

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 19 2018	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
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 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 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