

Webinar Schedule

Apr 2 2018	Frontline Fundamentals Series: Delivering Customer Service Excellence
Apr 2 2018	Frontline Fundamentals Series: Essentials of Endorsements, Negotiable Instruments & Cash Handling
Apr 2 2018	Frontline Fundamentals Series: Introduction to US Banking & the Payments System
Apr 2 2018	Frontline Fundamentals Series: Regulations & Compliance: The Big Picture
May 23 2018	Consumer Loan Documentation
May 31 2018	Increasing Fee Income Without Raising Fees
Jul 6 2018	Determining a Legal Entity for Purposes of Beneficial Ownership
Jul 10 2018	Auditing Your Loan Portfolio: Consumer, Commercial & Real Estate
Jul 11 2018	IRA Series: Understanding IRA Beneficiary Designations, Death Distributions & Required Minimum Distributions
Jul 12 2018	Maintaining Required FDIC Records: Compliance, Issues & Retention
Jul 13 2018	Handling Federal Benefit Payments: Protections, POAs, Delinquency & Death
Jul 17 2018	Loan Review: Consumer, Commercial & Real Estate
Jul 18 2018	Marketing Series: Developing, Maintaining & Sustaining Brand Loyalty
Jul 19 2018	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
Jul 23 2018	Understanding Tax Reform: Community Bank Taxation in 2018 & Beyond
Jul 24 2018	Wire Transfer Security: Regulatory Guidance, Risk Management & Monitoring
Jul 25 2018	Call Report Series: Preparing Call Report Basic Lending Schedules: Coding, Classifications & Loan Loss Allowance
Jul 26 2018	Director Series: Assessing Credit Risk for Directors
Jul 31 2018	ACH Rules & Responsibilities for RDFIs
Aug 2 2018	Securing Loans with Cash: Using Deposit & Brokerage Accounts to Reduce Loss Risk
Aug 3 2018	Regulatory Relief Act (S. 2155): Changes & Impacts to Community Banks
Aug 3 2018	GDPR: What Is It & Should Your Financial Institution Be Concerned??
Aug 7 2018	Cyber Series: Expanding & Improving Your Required IT Risk Assessment Program
Aug 8 2018	CECL: Making Strategic Decisions Regarding Methodologies, Processes & Governance
Aug 9 2018	Commercial Loan Application Danger Zones
Aug 14 2018	Fair Lending Comparative File Review
Aug 15 2018	Marketing Series: Advertising & the New Media Mix: What's Right for Your Bank?
Aug 16 2018	Final Preparation for CFPB's TRID Amendments, Effective October 1, 2018
Aug 21 2018	New Accounts Series: Opening Minor Accounts: Signature Cards, Access, Ownership

Aug 22 2018 Conducting the Annual Physical Security Review

Aug 23 2018 Stress Testing Your Loan Portfolio: Regulatory Expectations & Enhancing Credit Risk Management

Aug 28 2018 Compliance Series: Regulatory Requirements for the Board & Senior Management

Aug 30 2018 Managing Provisional Credit Under Reg E

Sep 5 2018 Complying with Reg Z Rules for HELOCs: Disclosure, Documentation, Statements & Maintenance

Sep 6 2018 Imaged Documents & Checks: Regulations & Legal Concerns

Sep 7 2018 Handling Business Account Transactions: Dos, Don'ts & Best Practices

Sep 10 2018 Placing Reg CC Holds Compliantly & With Confidence: Clarifying the Confusion

Sep 11 2018 Consumer Debt Series: Maximizing Recoveries on Charged-Off Loans

Sep 12 2018 Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures

Sep 13 2018 New BSA Officer Training: Requirements & Real-Life Scenarios

Sep 14 2018 How to Originate & Onboard a New ACH Business: Set Up, Risk Assessment, Registry, Audit & Third-Party Senders

Sep 17 2018 Capital Planning & Adequacy Under Regulatory Relief: Preparation Strategies

Sep 18 2018 Call Report Series: Call Report Preparation: Schedule RC-R, Regulatory Capital & the Capital Conservation Buffer

Sep 19 2018 Marketing Series: Measuring the ROI of Your Digital Marketing Strategy

Sep 20 2018 Vendor Outsourcing: Due Diligence, Contracts, Risks & Oversight

Sep 21 2018 HMDA Reporting: Lessons Learned, Common Mistakes & FAQs

Sep 25 2018 Managing the Employment Termination Process: Before, During & After

Sep 26 2018 Compliance Officer Training: Risk Assessments, Monitoring & Testing

Sep 27 2018 IRA Series: IRA Conversions, Recharacterizations & Excess Contributions

