

# Webinar Schedule

<b>May 9 2017</b>	Communicating in a Crisis: How to Protect Your Reputation & Brand
<b>Apr 2 2018</b>	Frontline Fundamentals Series: Delivering Customer Service Excellence
<b>Apr 2 2018</b>	Frontline Fundamentals Series: Essentials of Endorsements, Negotiable Instruments & Cash Handling
<b>Apr 2 2018</b>	Frontline Fundamentals Series: Introduction to US Banking & the Payments System
<b>Apr 2 2018</b>	Frontline Fundamentals Series: Regulations & Compliance: The Big Picture
<b>Apr 25 2019</b>	Advanced Credit & Risk Management in Agricultural Lending
<b>May 8 2019</b>	BSA Series: Job-Specific BSA Training for Lenders
<b>Jun 4 2019</b>	BSA Series: Job-Specific BSA Training for Operations
<b>Jun 6 2019</b>	Mortgage Lending Hot Spots Series: Construction-Only & Construction-to-Permanent Lending
<b>Jun 14 2019</b>	Hemp Farming Act: CBD, FAQs & Impact on Financial Services
<b>Jun 20 2019</b>	Regulation E Series: Reg E Fundamentals
<b>Jun 26 2019</b>	BSA Series: Job-Specific BSA Training for the Board
<b>Jul 1 2019</b>	Board Essentials
<b>Jul 10 2019</b>	Mortgage Lending Hot Spots Series: Surviving a TRID Compliance Exam
<b>Jul 15 2019</b>	Introduction to SBA Lending
<b>Jul 16 2019</b>	BSA Series: Job-Specific BSA Training for the Frontline
<b>Jul 17 2019</b>	Regulation E Series: Legally Handling ATM & Debit Card Claims Under Regulation E
<b>Aug 1 2019</b>	The Dark Web & Your Bank: Impact, Risks, Strategy
<b>Aug 8 2019</b>	Mortgage Lending Hot Spots Series: Adverse Action in Mortgage Lending: Compliance, Notices & Best Practices
<b>Aug 22 2019</b>	Regulation E Series: How to Handle Unauthorized Electronic Fund Transfers Under Reg E
<b>Sep 11 2019</b>	Mortgage Lending Hot Spots Series: Appraisal & Evaluation Guidance on Collateral Valuation
<b>Sep 17 2019</b>	Regulation E Series: Auditing for Reg E Compliance
<b>Oct 7 2019</b>	Mortgage Lending Hot Spots Series: Demystifying Rules for TRID Tolerances
<b>Oct 10 2019</b>	Regulation E Series: Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation
<b>Oct 29 2019</b>	12 Key Elements of an Effective Digital Marketing Strategy
<b>Nov 6 2019</b>	Closing or Changing Accounts for Consumers & Businesses
<b>Nov 7 2019</b>	Top 10 Compliance Mistakes in Advertising
<b>Nov 12 2019</b>	Mortgage Lending Hot Spots Series: Critical Timing Requirements in the Mortgage Lending Lifecycle
<b>Nov 13 2019</b>	Year-End Compliance Checklist

