

# Webinar Schedule

<b>May 10 2017</b>	Communicating in a Crisis: How to Protect Your Reputation & Brand (complimentary)
<b>Apr 2 2018</b>	Frontline Fundamentals Series: Delivering Member 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>Jul 1 2019</b>	Board Essentials
<b>Aug 1 2019</b>	The Dark Web & Your Credit Union: Impact, Risks, Strategy (complimentary)
<b>Oct 24 2019</b>	12 Key Elements of an Effective Digital Marketing Strategy
<b>Jan 1 2020</b>	FastClass - Frontline Microlearning Modules
<b>Jan 16 2020</b>	Incorporating Diversity & Inclusion into Your HR Policies (complimentary)
<b>Feb 6 2020</b>	Diversity Self-Assessment: Regulatory Guidance & Best Practices
<b>Feb 7 2020</b>	Effective Time Mastery: Working Smarter, Not Harder
<b>Feb 13 2020</b>	Electronic & Imaged Documents: What to Keep, What to Destroy, What Holds Up in Court
<b>Feb 20 2020</b>	Harassment Claims in a #MeToo World (complimentary)
<b>Mar 20 2020</b>	Pandemic Preparedness: Managing Coronavirus & Other Epidemics (complimentary)
<b>Mar 31 2020</b>	Crisis Considerations for Annual & Board Meetings: Reschedule? Virtual? Cancel?
<b>Apr 6 2020</b>	Financial Risk During Widespread Disruption: What the Board & Management Should Monitor
<b>Apr 9 2020</b>	The CARES Act: Impact & Implications for Credit Unions
<b>Apr 13 2020</b>	Interagency Statement on Loan Modifications: Working with Borrowers Impacted by COVID-19
<b>Apr 14 2020</b>	Establishing & Amending Traditional & Roth IRAs, Including COVID-19 & SECURE Act Impacts
<b>Apr 20 2020</b>	Increasing Remote Services During & After the Pandemic
<b>Apr 22 2020</b>	New FFIEC Procedures & Pandemic Guidance for Business Continuity Management & Resilience
<b>Apr 24 2020</b>	BSA Compliance Requirements During the COVID-19 Challenge
<b>Apr 29 2020</b>	Financial Scams, Fraud & Criminal Activity During COVID-19
<b>May 15 2020</b>	Alert! Impact of Reg D Changes
<b>Jun 15 2020</b>	Credit Risk Management During a Pandemic
<b>Jul 13 2020</b>	Audit & COVID-19: A CFO Roadmap
<b>Aug 13 2020</b>	Fair Lending & COVID-19: Strategies for Maintaining Compliance
<b>Sep 16 2020</b>	Prospecting & the Pandemic: Tools for Success During COVID-19
<b>Sep 24 2020</b>	Ag Lending Compliance, Including Industrial Hemp
<b>Sep 28 2020</b>	CDD Update: New FinCEN FAQs & COVID's Daily Practical Challenges

