

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
Aug 3 2018	GDPR: What Is It & Should Your Financial Institution Be Concerned??
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 24 2019	Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 1: Newly Revised Form 1040 & Schedules B & C
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 5 2019	ACH Specialist Series: ACH Tax Refund Exceptions, Posting & Liabilities
Feb 7 2019	C-Suite Series: CAMELS Rating for Executives
Feb 12 2019	Board Reporting Series: Board Secretary Procedural & Compliance Responsibilities
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 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 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 21 2019	Banking Marijuana-Related Businesses
Mar 26 2019	Credit Analysis & Underwriting Series: Global Cash Flow Analysis for Underwriters & Credit Analysts
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 5 2019 New Private Flood Insurance Rules Effective July 1, 2019: Policy, Procedures & Compliance

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 Compliance, Including 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 10 2019 Successful Skip Tracing Techniques for Locating Borrowers & Recovering Collateral

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

May 31 2019 Complying with the 2019 SAR Cyber-Event Reporting Requirements

Jun 3 2019 Fair Lending Examinations: Increased Scrutiny, New Methodologies & False Positives

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 14 2019 Hemp Farming Act: CBD, FAQs & Impact on Financial Services

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 Board Essentials

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 The Dark Web & Your Bank: Impact, Risks, Strategy

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 12 2019 Recent Reg CC Changes: Deadlines, Details, Compliance

Aug 13 2019 Developing the Right Strategic Plan for Your Bank

Aug 14 2019 What Are Those Partnership & S-Corp 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 New ACH Return Reason Codes R11 & R17: Proper Use, Impact & Deadlines

Oct 1 2019 SAR Hot Spots & New Guidance: Email Compromise, Hemp, Elder Abuse & More

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: Critical Timing Requirements in the Mortgage Lending Lifecycle
Nov 13 2019	Year-End Compliance Checklist
Nov 14 2019	Regulation E Series: Provisional Credit Under Reg E: Rules, Best Practices & FAQs
Nov 15 2019	New Overtime Rule Changes Effective January 1, 2020
Nov 18 2019	New Regulatory Capital Rules & Determining Capital Adequacy
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 5 2019	Consumer Privacy: New Online & Mobile App Issues, GDPR, Reg P & Compliance
Dec 6 2019	Updated Flood Insurance Exam Procedures, Including Recent Private Flood Insurance Rules
Dec 9 2019	Revisiting Reg CC Policies, Disclosures & Notices for Rule Changes Effective July 1, 2020
Dec 10 2019	Business Accounts: Who is Authorized to Open, Close, Transact?
Dec 11 2019	The Changing Face of BSA Administration: What BSA Officers & Management Must Know
Dec 12 2019	Safe Deposit Issues: Delinquency, Death & Abandonment
Dec 17 2019	Securing Collateral: How to Complete & File UCC-1 Financing Statements
Dec 18 2019	Marijuana HR Policy & Best Practices: Handling Employee Medical & Recreational Use