<b>Nov 14 2019</b>	Regulation E Series: Provisional Credit Under Reg E: Rules, Best Practices & FAQs
<b>Nov 15 2019</b>	New Overtime Rule Changes Effective January 1, 2020
<b>Nov 18 2019</b>	New Regulatory Capital Rules & Determining Capital Adequacy
<b>Nov 19 2019</b>	Robbery Preparedness: Meeting Your Annual Compliance Requirement
<b>Nov 20 2019</b>	BSA Special Risks: Policy, Law Enforcement & Regulator Issues
<b>Nov 21 2019</b>	When a Borrower Dies: Rules, Procedures & Liabilities
<b>Nov 26 2019</b>	Understanding & Navigating ACH Rules for ODFIs
<b>Dec 3 2019</b>	IRS Reporting Requirements: 1098s, 1099s, TINs & Backup Withholding
<b>Dec 4 2019</b>	ACH Error Resolution: Returns, Authorizations, WSUDs, Stop Payments & More
<b>Dec 5 2019</b>	Consumer Privacy: New Online & Mobile App Issues, GDPR, Reg P & Compliance
<b>Dec 6 2019</b>	Updated Flood Insurance Exam Procedures, Including Recent Private Flood Insurance Rules
<b>Dec 9 2019</b>	Revisiting Reg CC Policies, Disclosures & Notices for Rule Changes Effective July 1, 2020
<b>Dec 10 2019</b>	Business Accounts: Who is Authorized to Open, Close, Transact?
<b>Dec 11 2019</b>	The Changing Face of BSA Administration: What BSA Officers & Management Must Know
<b>Dec 12 2019</b>	Safe Deposit Issues: Delinquency, Death & Abandonment
<b>Dec 17 2019</b>	Securing Collateral: How to Complete & File UCC-1 Financing Statements
<b>Dec 18 2019</b>	Marijuana HR Policy & Best Practices: Handling Employee Medical & Recreational Use
<b>Jan 1 2020</b>	FastClass - Frontline Microlearning Modules
<b>Jan 7 2020</b>	Lending to Hemp Businesses, Including Recent USDA Interim Hemp Production Guidance
<b>Jan 8 2020</b>	BSA High-Risk Customers: Identifying, Enhanced Due Diligence & Monitoring
<b>Jan 14 2020</b>	Deposit Account Series: Compliance at Account Opening
<b>Jan 15 2020</b>	Incorporating Diversity & Inclusion into Your HR Policies
<b>Jan 16 2020</b>	Accounting Nightmares: TDRs, Foreclosed Assets, Investments & More
<b>Jan 21 2020</b>	Data-Driven Loan Pricing
<b>Jan 22 2020</b>	2020 IRA & HSA Update, Including IRA Provisions Under the Secure Act
<b>Jan 23 2020</b>	Top 10 Issues for the 2019 HMDA Report: Due March 1, 2020
<b>Jan 28 2020</b>	Deposit Account Series: UCC 3 & 4 Check Issues: Stop Payments, Postdated, Stale-Dated & Endorsements
<b>Jan 29 2020</b>	Call Report Update 2020
<b>Jan 30 2020</b>	Advanced Issues in Dormant Accounts, Unclaimed Property & Escheatment
<b>Feb 4 2020</b>	ACH Tax Refunds: Exceptions, Posting & Liabilities
<b>Feb 5 2020</b>	Using the UBPR to Improve Bank Performance
<b>Feb 6 2020</b>	Action Plan for Reg CC Rule Changes Effective July 1, 2020
<b>Feb 7 2020</b>	Effective Time Mastery: Working Smarter, Not Harder