Sep 28 2018 REACT □ ESCAPE □ SURVIVE Preparing Your Institution & Staff for an Active-Shooter Incident

Oct 2 2018 Proper Preparation of the TRID Loan Estimate & Closing Disclosure

Oct 3 2018 The Fair Labor Standards Act: Dos & Don'ts of Exempt & Nonexempt Pay Issues

Oct 4 2018 Medallion & Signature Guarantee Rules & Risks

Oct 5 2018 Handling Subpoenas, Summonses, Garnishments & Levies

Oct 10 2018 New Accounts Series: Opening Accounts for Nonresident Aliens

Oct 11 2018 Mortgage Lender Training Part 2: Mortgage Life-of-Loan: Processing, Underwriting & Notices

Oct 12 2018 Commercial Real Estate Basics: Multi-Family, Commercial Rentals, Hotels

Oct 16 2018 Payment Systems Rules & Regulations for ACH, Cards, Wires & Checks

Oct 17 2018 Understanding Title Insurance Policies, Commitments & ALTA Endorsements

Oct 18 2018 Cyber Series: Cyber Threats: Prevention, Detection & Response

Oct 23 2018 Roles, Responsibilities & Liabilities of Community Bank Directors

Oct 25 2018 Call Report Series: Complex Call Report Lending Schedule Preparation

Oct 29 2018 Stop Payment Versus Written Statement of Unauthorized Debit (WSUD): Which Is It?

Oct 30 2018 Compliance Series: Job-Specific Compliance Training for Deposit Operations

Oct 31 2018 Form 1099 Reporting: Third-Party Vendors, Foreclosures, Debt Forgiveness & More

Nov 1 2018 Analyzing Common TRID Compliance Violations

Nov 2 2018 New HMDA Partial Exemption: Analysis, Implementation & Answers

Nov 6 2018 Lending to Churches & Other Nonprofit Organizations

Nov 7 2018 ACH Liabilities & Warranties for ODFIs: Reducing Your Exposure

Nov 8 2018 Consumer Debt Series: Proper Repossession, Notice & Sale of Non-Real Estate Collateral

Nov 9 2018 Board Secretary Basics: Agendas, Meeting Records & Board Package Assembly

Nov 13 2018 How to Obtain & Perfect a Security Interest in Unconventional Collateral

Nov 14 2018 Mortgage Lender Training Part 3: Mortgage Life-of-Loan: Decision-Making, Appraisals, Post-Closing Requirements

Nov 15 2018 Cash Management: How Sales, Operations & Technology Can Collaborate to Generate More Fee Income

Nov 20 2018 IRA Series: Top 10 IRA Rollover Mistakes

Nov 27 2018 Compliance Series: Robbery Preparedness: Requirements & Proven Strategies

Nov 28 2018 Managing & Mitigating Card-Not-Present Fraud

Nov 29 2018 Your Borrower Has Died: Actions to Take, Mistakes to Avoid

Nov 30 2018 New Focus on In-House Real Estate Evaluations

Dec 4 2018 Improving Teller Performance: Head Teller Development

Dec 5 2018 Cyber Series: Compliance Questions & Issues in Deploying Mobile Remote Deposit Capture

Dec 6 2018 Auditing for HMDA Compliance, Including New Data Collection Rules

Dec 7 2018 Filing the New SAR Form, Deadline January 1, 2019

Dec 11 2018 Call Report Series: Improving Efficiency in Call Report Preparation: Documentation, Accuracy & Common Errors

Dec 12 2018 Your Depositor Has Died: Actions to Take, Mistakes to Avoid

Dec 13 2018 Dealing with Joint Signers in Consumer & Real Estate Lending

Dec 14 2018 Commercial Appraisal Review: Income & Sales Approach

Dec 17 2018 Managing the Force-Placed Insurance Process

Dec 18 2018 Handling Government ACH Payment Returns & Reclamations

Dec 19 2018 Closing or Changing Deposit Accounts for Consumers & Businesses

Dec 20 2018 BSA Officer Reports to the Board

Jan 8 2019 Record Retention & Destruction Rules: Paper & Electronic

Jan 9 2019 Credit Analysis & Underwriting Series: Regulator Issues & Update for the Credit Analyst