<b>Oct 1 2020</b>	Advanced SAR Training: Beyond the “Textbook”
<b>Oct 5 2020</b>	Navigating the PPP Loan Forgiveness Process A-Z
<b>Oct 16 2020</b>	COVID-19 Loan Essentials: Modifications, Accommodations & Latest Regulatory Guidance
<b>Oct 22 2020</b>	Banking & Lending to Cannabis Businesses: Clarifying the Confusion & Avoiding Pitfalls
<b>Oct 26 2020</b>	Handling Pandemic-Related Payment Issues: Stimulus, SBA, Workers' Comp & More
<b>Nov 9 2020</b>	Avoiding the Top 5 COVID-Related Collection Mistakes
<b>Nov 23 2020</b>	Leading a Remote Workforce
<b>Dec 1 2020</b>	Using Notary & Corporate Seals Accurately
<b>Dec 2 2020</b>	Avoiding BSA Compliance Violations
<b>Dec 3 2020</b>	Annual Loan Review: Consumer, Commercial & Residential
<b>Dec 7 2020</b>	Top 10 Year-End Lending Issues & FAQs
<b>Dec 8 2020</b>	Top IRA SECURE Act & COVID Rule Changes for 2020 Tax Year
<b>Dec 9 2020</b>	Recent Reg CC Changes: Lessons Learned & Future Outlook
<b>Dec 10 2020</b>	Legal Issues Surrounding Subpoenas & Summonses
<b>Dec 14 2020</b>	Major Changes to Fair Debt Collection Practices Act
<b>Dec 15 2020</b>	Year-End BSA Issues: FAQ Guidance, Enforcement Actions & Red Flags
<b>Dec 16 2020</b>	Avoiding Loan Denial Mistakes
<b>Dec 17 2020</b>	How to Review Legal Documents: POAs, Trusts, Guardianships, Estates & More
<b>Jan 5 2021</b>	Call Report 2021 Update, Including COVID's Impact & Top 10 Errors
<b>Jan 6 2021</b>	Uniform Residential Loan Application (URLA): Deadline March 1, 2021
<b>Jan 7 2021</b>	Providing Provisional Credit Under Reg E
<b>Jan 12 2021</b>	IRA & HSA Update: Key Considerations for 2021
<b>Jan 13 2021</b>	Remote Workforce Series: Creating or Revising Work from Home Policies
<b>Jan 14 2021</b>	2020 HMDA Submission Due March 1, 2021: Challenges & Best Practices
<b>Jan 20 2021</b>	Intro to C&I Lending: Cash Flow, Collateral & Assessing Management Efficiency
<b>Jan 21 2021</b>	Flood Series: Flood Insurance Rules, Best Practices & Liability
<b>Jan 26 2021</b>	Beginning BSA Officer: What You Need to Know on Day 1
<b>Jan 27 2021</b>	Remote Workforce Series: Work from Home Record Retention Rules
<b>Jan 28 2021</b>	Calculating Cash Flow from Corporate Tax Returns
<b>Jan 29 2021</b>	Alphabet Soup Series for Lenders: Reg B & ECOA
<b>Jan 29 2021</b>	Alphabet Soup Series for Lenders: Reg C & HMDA
<b>Jan 29 2021</b>	Alphabet Soup Series for Lenders: Reg V & FCRA
<b>Jan 29 2021</b>	Alphabet Soup Series for Lenders: Reg X & RESPA
<b>Jan 29 2021</b>	Alphabet Soup Series for Lenders: Reg Z & TILA – Non-Real Estate