**Feb 10 2020** Diversity Self-Assessment: Regulatory Guidance & Best Practices

**Feb 11 2020** Commercial Lending Series: Commercial Loan Documentation

**Feb 12 2020** Electronic & Imaged Documents: What to Keep, What to Destroy, What Holds Up in Court

**Feb 13 2020** Deposit Account Series: Banking Cannabis Businesses: Hemp, CBD, THC & More

**Feb 19 2020** Harassment Claims in a #MeToo World

**Feb 20 2020** Qualifying Borrowers Using Personal Tax Returns Part 1: Form 1040 & Schedules B & C

**Feb 21 2020** Nonresident Aliens: New 2020 Tax Reporting Rules, CIP, CDD & More

**Feb 24 2020** Deposit Account Series: Deposit Operations Update 2020

**Feb 25 2020** HELOC Compliance: Disclosures, Documentation, Advertising, Amending & More

**Feb 27 2020** Managing Force-Placed Mortgage & Auto Insurance

**Mar 3 2020** Appraisal Compliance Checklist, Including New Threshold Limits

**Mar 4 2020** Call Report Preparation: Avoiding Common Errors

**Mar 5 2020** Commercial Lending Series: Managing a Commercial Construction Loan: Start to Finish

**Mar 9 2020** Understanding Marijuana Business Compliance for the Board

**Mar 10 2020** Common HMDA Violations & Challenges

**Mar 11 2020** Impact of Reg CC Rule Changes on ACH & RDC: Effective July 1, 2020

**Mar 17 2020** Qualifying Borrowers Using Personal Tax Returns Part 2: Schedules D, E & F

**Mar 18 2020** 2020 ACH Rules Update, Including Emerging & Real-Time Payments

**Mar 19 2020** Consumer Loan Flood Insurance Forms Line-by-Line

**Mar 20 2020** Pandemic Preparedness: Managing Coronavirus & Other Epidemics

**Mar 23 2020** Deposit Account Series: Advanced New Account Issues: POAs, Trusts, Estates & More

**Mar 24 2020** Commercial Lending Series: Commercial Flood Insurance Rules & Best Practices

**Mar 25 2020** Collecting SBA Loans: Critical Steps in Protecting the SBA Guaranty

**Mar 26 2020** Get Ready for New ACH Return Code R11: Effective April 1, 2020

**Mar 30 2020** New FMLA Families First Requirements for Paid Leave Effective April 1, 2020

**Mar 31 2020** New Technology: Cash Recyclers, Pod Banking & Interactive ATMs

**Apr 1 2020** Commercial Lending Series: Commercial Loan Workouts, Restructuring & Loss Mitigation

**Apr 2 2020** Mastercard Dispute Resolution for Chargebacks

**Apr 7 2020** Deposit Account Series: 10 Overdraft Hotspots, Including Regulations, Lawsuits & Guidance

**Apr 8 2020** Board Secretary Training: Documenting Board Training, Minutes, Corrections & More

**Apr 9 2020** Interagency Statement on Loan Modifications: Working with Borrowers Impacted by COVID-19

**Apr 10 2020** The CARES Act: Impact & Implications for Community Banks

**Apr 13 2020** Financial Risk During Widespread Disruption: What the Board & Management Should Monitor

**Apr 14 2020** Advertising Compliance Part 1: Print, Radio & TV

<b>Apr 15 2020</b>	FCRA Compliance: From Delinquent Loans to New Hires
<b>Apr 16 2020</b>	Establishing & Amending Traditional & Roth IRAs, Including COVID-19 & Secure Act Impacts
<b>Apr 21 2020</b>	New FFIEC Procedures & Pandemic Guidance for Business Continuity Management & Resilience
<b>Apr 22 2020</b>	10 Strategies for Remaining Independent in a Consolidating Environment
<b>Apr 23 2020</b>	Countdown to Reg CC Rule Changes Effective July 1, 2020
<b>Apr 24 2020</b>	BSA Compliance Requirements During the COVID-19 Challenge
<b>Apr 27 2020</b>	Increasing Remote Services During & After the Pandemic
<b>Apr 28 2020</b>	Commercial Lending Series: Commercial Loans Secured by Real Estate
<b>Apr 29 2020</b>	Consumer Bankruptcy: Compliance, Cramdowns & More
<b>Apr 30 2020</b>	Advertising Compliance Part 2: Website, Online & Social Media
<b>May 1 2020</b>	Financial Scams, Fraud & Criminal Activity During COVID-19
<b>May 5 2020</b>	Writing Compelling Credit Memos & Loan Narratives with Confidence
<b>May 6 2020</b>	New Uniform Residential Loan Application Beginning January 1, 2021: Updating Policies & Testing Readiness
<b>May 7 2020</b>	E-SIGN for Lenders: Technicalities, Consumer Expectations & Risk
<b>May 11 2020</b>	Alert! Impact of Reg D Changes
<b>May 12 2020</b>	Visa Claims Resolution for Chargebacks
<b>May 13 2020</b>	Leveraging BSA Controls for More Effective OFAC Compliance
<b>May 14 2020</b>	Commercial Lending Series: Analyzing Commercial Tax Returns: Forms 1065, 1120, 1120S & K-1s
<b>May 18 2020</b>	Demystifying TRID for Construction Loans Using the New CFPB Guides
<b>May 19 2020</b>	Credit Reporting & Delinquent Accounts: Disputes, Revisions & Guidance
<b>May 20 2020</b>	Updating Your CDD Program: Beneficial Ownership, Triggering Events & New SSN Verification
<b>May 21 2020</b>	Documenting & Perfecting Farm & Livestock Loans
<b>May 27 2020</b>	Growth & Transformation Series: Driving Engagement with Facebook, Twitter & Instagram
<b>May 28 2020</b>	Branch Manager Guide to Success
<b>May 29 2020</b>	Tax Credits & Cash Your Bank May Be Missing
<b>Jun 1 2020</b>	Returning to Work: Protecting Employees & Reducing Liability
<b>Jun 2 2020</b>	Consumer Loan Underwriting Fundamentals: Interviews, Credit Reports, Compliance & Debt Ratios
<b>Jun 3 2020</b>	UCC Article 9: Perfection Pitfalls & Proper Enforcement
<b>Jun 4 2020</b>	TDRs: Defining, Examples, Financial Reporting & Best Practices
<b>Jun 5 2020</b>	Deadline July 1, 2020: HMDA Final Rule on Closed-End Loan Data Collection & Reporting
<b>Jun 9 2020</b>	Debit & Prepaid Card Compliance: Disclosures, Fee Changes & More
<b>Jun 10 2020</b>	Completing the TRID Loan Estimate Line-by-Line
<b>Jun 11 2020</b>	Three Key Risk Assessments in Enterprise Risk Management

