, grooms dinners, etc. in spring, summer, and fall. They added their big Adirondack chair four years ago and have been amazed at how many photos are taken on that chair.

During "peak season" the Pickle is open six days a week and then late October after fall colors are done peaking, they cut back to Friday, Saturday and Sunday. The Pickle is a seasonal restaurant, their hours vary throughout the year, so it's best to call, or check their website or Facebook for current hours. Speaking of hours, Steve said one of the best things they changed a couple years ago is to be closed on Mondays (with the exception of holiday Mondays). It allows them a day to get caught up on maintenance needed and after the busy weekends their staff can use a welcomed day off.

A couple of years ago they also added outdoor entertainment on the patio on the waterfront which has been very popular and they are already booking entertainment for next summer.

We can't talk about the Pickle without talking about their food. Guess what one of their top sellers is? It's Deep Fried Pickles. Customers also love their Haystack Onion Rings. The top selling burger is the Monterrey Onion Burger topped with Monterrey cheese sauce and onion rings. Another very popular burger is the PBBJ Burger topped with peanut butter, pepper jack cheese, bacon, and red pepper jelly. Some of the customer's favorite entrees are ribs and shrimp. Is your mouth watering yet? With their extensive menu and evening specials they have something for everyone's taste, appetite and budget.

I asked what the favorite part of their business is and their response was quick. "Our awesome customers. We have met so many great people in the five years we've owned the Pickle. We are extremely pleased and fortunate to have the local support from all the surrounding areas. We wouldn't be able to be open year-round without them. We have a great staff that we consider our family. Our staff knows that our customers come first and if we aren't here, they have our cell numbers and know they can call us."

www.pepinpicklefactory.com 715-442-4400 and Facebook

Editor's Note: In talking and walking around upstairs, downstairs and outside with Steve and Marianne, it was apparent that they treat the business as their home and their employees like family. They take pride in their ownership through cleanliness, the food they serve and quality of clothing they sell. They earn their ratings on social media, and it comes with hard work and dedication to their customers and staff.



Tips & Tidbits

If you are traveling outside of the country, you may have trouble accessing your online banking account due to the upgrade to our firewall. **If you encounter a situation where you are traveling or living abroad and unable to log on, please contact us.** We will need to know the specific IP address or IP address range you will be using. These restrictions block connection attempts to our Online Banking site from foreign countries that are not authorized, which is a good thing.

Are you a 55 & Better Member? We post all our trips on our website so be sure to check www.bankofalma.net for new events.

If you receive a call from a computer company saying they need to scan your computer to “fix” a serious problem and you did not initiate the call, stop. **Do NOT allow them to do it. They will access all information on your computer including personal information you may have saved.** To make matters worse, they will charge you for their “services.”

There has been confusion from some customers: **your debit card number and your checking account number are NOT the same number.** If you are going to set up any auto payments the preferred and safer method is to give out the Bank of Alma routing number and your checking account number (**NOT your debit card number**). Reason being you can put a stop payment and return an item when you give your checking account number, but we can NEVER return a charge or put a stop payment if done with your debit card number. If you need help determining where to find our routing number and your checking account number - call us first before giving out any numbers.



Can you help us help you?

Our goal with any transaction inside our bank or through our drive-up is to be accurate, efficient, confidential and done in a timely manner.

You can help us keep it “timely” for you. Customers going through the drive-up are usually in a hurry and have simple transactions. If you have a large cash transaction or multiple transactions, we ask that you please come into our lobby to avoid a delay at the drive-up lane.

Anytime you have cash to deposit, whether it’s inside or through the drive-up, you should have a total prior to presenting it to us. When making a deposit, there is less chance for error if you give us one of your pre-encoded deposit tickets. If you don’t have one, please have your account number with you. If you make a lot of deposits, did you know you can order only deposit tickets and they are quite inexpensive?


Thank you for helping us to better help you.




Be financially prepared for stressful events


Unfortunately, at some point, we will be faced with tragedy in our family. Whether it’s in the form of death, serious illness or disability; it’s a time of emotional stress, sorrow and a lot of unknowns of what may lie ahead.


We can’t control these life-changing events, but we can do things to eliminate some of the financial stress.