<b>Jan 29 2021</b>	Alphabet Soup Series for Lenders: Reg Z & TILA – Real Estate
<b>Feb 2 2021</b>	Flood Series: Flood Compliance Beyond the Basics
<b>Feb 3 2021</b>	Calculating Cash Flow from S-Corporation & Partnership Tax Returns
<b>Feb 4 2021</b>	Red Flags in Residential Appraisal Compliance
<b>Feb 9 2021</b>	E-SIGN Series: 'No-Contact' Account Opening: E-SIGN Compliance
<b>Feb 10 2021</b>	Overdraft Hotspots Including Regulations, Lawsuits & Guidance
<b>Feb 11 2021</b>	ACH Tax Refunds: What Could Go Wrong?
<b>Feb 16 2021</b>	Remote Workforce Series: Work from Home Risks: How Compliance Can Limit Liability
<b>Feb 17 2021</b>	Determining Cash Flow from Personal Tax Returns Part 1: Form 1040, Schedules B & C
<b>Feb 18 2021</b>	New Security Officer Training: Industry Standards & Best Practices
<b>Feb 22 2021</b>	New ATR & QM Rule Changes Effective July 1, 2021
<b>Feb 23 2021</b>	The Top 10 ACH Exception Handling Questions
<b>Feb 24 2021</b>	The Board's Role in Cyber Security Risk
<b>Feb 25 2021</b>	Remote Workforce Series: Security Compliance for Work from Home Staff
<b>Mar 1 2021</b>	FDCPA Changes Round 2: 12/18/2020 Final Rule on Fair Debt Collection Practices Act
<b>Mar 2 2021</b>	Flood Series: Flood Forms Line-by-Line
<b>Mar 3 2021</b>	Advanced BSA Officer Training: In-Depth Risk Issues & Difficult Situations
<b>Mar 4 2021</b>	Determining Cash Flow from Personal Tax Returns Part 2: Schedules D, E & F
<b>Mar 8 2021</b>	ACH Rules Update 2021
<b>Mar 9 2021</b>	Safe Deposit Issues: Delinquency, Death & Abandonment
<b>Mar 10 2021</b>	Remote Workforce Series: Making Work from Home Effective
<b>Mar 11 2021</b>	SBA Lending Update 2021: Rule Changes & PPP FAQs
<b>Mar 16 2021</b>	Federal Requirements for Tech-Based Marketing: Websites, Social Media, Robo Calls & More
<b>Mar 17 2021</b>	Flood Series: Commercial Flood Insurance Regulations & Compliance
<b>Mar 18 2021</b>	E-SIGN Series: Virtual Loan Document Delivery & E-SIGN Compliance
<b>Mar 23 2021</b>	Legal Issues for Right of Setoff on Deposit Accounts & Loans
<b>Mar 24 2021</b>	Deposit Operations Update 2021
<b>Mar 25 2021</b>	Business Accounts: Who is Authorized to Open, Close, Transact?
<b>Mar 29 2021</b>	New Anti-Money Laundering Act: Key Provisions & BSA Implications
<b>Mar 30 2021</b>	Highlights of NCUA's 2021 Supervisory Priorities
<b>Mar 31 2021</b>	The Top 10 Reasons Consumers Leave Their Financial Institution
<b>Apr 5 2021</b>	Board Governance & Credit Union Liquidity Risk Management
<b>Apr 6 2021</b>	Remote Workforce Series: Moving to the Cloud: Remote Management of Risks to Member Data
