

Webinar Schedule

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| 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

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| 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

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| 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 |