Jan 10 2019 Teller Training Series: Compliance Training for the Frontline

Jan 14 2019 FFIEC Exam Procedures for Business Continuity

Jan 15 2019 2018 HMDA Submission Due March 1, 2019, Part 1: Identifying Reportable Loans, Data Integrity & FIG Analysis

Jan 16 2019 Call Reports 2019 Update

Jan 17 2019 IRA & HSA 2019 Update, Including Tax Reform Considerations

Jan 23 2019 2018 HMDA Submission Due March 1, 2019, Part 2: Requirements, Clearing Edits, Exempt Fields & More

Jan 24 2019 Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 1: Newly Revised Form 1040 & Schedules B & C

Jan 28 2019 Real Estate Loan Collection Rules for Lenders & Mortgage Servicers

Jan 29 2019 Credit Analysis & Underwriting Series: Analyzing Financial Statements for the Credit Analyst

Jan 30 2019 Teller Training Series: Frontline Fraud Prevention: Stopping Fraud at the Teller Line

Jan 31 2019 SBA Lending 2019 Update: Guidance on the Latest Changes to Policies, Procedures & Documentation

Feb 4 2019 Flood Insurance Compliance Update & FAQs

Feb 5 2019 ACH Specialist Series: ACH Tax Refund Exceptions, Posting & Liabilities

Feb 6 2019 Right of Setoff on Deposit Accounts & Loans: Legal Issues

Feb 7 2019 C-Suite Series: CAMELS Rating for Executives

Feb 12 2019 Board Reporting Series: Board Secretary Procedural & Compliance Responsibilities

Feb 13 2019 Prepaid Cards: Your Bank's Responsibilities Under the New Rules, Effective April 1, 2019

Feb 20 2019 Teller Training Series: Risks & Precautions for Endorsements & Other Negotiable Instruments

Feb 21 2019 Credit Analysis & Underwriting Series: Debt Service Coverage Calculations in Underwriting

Feb 25 2019 Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 2: Schedules D, E & F

Feb 26 2019 ACH Specialist Series: ACH Dispute Resolution

Feb 27 2019 The New NIST Digital Identity Guidelines: Impact on Passwords, Security Questions & Account Lockouts

Feb 28 2019 Debit Card Chargebacks: Understanding Visa Claims Resolution

Mar 5 2019 Board Reporting Series: Essential Board Reporting: Requirements, Timing, Delivery Options, Risks & Concerns

Mar 6 2019 Federal Requirements for Tech-Based Marketing: Websites, Social Media, Robo Calls & More

Mar 7 2019 C-Suite Series: Strategic Decisions Regarding CECL Methodologies, Processes & Governance

Mar 11 2019 Synthetic ID Fraud: What It Is, How It Works & Real-Life Scenarios

Mar 12 2019 Teller Training Series: Cross Selling: The Key to Accountholder Satisfaction & Retention

Mar 13 2019 Debit Card Chargebacks: Understanding Mastercard Dispute Resolution

Mar 14 2019 ACH Specialist Series: 2019 ACH Rules Update

Mar 19 2019 Advanced BSA Officer Training: In-Depth Risk Issues & Difficult Situations

Mar 20 2019 Required Compliance for Commercial Loans Secured by Real Estate

Mar 21 2019 Banking Marijuana-Related Businesses

Mar 26 2019 Credit Analysis & Underwriting Series: Global Cash Flow Analysis for Underwriters & Credit Analysts

Mar 27 2019 Handling Power of Attorney & Living Trust Documents on Deposit Accounts & Loans

Mar 28 2019 Board Reporting Series: Red Flags in Board Reports

Apr 2 2019 UDAAP: Consumer Complaint Monitoring & Avoiding Harm

Apr 3 2019 C-Suite Series: Enterprise Risk Management: Three Key Risk Assessments

Apr 4 2019 Mobile Device Risks, Records & Compliance Rules: Managing Your BYOD & COPE Policies & Procedures

Apr 9 2019 Teller Training Series: Accurately Completing the CTR Line-by-Line

Apr 11 2019 Notary Essentials & Legalities

Apr 15 2019 ACH Specialist Series: Liability with ACH Death Notification Entries (DNEs) & Reclamations

Apr 16 2019 Board Reporting Series: Security Officer Reports to the Board: Fulfilling Your Annual Requirement

Apr 17 2019 Flood Insurance Compliance for Commercial Lending: Unique Issues & Case Studies

Apr 18 2019 Consumer Collection Series: Your Borrower Filed Bankruptcy, Now What?