<b>Apr 7 2021</b>	E-SIGN Series: The E-SIGN, BSA & CIP Compliance Trifecta

<b>Apr 8 2021</b>	Board Reporting: Requirements, Timing, Delivery Options, Risks & Concerns
<b>Apr 13 2021</b>	Collection Series: Regulatory Alphabet for Collections Compliance
<b>Apr 14 2021</b>	Reg CC Compliance & Review: Check Holds, Remote Deposit Capture & Reg D Changes
<b>Apr 15 2021</b>	New Time Limits for ACH Warranty Claims Effective June 30, 2021
<b>Apr 20 2021</b>	Global Cash Flow Analysis for Underwriters & Credit Analysts
<b>Apr 21 2021</b>	Commercial Loan: Workouts, Restructuring & Loss Mitigation
<b>Apr 22 2021</b>	Debit Cards 101
<b>Apr 26 2021</b>	2021 Cannabis Update: Legalization, Banking Issues & More
<b>Apr 27 2021</b>	Hot IRA Issues: Divorce, IRS Levies, Creditor Claims & Misunderstood Rules
<b>Apr 28 2021</b>	E-SIGN Series: E-SIGN Security & Fraud Detection
<b>Apr 29 2021</b>	Auditing Call Reports
<b>May 4 2021</b>	Current Trends in Cyber Crime & Payments Fraud
<b>May 5 2021</b>	Credit Analyst Series: Loan Stress Testing for the Credit Analyst
<b>May 6 2021</b>	Advanced Commercial Loan Documentation
<b>May 10 2021</b>	Residential Construction-Only & Construction-to-Permanent Lending: Compliance & FAQs
<b>May 11 2021</b>	Collection Series: Your Borrower Is Threatening Bankruptcy, Now What?
<b>May 12 2021</b>	HR Dos & Don'ts in a Virtual World
<b>May 13 2021</b>	5 Steps to Simplify Reg E Claims
<b>May 17 2021</b>	Unpacking NCUA's Joint Ownership Rule: New-Found Flexibility on Share Accounts
<b>May 18 2021</b>	Developments in Mergers & Acquisitions
<b>May 19 2021</b>	Surviving a TRID Compliance Exam
<b>May 20 2021</b>	Residential Appraisal Reviews from Start to Finish
<b>May 25 2021</b>	Collection Series: The Virtual World of Collections
<b>May 26 2021</b>	Handling W-9s, W-8BENs & IRS Mismatches
<b>May 27 2021</b>	Marketing in 2021: Virtual Relationships & the New Consumer
<b>Jun 1 2021</b>	Handling Subpoenas, Summonses, Garnishments & Levies
<b>Jun 3 2021</b>	Call Report Fundamentals for New Preparers & Reviewers
<b>Jun 8 2021</b>	Financial Literacy Part 1: How to Identify 7 Credit Union Risks Using Financial Statements
<b>Jun 9 2021</b>	Collection Series: Troubled Debt Restructuring in the COVID Economy
<b>Jun 10 2021</b>	Introduction to SBA Lending
<b>Jun 14 2021</b>	UDAAP & Consumer Protection: Heightened Scrutiny Under a New Administration
<b>Jun 15 2021</b>	FinCEN SAR Advisory Update & Handling Increasing Fraud
<b>Jun 16 2021</b>	Wire Transfer Compliance: Domestic & International
<b>Jun 17 2021</b>	Credit Analyst Series: Advanced Financial Statement Analysis