<b>Jun 15 2020</b>	Credit Risk Management During a Pandemic
<b>Jun 16 2020</b>	Growth & Transformation Series: Banking Millennials: The Next Generation of Revenue
<b>Jun 17 2020</b>	Handling ACH Exceptions & Returns
<b>Jun 18 2020</b>	Fair Lending Comparative File Review That Meets Regulator Expectations
<b>Jun 23 2020</b>	Comparing Regulation E with Visa & Mastercard Rules
<b>Jun 24 2020</b>	Managing In-House Real Estate Evaluations
<b>Jun 25 2020</b>	20 Common Mistakes in Consumer Collections
<b>Jun 26 2020</b>	Record Retention: What Documents Must Be Retained & For How Long?
<b>Jun 30 2020</b>	Fraud by Channel Type: Check, Debit, Credit, ACH & Wire
<b>Jul 1 2020</b>	Growth & Transformation Series: Digital Marketing Strategies: What's Working in 2020?
<b>Jul 7 2020</b>	HR Compliance: Lessons Learned from Massive HR Failures
<b>Jul 8 2020</b>	Annual Training for the Branch: BSA, Identity Theft & Regs CC, D, E & DD
<b>Jul 9 2020</b>	Top 10 Consumer Loan Documentation Mistakes
<b>Jul 13 2020</b>	Completing the TRID Closing Disclosure Line-by-Line
<b>Jul 14 2020</b>	Audit and COVID-19: A CFO Roadmap
<b>Jul 15 2020</b>	HMDA: Still a Four-Letter Word?
<b>Jul 16 2020</b>	Regulation E Myth Busters
<b>Jul 22 2020</b>	Responding to Garnishment & Levy Demands
<b>Jul 23 2020</b>	Call Report Basic Lending Schedules: Coding, Classifications & Loan Loss Allowance
<b>Jul 28 2020</b>	Beneficial Ownership Rules for Business Accounts & Loans
<b>Jul 29 2020</b>	Lending to Self-Employed Borrowers
<b>Jul 30 2020</b>	Handling Consumer Complaints & Disputes
<b>Aug 4 2020</b>	Maximizing Recoveries on Charged-Off Loans
<b>Aug 5 2020</b>	Advanced CTR Training: Beyond the "Textbook"
<b>Aug 6 2020</b>	Fundamentals of IRA Beneficiary Designations & Distributions, Including Secure Act Implications
<b>Aug 11 2020</b>	Fair Lending & COVID-19: Strategies for Maintaining Compliance
<b>Aug 12 2020</b>	Growth & Transformation Series: Leveraging LinkedIn for Lenders
<b>Aug 13 2020</b>	Cyber Series: Layered Cybersecurity: Finding the Best Strategy for Your Bank
<b>Aug 18 2020</b>	Effective & Compliant Pre-Employment Background Checks
<b>Aug 19 2020</b>	Collections & Right of Set Off in Commercial Lending
<b>Aug 20 2020</b>	Opening Business Accounts: Entities, Documentation, Authority & Regulatory Requirements
<b>Aug 25 2020</b>	Advanced IRA Beneficiary Issues: Death Distribution Calculations, Trusts, Successors & Secure Act Rules
<b>Aug 26 2020</b>	Cutting-Edge Consumer Payments: Beyond PayPal & Venmo