Apr 22 2019 Top 20 Questions About Completing the TRID Loan Estimate & Closing Disclosure

Apr 23 2019 Hacking the Weakest Link: The Role of Staff in Maintaining IT Security

Apr 24 2019 C-Suite Series: Asset Liability Management Strategies in a Rising Rate Environment

Apr 25 2019 Advanced Credit & Risk Management in Agricultural Lending

Apr 30 2019 Escrow Account Shortages, Surpluses & Deficiencies

May 1 2019 Troubled Debt Restructuring: Identifying & Accounting for Impaired Loans

May 2 2019 Call Report Series: Call Report Basics, Including Balance Sheet, Income Statement & Related Schedules

May 6 2019 Accurately Completing the SAR Line-by-Line

May 8 2019 BSA Series: Job-Specific BSA Training for Lenders

May 9 2019 Developing & Delivering an Effective Loan Presentation

May 14 2019 Teller Training Series: Managing Dual Control & Cash Limits

May 15 2019 Hot Issues in Cyber Compliance

May 16 2019 ACH Specialist Series: Top 10 Ways to Mitigate ACH Payment Risk

May 21 2019 Consumer Collection Series: Repossession Practices, Compliance & Limitations

May 22 2019 The UBPR: Understanding Peer Group Comparison to Improve Bank Performance

May 23 2019 Advanced Commercial Loan Documentation

May 29 2019 Military Lending Act & SCRA: Compliance & Lessons Learned

May 30 2019 ACH Specialist Series: ACH Stop Payments vs. Unauthorized Extended Returns: Know the

Difference

- Jun 4 2019** BSA Series: Job-Specific BSA Training for Operations
- Jun 5 2019** Handling Dormant Accounts, Unclaimed Property & Escheatment
- Jun 6 2019** Mortgage Lending Hot Spots Series: Construction-Only & Construction-to-Permanent Lending
- Jun 10 2019** Community Bank Mergers & Acquisitions Simplified
- Jun 12 2019** Essential HR Recordkeeping from Hiring to Firing
- Jun 13 2019** Call Report Series: Preparing Call Report Lending & Allowance-Related Schedules
- Jun 17 2019** Untangling Complex RDFI Challenges
- Jun 18 2019** Electronic Returned Items: Combating Fraud
- Jun 19 2019** Consumer Collection Series: Effective Debt Collection Techniques & Strategies
- Jun 20 2019** Regulation E Series: Reg E Fundamentals
- Jun 25 2019** Living, Grantor & Family Trust Accounts: Common Problems in Account Opening & Lending
- Jun 26 2019** BSA Series: Job-Specific BSA Training for the Board
- Jun 27 2019** Card Data Security: PCI-DSS Risk, Readiness & Compliance
- Jul 1 2019** Managing Accounts & Records for Nonresident Aliens: Opening, Identifying, Monitoring & Tax Reporting
- Jul 2 2019** ALLL Supporting Documentation: Current Rules & Future Expectations Under CECL
- Jul 9 2019** IRA Series: Processing IRA Rollovers & Transfers
- Jul 10 2019** Mortgage Lending Hot Spots Series: Surviving a TRID Compliance Exam
- Jul 11 2019** FinCEN Guidelines on Reporting Elder Financial Exploitation
- Jul 15 2019** Introduction to SBA Lending
- Jul 16 2019** BSA Series: Job-Specific BSA Training for the Frontline
- Jul 17 2019** Regulation E Series: Legally Handling ATM & Debit Card Claims Under Regulation E
- Jul 18 2019** Wire Transfer Compliance, Including International Remittances
- Jul 23 2019** Call Report Series: Call Report Regulatory Capital, Including Key Changes & Other Schedules
- Jul 24 2019** Opening Accounts Online: Rules, Risks & Best Practices
- Jul 25 2019** From Prospect to Customer: Skills & Tools for Successful Business Development
- Jul 30 2019** Consumer Collection Series: 20 Common Mistakes in Consumer Collections
- Aug 1 2019** Outsourcing Tech Services: Regulations, Examiner Expectations & Actions for Vendor Management
- Aug 5 2019** Official Demands Part 1: Handling Subpoenas, Summonses & Other Legal Process
- Aug 6 2019** IRA Series: IRA Reporting, Common Issues & Error Resolution
- Aug 7 2019** New Security Officer Training: Responsibilities, Best Practices & Skill-Building Tools
- Aug 8 2019** Mortgage Lending Hot Spots Series: Adverse Action in Mortgage Lending: Compliance, Notices & Best Practices
- Aug 13 2019** Developing the Right Strategic Plan for Your Bank