 **Save for emergencies.** Saving a little from every paycheck will add up quickly. Aim for 3 to 6 months of living expense.

 **Keep a list of accounts and secure all paperwork together.** Who will be the trusted family member responsible for your accounts? Make sure they have easy access to all your bank accounts, investments, loans...everything. Make sure they know where you keep your will, car titles, bonds, stocks, insurance policies, etc.

 **Consider consolidating accounts.** This will make it easier to manage those accounts on your behalf.

 **Consult with an attorney to review important documents.** Whether it’s a will, trust or power of attorney, have the proper estate plan in place to meet your personal needs.


 **Make it easier for heirs to access your assets after death.** Look at how your accounts are titled and who you have listed as your beneficiaries. If the account is jointly owned, that person has equal rights to the money. Payable-on-death (POD) accounts at the bank will ensure that the person you name will have access to the money after you die. Be sure to check your safety deposit box contract - have you named someone else to have access? Do they have a key to do so?


You can’t eliminate the emotional stress when tragedy strikes, but you and your loved ones will appreciate that you planned ahead and were financially prepared and organized.


Strangers do not give you money for nothing


Consumers and businesses are both losing money due to counterfeit checks, cashier’s checks, and money orders. In some cases, people not only lose their money but also the merchandise they sold or thought they were purchasing due to the scam artists scheme.

I’ve written articles on this in the past, but we continue to see it happening, so it bears repeating.

 If you get a check from a stranger, be sure to talk to someone at the bank **before** depositing it and explain all the details of the transaction.

 Walk away from **any** deal if you get a check for more than the amount due and you’re instructed to return the difference.

 Recognize warnings signs of a check scam. Some of which include: a) the reason for receiving the check is suspicious such as winning a lottery. b) You’re asked to send money outside of the U.S. c) You’re being pressured to send the money right away. d) You’re warned to keep things quiet and to not discuss with a bank employee or anyone else.

 Remember just because the check looks real and it has a phone number on the check, doesn’t mean a thing. You can call the number, but you’re just going to be talking to another crook who will tell you the check is good.

If you missed any of these signs and feel you may have been a victim of fraud, seek help immediately. Remember no one is going to give you something for nothing, and if it sounds too good to be true, it probably is.

Why do we have a Federal Reserve System?

Bill Bosshard, President



The Federal Reserve was established in 1913 in response to the increasingly frequent economic panics, and bank runs in the late 19th and early 20th centuries.

A central bank such as the Fed is charged with controlling interest rates, regulating the banking system and controlling the money supply.

While the system is not perfect, it has functioned reasonably well. Some politicians have called for its abolishment although their replacement solution is unclear. Many citizens are suspicious of the Fed's policies at times of crisis, and in hindsight, some of the Fed's policy moves can be open for criticism. However, the recent events in Turkey and to a lesser degree in Argentina make clear the need for an independent central bank free of monetary policy closely linked to political ends.

It is virtually guaranteed that at some point in the future the Fed will be called upon to take bold steps to avert or lessen an economic downturn. Whether we agree with their remedy will depend on whether one is a depositor, investor, borrower, business person, retired, employed or a banker. Certainly, not everyone will be happy. Let's hope they always have the best interests of the country in mind.

Local Happenings:

Alma

A warm welcome to Pete and Marolyn Burckhard, owners of **Burckhard's Alma Bakery** at 105 S Main Street. Pete has been a baker all of his life, and Burckhard bakers have been at it for six generations. Marolyn has been in the bakery business with Pete most of their married life (45 years). Pete said, "We love our craft and can make just about anything you need. We are baking almost every day for restaurants, bars and special orders from the community. We are not always open, but we are always here. Call anytime!" Retail bakery is open Thursday through Sunday at 8 am with daily breads, assorted pastries, fried rolls, their famous cinnamon rolls, as well as hot coffee and cold press. 605-216-9091 and Facebook.

Down the street at 323A Main, **Whole Heart: Women Made**, formerly Ivry Treasure of Stockholm, is now here in Alma! The shop features unique handcrafted gifts such as jewelry, fashion, art and housewares which are all women made. Whole Heart also offers wellness products, including essential oils, natural body care, teas and more. 10% from your purchases is donated to organizations that help women. Open Saturdays and Sundays. Stop by, say hi, and experience their Women Made Wonders and Wellness. wholeheart.wm@gmail.com 715-619-1555.