<b>Aug 27 2020</b>	Liability with ACH Death Notification Entries (DNEs) & Reclamations
<b>Sep 2 2020</b>	SAFE Act Compliance for Mortgage Loan Originators (MLOs)
<b>Sep 9 2020</b>	Cyber Series: Cybersecurity Assessment Tool 2.0 & GLBA Privacy
<b>Sep 10 2020</b>	10 Lessons Learned When a Depositor Dies
<b>Sep 15 2020</b>	Call Report Regulatory Capital: Standards, Ratios, Risk Weighting
<b>Sep 16 2020</b>	Building the Best Possible Board Meeting: From Agenda to Action
<b>Sep 17 2020</b>	Risk Officer Series: The 15 Worst Security Mistakes
<b>Sep 22 2020</b>	UCC-1 & UCC-3 Financing Statements Line-by-Line: Filing, Amending & Renewing
<b>Sep 23 2020</b>	Ag Lending Compliance, Including Industrial Hemp
<b>Sep 24 2020</b>	Avoiding Costly Mistakes in Calculating Debt Service Coverage
<b>Sep 29 2020</b>	FFIEC Requirements for a Remote Deposit Capture Risk Assessment
<b>Sep 30 2020</b>	Mastering Escrow: Analysis, Rules, Forms & Compliance
<b>Oct 6 2020</b>	Managing Vendors: Due Diligence, Contracts, Tips & Tools
<b>Oct 7 2020</b>	Compliance with E-SIGN, E-Statements & E-Disclosures
<b>Oct 8 2020</b>	Risk Officer Series: A Year in the Life of a Compliance Officer: Tips, Tools & Annual Requirements
<b>Oct 14 2020</b>	Cyber Series: GLBA Security Expectations, Internal Controls & the Human Factor
<b>Oct 15 2020</b>	Regulatory Requirements for the Board: A Comprehensive Checklist
<b>Oct 20 2020</b>	Regulator Update for the Credit Analyst
<b>Oct 21 2020</b>	Banking & Lending to Cannabis Businesses: Clarifying the Confusion & Avoiding Pitfalls
<b>Oct 22 2020</b>	Legally Handling ATM & Debit Card Claims Under Regulation E
<b>Oct 27 2020</b>	Risk Officer Series: Advanced BSA Officer Training: Risk, Compliance & Real-Life Scenarios
<b>Oct 28 2020</b>	Cyber Series: Building & Sustaining a Cyber Intelligence Unit (CIU)
<b>Oct 29 2020</b>	New URLA for a New Year! Prepare Now for a Smooth Transition
<b>Nov 3 2020</b>	Recruiting & Retaining Millennials, Gen Z & Nexters
<b>Nov 4 2020</b>	Call Reports for New Preparers & Reviewers
<b>Nov 5 2020</b>	Dissecting Loan Loss Reserves, Including CECL Expectations
<b>Nov 9 2020</b>	You're the New Board Secretary, Now What?
<b>Nov 10 2020</b>	Year-End Actions for IRA Administrators: Notifications, Reporting, Monitoring & Secure Act Changes
<b>Nov 12 2020</b>	IRS Reporting Essentials: Form 1099 & Beyond
<b>Nov 17 2020</b>	Risk Officer Series: Risk Management Officer: Expectations & Responsibilities
<b>Nov 18 2020</b>	10 Lessons Learned When a Borrower Dies
<b>Nov 24 2020</b>	Robbery: Critical Steps Before, During & After
<b>Dec 1 2020</b>	Avoiding BSA Compliance Violations
<b>Dec 2 2020</b>	Annual Loan Review: Consumer, Commercial & Residential

- Dec 3 2020** Using Notary & Corporate Seals Accurately
- Dec 8 2020** Recent Reg CC Changes: Lessons Learned & Future Outlook
- Dec 9 2020** Legal Issues Surrounding Subpoenas & Summonses
- Dec 10 2020** The Top 10 Secure Act Implications
- Dec 15 2020** Avoiding Loan Denial Mistakes