Aug 14 2019	What Are Those Business Tax Returns Telling Me?
Aug 15 2019	FFIEC Cyber Security Risk Assessments: Policy, Recent Findings & Recommendations
Aug 20 2019	Call Report Series: Introduction to Call Report Loan Classifications
Aug 21 2019	E-Compliance Rules, Policies & Best Practices for Email, Web, Mobile & Social Media
Aug 22 2019	Regulation E Series: How to Handle Unauthorized Electronic Fund Transfers Under Reg E
Aug 27 2019	IRA Series: Top 10 Most Misunderstood IRA Issues: Turning Confusion into Confidence
Aug 28 2019	Effective Management of Credit Report Disputes: Completing ACDVs, AUDs & Correcting Joint Credit
Aug 29 2019	Opening Donation, Memorial & Other Accounts for Nonprofit Organizations & Corporations
Sep 4 2019	Auditing E-Policies & Procedures: Risks, Rules & Records
Sep 5 2019	Official Demands Part 2: Handling Garnishments, Levies & Judgment Liens
Sep 10 2019	Conducting the 2019 ACH Audit
Sep 11 2019	Mortgage Lending Hot Spots Series: Appraisal & Evaluation Guidance on Collateral Valuation
Sep 12 2019	Managing Minor Accounts: Withdrawals, Transfers, CDD, Closing & Best Practices
Sep 16 2019	IRA Series: Handling IRA Required Minimum Distributions & Roth Distributions
Sep 17 2019	Regulation E Series: Auditing for Reg E Compliance
Sep 18 2019	Mitigating a Data Breach: Forensics & Incident Response
Sep 19 2019	New Compliance Officer Boot Camp
Sep 24 2019	Hiring in the Digital Age: What Every HR Manager Needs to Know About Social Media
Sep 25 2019	What Directors Should Know About CECL, ALLL & the New Credit Impairment Standards
Sep 26 2019	Emerging Trends & Developments in Online, Mobile & Digital Channels
Oct 3 2019	New BSA Officer Training Part 1: Compliance, Risk Assessment, CTRs, Exemptions, Forms & Regulator Expectations
Oct 7 2019	Mortgage Lending Hot Spots Series: Demystifying Rules for TRID Tolerances
Oct 8 2019	When a Depositor Dies: Legal Requirements, Practical Issues & FAQs
Oct 9 2019	Head Teller Training: Maximizing Teller Performance
Oct 10 2019	Regulation E Series: Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation
Oct 16 2019	POD Account Documentation, Compliance, Beneficiaries & Closing
Oct 17 2019	New BSA Officer Training Part 2: Reviews, SARs, CDD, Technical Aspects & Real-Life Scenarios
Oct 22 2019	Medallion & Signature Guarantee Risks, Rules & Best Practices
Oct 24 2019	Commercial Loan Annual Credit Review
Oct 29 2019	12 Key Elements of an Effective Digital Marketing Strategy
Oct 30 2019	Personal Accounts: Ownership, Authorization, Titling & Documentation
Oct 31 2019	1099 Reporting: Foreclosures, Repossessions & Debt Settlements

Nov 6 2019 Closing or Changing Accounts for Consumers & Businesses

Nov 7 2019 Top 10 Compliance Mistakes in Advertising

Nov 12 2019 Mortgage Lending Hot Spots Series: Uniform Residential Loan Application (URLA) Line-by-Line, Required February 1, 2020

Nov 13 2019 Year-End Compliance Checklist

Nov 14 2019 Regulation E Series: Provisional Credit Under Reg E: Rules, Best Practices & FAQs

Nov 19 2019 Robbery Preparedness: Meeting Your Annual Compliance Requirement

Nov 20 2019 BSA Special Risks: Policy, Law Enforcement & Regulator Issues

Nov 21 2019 When a Borrower Dies: Rules, Procedures & Liabilities

Nov 26 2019 Understanding & Navigating ACH Rules for ODFIs

Dec 3 2019 IRS Reporting Requirements: 1098s, 1099s, TINs & Backup Withholding

Dec 4 2019 ACH Error Resolution: Returns, Authorizations, WSUDs, Stop Payments & More

Dec 10 2019 Business Accounts: Who is Authorized to Open, Close, Transact?

Dec 11 2019 Dealing with Joint Signers in Consumer & Real Estate Lending

Dec 12 2019 Safe Deposit Issues: Delinquency, Death & Abandonment

Dec 17 2019 Securing Collateral: How to Complete & File UCC-1 Financing Statements