Right next to them, we're happy to have Grace Puskar, owner of **Touched by Grace**, at 321 S Main. Grace specializes in unique custom embroidery that can be personalized for great gift giving. Her shop also has quality re-purposed furniture, pictures, unique décor, and treasured antiques. Open Tuesday through Saturday 9 am to 3 pm. Please stop in and welcome Grace where you'll find great treasures and "friendly visiting for all." 715-651-5831 and Facebook.

Nelson

Congratulations to Sarah Sylla on opening **Maxville Massage Clinic** located on State Highway 25 where she performs medi-

cal massage therapy. This is performed on clients who have been in motor vehicle accidents, worker compensation issues, frozen shoulder syndrome, etc. She also performs cranial sacral therapy which involves massaging the cerebral fluid from the brain down through the spine. She works out of her home by appointment on Tuesdays and Thursdays. Call 715-673-4442 for an appointment. Mondays, Wednesdays and Fridays she works at Wabasha Eagle Valley Chiropractic Clinic.

Pepin

We are happy to have a new store in town, **Harbor Hill General Store** located on the Great River Road at 309 3rd Street. Owners Jan and Rob Buntz offer a wonderful mix of products from Pepin t-shirts, sweatshirts and hats to kid's games, toys, cards, Woodwick candles to row bikes, beer, wine, and spirits. Their completely renovated building also has unique treasures from around the world such as skirts from Amsterdam, clothing from Detroit Lakes and kitchen items from Canada. Stop in and check it out. Open 7 days a week 10 am to 6 pm. www.harborhillinn.net 715-200-2466.

Tucked away in the valleys of Pepin you'll get lost in the rustic romance of **The Hidden Meadow and Barn** owned by Adam and Angela Kissell. From the tree-lined drive to the rolling hills of Back Valley you will swoon over their incredible scenery. They want to be the backdrop for your wedding or special event. Call 715-448-0326, Facebook or go to www.HiddenMeadowAndBarn.com

Wabasha

Congratulations to Doug Rinehart on his recent purchase of Super Valu. **Dick's Fresh Market** opened their doors in Wabasha at 6 am on October 1st, and have four other locations. General Manager Alan Alden said, "We're excited to be in Wabasha serving the surrounding areas and will be keeping with the same culture as our other supermarkets. Our slogan is Clean=Neat=Fresh=Friendly, and that's what we're all about. We want to offer our customers variety and freshness and will do our best to expand in the area of perishables. The manager of our Wabasha store is Ritchie Hudson. Ritchie and his wife, Lori, will be relocating to the Wabasha area and are excited to both be employed by Dick's Fresh Market." 651-565-3317 www.dicksfreshmarket.com

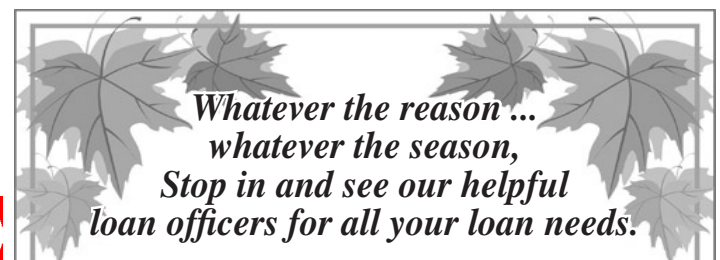
Best of luck to Quintin Wilhelmson of **Demand Electric**, who purchased Thimmesch Electric. Quintin is presently licensed in Minnesota and plans to have his Wisconsin license in the near future. Quintin can help you with your commercial, residential and agricultural electrical needs. Call 651-560-4300

Congratulations to Douglas and Sharon Penning who acquired **Abbott Funeral Home and Crematory**. The Penning's also own the Fawcett-Junker Funeral Home in Winona and are happy to have Jim Abbott continue on in the day-to-day operations of the funeral home. 651-565-3546.

Best of luck to Attorney at Law **Sean Finnegan** who took over Peter Ekstrand's practice at 137 Main Street West. lawoffice@wabasha.net 651-565-4548.

