

# 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 6 2018</b>	Determining a Legal Entity for Purposes of Beneficial Ownership
<b>Jul 10 2018</b>	Auditing Your Loan Portfolio: Consumer, Commercial & Real Estate
<b>Jul 11 2018</b>	IRA Series: Understanding IRA Beneficiary Designations, Death Distributions & Required Minimum Distributions
<b>Jul 12 2018</b>	Maintaining Required FDIC Records: Compliance, Issues & Retention
<b>Jul 13 2018</b>	Handling Federal Benefit Payments: Protections, POAs, Delinquency & Death
<b>Jul 17 2018</b>	Loan Review: Consumer, Commercial & Real Estate
<b>Jul 18 2018</b>	Marketing Series: Developing, Maintaining & Sustaining Brand Loyalty
<b>Jul 19 2018</b>	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
<b>Jul 23 2018</b>	Understanding Tax Reform: Community Bank Taxation in 2018 & Beyond
<b>Jul 24 2018</b>	Wire Transfer Security: Regulatory Guidance, Risk Management & Monitoring
<b>Jul 25 2018</b>	Call Report Series: Preparing Call Report Basic Lending Schedules: Coding, Classifications & Loan Loss Allowance
<b>Jul 26 2018</b>	Director Series: Assessing Credit Risk for Directors
<b>Jul 31 2018</b>	ACH Rules & Responsibilities for RDFIs
<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
<b>Sep 17 2018</b>	Capital Planning & Adequacy Under Regulatory Relief: Preparation Strategies
<b>Sep 18 2018</b>	Call Report Series: Call Report Preparation: Schedule RC-R, Regulatory Capital & the Capital Conservation Buffer
<b>Sep 19 2018</b>	Marketing Series: Measuring the ROI of Your Digital Marketing Strategy
<b>Sep 20 2018</b>	Vendor Outsourcing: Due Diligence, Contracts, Risks & Oversight
<b>Sep 21 2018</b>	HMDA Reporting: Lessons Learned, Common Mistakes & FAQs
<b>Sep 25 2018</b>	Managing the Employment Termination Process: Before, During & After
<b>Sep 26 2018</b>	Compliance Officer Training: Risk Assessments, Monitoring & Testing
<b>Sep 27 2018</b>	IRA Series: IRA Conversions, Recharacterizations & Excess Contributions
<b>Sep 28 2018</b>	REACT □ ESCAPE □ SURVIVE Preparing Your Institution & Staff for an Active-Shooter Incident
<b>Oct 2 2018</b>	Proper Preparation of the TRID Loan Estimate & Closing Disclosure
<b>Oct 3 2018</b>	The Fair Labor Standards Act: Dos & Don'ts of Exempt & Nonexempt Pay Issues
<b>Oct 4 2018</b>	Medallion & Signature Guarantee Rules & Risks
<b>Oct 5 2018</b>	Handling Subpoenas, Summonses, Garnishments & Levies
<b>Oct 10 2018</b>	New Accounts Series: Opening Accounts for Nonresident Aliens
<b>Oct 11 2018</b>	Mortgage Lender Training Part 2: Mortgage Life-of-Loan: Processing, Underwriting & Notices
<b>Oct 12 2018</b>	Commercial Real Estate Basics: Multi-Family, Commercial Rentals, Hotels
<b>Oct 16 2018</b>	Payment Systems Rules & Regulations for ACH, Cards, Wires & Checks
<b>Oct 17 2018</b>	Understanding Title Insurance Policies, Commitments & ALTA Endorsements
<b>Oct 18 2018</b>	Cyber Series: Cyber Threats: Prevention, Detection & Response
<b>Oct 23 2018</b>	Roles, Responsibilities & Liabilities of Community Bank Directors

<b>Oct 25 2018</b>	Call Report Series: Complex Call Report Lending Schedule Preparation
<b>Oct 29 2018</b>	Stop Payment Versus Written Statement of Unauthorized Debit (WSUD): Which Is It?
<b>Oct 30 2018</b>	Compliance Series: Job-Specific Compliance Training for Deposit Operations
<b>Oct 31 2018</b>	Form 1099 Reporting: Third-Party Vendors, Foreclosures, Debt Forgiveness & More
<b>Nov 1 2018</b>	Analyzing Common TRID Compliance Violations
<b>Nov 2 2018</b>	New HMDA Partial Exemption: Analysis, Implementation & Answers
<b>Nov 6 2018</b>	Lending to Churches & Other Nonprofit Organizations
<b>Nov 7 2018</b>	ACH Liabilities & Warranties for ODFIs: Reducing Your Exposure
<b>Nov 8 2018</b>	Consumer Debt Series: Proper Repossession, Notice & Sale of Non-Real Estate Collateral
<b>Nov 9 2018</b>	Board Secretary Basics: Agendas, Meeting Records & Board Package Assembly
<b>Nov 13 2018</b>	How to Obtain & Perfect a Security Interest in Unconventional Collateral
<b>Nov 14 2018</b>	Mortgage Lender Training Part 3: Mortgage Life-of-Loan: Decision-Making, Appraisals, Post-Closing Requirements
<b>Nov 15 2018</b>	Cash Management: How Sales, Operations & Technology Can Collaborate to Generate More Fee Income
<b>Nov 20 2018</b>	IRA Series: Top 10 IRA Rollover Mistakes
<b>Nov 27 2018</b>	Compliance Series: Robbery Preparedness: Requirements & Proven Strategies
<b>Nov 28 2018</b>	Managing & Mitigating Card-Not-Present Fraud
<b>Nov 29 2018</b>	Your Borrower Has Died: Actions to Take, Mistakes to Avoid
<b>Nov 30 2018</b>	New Focus on In-House Real Estate Evaluations
<b>Dec 4 2018</b>	Improving Teller Performance: Head Teller Development
<b>Dec 5 2018</b>	Cyber Series: Compliance Questions & Issues in Deploying Mobile Remote Deposit Capture
<b>Dec 6 2018</b>	Auditing for HMDA Compliance, Including New Data Collection Rules
<b>Dec 7 2018</b>	Filing the New SAR Form, Deadline January 1, 2019
<b>Dec 11 2018</b>	Call Report Series: Improving Efficiency in Call Report Preparation: Documentation, Accuracy & Common Errors
<b>Dec 12 2018</b>	Your Depositor Has Died: Actions to Take, Mistakes to Avoid
<b>Dec 13 2018</b>	Dealing with Joint Signers in Consumer & Real Estate Lending
<b>Dec 14 2018</b>	Commercial Appraisal Review: Income & Sales Approach
<b>Dec 17 2018</b>	Managing the Force-Placed Insurance Process
<b>Dec 18 2018</b>	Handling Government ACH Payment Returns & Reclamations
<b>Dec 19 2018</b>	Closing or Changing Deposit Accounts for Consumers & Businesses
<b>Dec 20 2018</b>	BSA Officer Reports to the Board
<b>Jan 8 2019</b>	Record Retention & Destruction Rules: Paper & Electronic
<b>Jan 9 2019</b>	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

**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