

# Webinar Schedule

<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>May 23 2018</b>	Consumer Loan Documentation
<b>May 31 2018</b>	Increasing Fee Income Without Raising Fees
<b>Jul 19 2018</b>	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
<b>Aug 2 2018</b>	Securing Loans with Cash: Using Deposit & Brokerage Accounts to Reduce Loss Risk
<b>Aug 3 2018</b>	Regulatory Relief Act (S. 2155): Changes & Impacts to Community Banks
<b>Aug 3 2018</b>	GDPR: What Is It & Should Your Financial Institution Be Concerned??
<b>Aug 7 2018</b>	Cyber Series: Expanding & Improving Your Required IT Risk Assessment Program
<b>Aug 8 2018</b>	CECL: Making Strategic Decisions Regarding Methodologies, Processes & Governance
<b>Aug 9 2018</b>	Commercial Loan Application Danger Zones
<b>Aug 14 2018</b>	Fair Lending Comparative File Review
<b>Aug 15 2018</b>	Marketing Series: Advertising & the New Media Mix: What's Right for Your Bank?
<b>Aug 16 2018</b>	Final Preparation for CFPB's TRID Amendments, Effective October 1, 2018
<b>Aug 21 2018</b>	New Accounts Series: Opening Minor Accounts: Signature Cards, Access, Ownership
<b>Aug 22 2018</b>	Conducting the Annual Physical Security Review
<b>Aug 23 2018</b>	Stress Testing Your Loan Portfolio: Regulatory Expectations & Enhancing Credit Risk Management
<b>Aug 28 2018</b>	Compliance Series: Regulatory Requirements for the Board & Senior Management
<b>Aug 30 2018</b>	Managing Provisional Credit Under Reg E
<b>Sep 5 2018</b>	Complying with Reg Z Rules for HELOCs: Disclosure, Documentation, Statements & Maintenance
<b>Sep 6 2018</b>	Imaged Documents & Checks: Regulations & Legal Concerns
<b>Sep 7 2018</b>	Handling Business Account Transactions: Dos, Don'ts & Best Practices
<b>Sep 10 2018</b>	Placing Reg CC Holds Compliantly & With Confidence: Clarifying the Confusion
<b>Sep 11 2018</b>	Consumer Debt Series: Maximizing Recoveries on Charged-Off Loans
<b>Sep 12 2018</b>	Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures
<b>Sep 13 2018</b>	New BSA Officer Training: Requirements & Real-Life Scenarios
<b>Sep 14 2018</b>	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