Congratulations to **California Overland** on being the recipient of the 2018 Minnesota Trucking Association Fleet Safety Award. This award is based on accident-free miles driven in Minnesota for 2017 and that was 3.08 million miles for California Overland. What an awesome achievement for their drivers.

Congratulations to **WNB Financial** on their purchase of the First State Bank and we welcome them to Wabasha.



www.bankofalma.net



Estimating Your Retirement Income Needs

Tim Wuebben & Brian Harris, SagePoint Financial, Inc.

You know how important it is to plan for your retirement, but where do you begin? One of your first steps should be to estimate how much income you'll need to fund your retirement. Retirement planning is not an exact science and your specific needs depend on your goals and many other factors.

It's common to discuss desired annual retirement income as a percentage of your current income. Depending on who you're talking to, that percentage could be anywhere from 60% to 90%, or even more. The problem with this approach is that it doesn't account for your specific situation. It's fine to use a percentage of your current income as a benchmark, but it's worth going through all of your current expenses in detail, and really thinking about how those expenses will change over time as you transition into retirement. It is best to have a financial professional help you with your estimates to make sure they're as accurate and realistic as possible.

To determine your total retirement needs, you can't just estimate how much annual income you need. You also have to estimate how long you'll be retired. The length of your retirement will depend partly on when you plan to retire. The age at which you retire isn't the only factor that determines how long you'll be retired. The other important factor is your lifespan. You may even run the risk of outliving your savings and other income sources. To guard against that risk, you'll need to estimate your life expectancy. Experts base these estimates on your age, gender, race, health, lifestyle, occupation, and family history.

Once you have an idea of your retirement income needs, your next step is to assess how prepared you are to meet those needs. What sources of retirement income will be available to you? Your employer may offer a traditional pension that will pay you monthly benefits. Additional sources of retirement income may include a 401(k) or other retirement plan, social security, IRAs, annuities, and other investments.

If you're lucky, your expected income sources will be more than enough to fund even a lengthy retirement. But what if it looks like you'll come up short? Don't panic — there are probably steps that you can take to bridge the gap. A financial professional can help you figure out the best ways to do that.

We welcome the opportunity to review your current situation and address any questions or concerns — 800-299-9079, 3626 East Ave. South, La Crosse, and are happy to visit with you in Alma as well.

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- Back to School Needs • Car Repair
- New Furnace • Roof Replacement
- You Name It

Fast Service & Confidential

Here comes the holidays ... and the crooks

We should always be diligent about protecting our personal information, but it's even more paramount as the hustle and bustle of the holidays approach. The "naughties" are out there waiting for you to let your guard down as you look for that special sale. Remember, scammers, crooks and con artists never take a holiday.

Here are a couple of things to keep in mind as you hit the season:

- It's safer to use your credit card for online or telephone purchases.
- Your debit card number is a direct link to your checking account; and you cannot return or put a stop payment on a debit card purchase.
- If you use your debit card outside of Minnesota or Wisconsin you must use your pin number. This was implemented for your safety.
- When purchasing fuel, pay inside if possible.
- If you are traveling out of the area you should notify us for your debit card, and also call your credit card company. If you don't, your card may be shut down. Take both cards with you.
- Never write down your pin or share it with others.

As the holidays approach, be very careful. Good luck with your holiday shopping and be sure to check out our local merchants and all they have to offer.



- October 10th - Beehive: The 60's Musical at Old Log
- November 13th - The Church Basement Ladies in "You Smell Barn" at Ames Center
- December 6th - Christmas at the Palace Presents "Holly Jolly Christmas" & the LaCrosse Rotary Lights.

Members & Non-Members welcome Details will be on our website and in bank lobby as they become available. Money due when you sign up. Due to purchasing requirements no refunds or reservations after deadline. Dates/Events may change without notice.

Bank of Alma: Your one-stop financial center

Friends Serving Friends on the Banks of the Mississippi

Alma: 608-685-4461 Nelson: 715-673-4351
Pepin: 715-442-2311 Wabasha: 651-565-2627

If you have any questions or comments about the Bank of Alma's MONEY MATTERS, or suggestions for future articles, we'd enjoy hearing from you. Editor reserves the right to edit all articles for length and content.

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