**Jun 23 2021** Collection Series: Managing Mortgage Delinquency

**Jun 30 2021** e-Everything: Compliance in an Online Environment

**Jul 7 2021** Avoiding the Top 10 HELOC Compliance Mistakes

**Jul 8 2021** Business Writing Boot Camp, Including Critique of Your Own Writing Sample

**Jul 12 2021** Fair Credit Reporting Compliance

**Jul 13 2021** Capital Adequacy & Risk: Regulator Expectations for the Board

**Jul 14 2021** Legal Issues of Checks

**Jul 15 2021** Navigating Compliance Issues for Promotions, Bonuses, Contests & Sweepstakes

**Jul 20 2021** Collection Series: Chapter 7 & 13 Consumer Bankruptcies: Special Rules, Cramdowns & Risks

**Jul 21 2021** Regulation E Compliance with ACH Payments

**Jul 22 2021** Job-Specific BSA Series: Job-Specific BSA Training for Operations Staff

**Jul 28 2021** IRA Beneficiary Designations, Death Distributions & Required Minimum Distributions

**Jul 29 2021** Credit Analyst Series: Credit Fundamentals for the New Credit Analyst

**Aug 2 2021** Construction Loans: Cost Overruns, Delays & Occasional Disasters

**Aug 3 2021** Comparing Regulation E with Visa & Mastercard Rules

**Aug 4 2021** The TRID Dirty Dozen: Navigating the Landmines

**Aug 5 2021** New Accounts Series: Regulatory Alphabet for Deposit Accounts

**Aug 10 2021** New ACH Meaningful Modernization Rules Effective September 17, 2021

**Aug 11 2021** Credit Analyst Series: Debt Service Coverage Calculations in Underwriting

**Aug 12 2021** Handling POAs & Living Trust Documents on Deposit Accounts & Loans

**Aug 16 2021** Credit Risk Management First Aid Kit

**Aug 17 2021** Record Retention: What to Keep and Why!

**Aug 18 2021** Critical CIP & CDD Issues: Compliance, Beneficial Ownership & FAQs

**Aug 19 2021** Maximizing Cyber Security Soundness & Minimizing Incidents

**Aug 24 2021** Financial Literacy Part 2: How to Interpret Key Ratios, Risks & Reporting

**Aug 25 2021** Survey Says! The Top 10 Reasons Businesses Move Their Accounts

**Aug 26 2021** Job-Specific BSA Series: Job-Specific BSA Training for the Frontline

**Aug 30 2021** Loan Underwriting 101: Interviewing, Credit Reports, Debt Ratios & Regulation B

**Aug 31 2021** Dealing with Difficult Members: 5 Foolproof Techniques

**Sep 1 2021** Call Report Loan Classifications & Basic Lending Schedules

**Sep 2 2021** Dormant Accounts, Unclaimed Property & Escheatment

**Sep 8 2021** New Accounts Series: 20 Legal Types of Accounts: Ownership, Documentation & CIP

**Sep 9 2021** ACH Payment Reclamations & Garnishments

**Sep 13 2021** Effective Management of Credit Report Disputes: ACDVs, AUDs & Joint Credit

<b>Sep 14 2021</b>	Job-Specific BSA Series: Job-Specific BSA Training for Lenders
<b>Sep 15 2021</b>	Completing the CTR Line-by-Line
<b>Sep 16 2021</b>	Fiduciary Responsibilities of New & Experienced Directors
<b>Sep 20 2021</b>	Foreclosure & Repossession Compliance & Limitations
<b>Sep 21 2021</b>	Bankruptcy for Lenders: Chapter 11 & Subchapter V, The Small Business Reorganization Act
<b>Sep 22 2021</b>	New Accounts Series: Business Account Documentation
<b>Sep 23 2021</b>	Hot Topics in Social Media Engagement for Credit Unions
<b>Sep 28 2021</b>	HMDA Reporting Part 1: Application Basics
<b>Sep 29 2021</b>	Understanding TRID Tolerance Cures
<b>Sep 30 2021</b>	Conducting In-House Evaluations: Guidance, Rules & Technological Tools
<b>Oct 5 2021</b>	Strategic Planning for Credit Unions
<b>Oct 6 2021</b>	SAR Decision-Making
<b>Oct 7 2021</b>	New Accounts Series: Opening Accounts for Nonprofit Organizations
<b>Oct 12 2021</b>	Required Compliance for Commercial Loans Secured by Real Estate
<b>Oct 13 2021</b>	Denied Loan Requirements A to Z
<b>Oct 14 2021</b>	Notary Compliance, Including Virtual Notarization
<b>Oct 19 2021</b>	Top 10 IRA Rollover Mistakes
<b>Oct 20 2021</b>	Reg E Investigation & Requirements for Debit Card Error Resolution
<b>Oct 21 2021</b>	Job-Specific BSA Series: Job-Specific BSA Training for Senior Management & Directors
<b>Oct 26 2021</b>	Proven Prospect-to-Member Sales Techniques
<b>Oct 27 2021</b>	New Accounts Series: Adverse Action at Account Opening: Reporting & Documentation
<b>Oct 28 2021</b>	HMDA Reporting Part 2: Collecting Demographic Information
<b>Nov 2 2021</b>	Robbery Prevention, Response & Resilience
<b>Nov 3 2021</b>	Mastercard Debit Card Chargebacks
<b>Nov 4 2021</b>	Board Secretary Training: Documenting Minutes, Corrections & Disagreements
<b>Nov 9 2021</b>	The FFIEC's 13 Exam Objectives for Business Continuity & Resilience
<b>Nov 10 2021</b>	New Accounts Series: Opening Accounts for Nonresident Aliens
<b>Nov 11 2021</b>	HMDA Reporting Part 3: Commercial Lending Issues
<b>Nov 16 2021</b>	Completing the SAR Line-by-Line
<b>Nov 17 2021</b>	Seven Keys to Effective Succession Planning
<b>Nov 18 2021</b>	1099 Reporting: Foreclosures, Repossessions & Debt Settlements
<b>Nov 30 2021</b>	IRA Overview: Traditional, Roth & SEP Plans
<b>Dec 1 2021</b>	Your Depositor Has Died: Actions to Take, Mistakes to Avoid
<b>Dec 7 2021</b>	The Legal Side of Remote Deposit Capture: Risks & Liability

<b>Dec 8 2021</b>	Visa Debit Card Chargebacks
<b>Dec 9 2021</b>	Security Officer Reports to the Board: Timing, Contents & Requirements
<b>Dec 15 2021</b>	Commercial Loan Annual Credit Review