

Frontline *SkillWorks*: Deposit Account Compliance Basics

WEBINAR – ON DEMAND WEB LINK & FREE CD ROM

Tuesday, July 13, 2010

12 - 1:30 pm PT
1 - 2:30 pm MT
2 - 3:30 pm CT
3 - 4:30 pm ET

Regulations, operations, loss prevention, customer service . . .
Today's frontline employee must possess knowledge in a wide variety of areas.

Train, refresh, and update your frontline on the regulations they must know – without leaving the building. If you have ever wanted to teach frontline staff what these regulations do, to whom they apply, and why your bank has to follow them, then this is the program you need! Many of these regulations require annual training, so this session will meet your training requirement. There are quizzes and tests your staff can take before or after the program to ensure comprehension.

Continuing Education: Attendance verification for CE credits provided upon request.



HIGHLIGHTS

- **Deposit Regulations** that affect your customers
- **Regulation D** – transaction accounts, savings accounts, and time deposits accounts
- **Regulation CC** – Its history and how it impacts opening accounts and placing holds
- **Truth in Savings** – Why it was developed and the frontline issues, including disclosures and conversations with the customers it governs
- **New Overdraft (OD) Rules**
- **Regulation E** – Its purpose and how customer conflicts are resolved on unauthorized transactions and new OD rules
- **Cost of Noncompliance** – penalties and consequences

WHO SHOULD ATTEND?

This informative session is designed for tellers, customer service representatives, new accounts staff, branch managers, branch administration, compliance personnel, trainers, call centers, auditors, and others who work the frontline.

MEET THE PRESENTER

Deborah L. Crawford
gettechnical inc



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