

Webinar Schedule

Apr 2 2018	Frontline Fundamentals Series: Delivering Member 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 24 2018	Consumer Loan Documentation
May 30 2018	Increasing Fee Income Without Raising Fees
Jul 18 2018	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
Aug 1 2018	Regulatory Relief Act (S. 2155): Changes & Impacts to Credit Unions
Aug 2 2018	ACH Rules & Responsibilities for RDFIs
Aug 3 2018	GDPR: What Is It & Should Your Financial Institution Be Concerned??
Aug 7 2018	CECL: Making Strategic Decisions Regarding Methodologies, Processes & Governance
Aug 8 2018	Commercial Loan Application Danger Zones
Aug 9 2018	Cyber Series: Expanding & Improving Your Required IT Risk Assessment Program
Aug 14 2018	Marketing Series: Advertising & the New Media Mix: What's Right for Your Credit Union?
Aug 15 2018	Final Preparation for CFPB's TRID Amendments, Effective October 1, 2018
Aug 16 2018	Fair Lending Comparative File Review
Aug 21 2018	Conducting the Annual Physical Security Review
Aug 22 2018	Stress Testing Your Loan Portfolio: Regulatory Expectations & Enhancing Credit Risk Management
Aug 23 2018	New Accounts Series: Opening Minor Accounts: Signature Cards, Access, Ownership
Aug 28 2018	When ACH Fraud Occurs: ODFI & RDFI Responsibilities & Liabilities
Aug 29 2018	Managing Provisional Credit Under Reg E
Aug 30 2018	Compliance Series: Regulatory Requirements for the Board & Senior Management
Sep 5 2018	Imaged Documents & Checks: Regulations & Legal Concerns
Sep 6 2018	Complying with Reg Z Rules for HELOCs: Disclosure, Documentation, Statements & Maintenance
Sep 10 2018	How to Originate & Onboard a New ACH Business: Set Up, Risk Assessment, Registry, Audit & Third-Party Senders
Sep 11 2018	New BSA Officer Training: Requirements & Real-Life Scenarios
Sep 12 2018	Placing Reg CC Holds Compliantly & With Confidence: Clarifying the Confusion
Sep 13 2018	Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures
Sep 17 2018	Handling Business Account Transactions: Dos, Don'ts & Best Practices

Sep 18 2018 Director Series: Board Governance Essentials

Sep 19 2018 Consumer Debt Series: Maximizing Recoveries on Charged-Off Loans

Sep 20 2018 Marketing Series: Measuring the ROI of Your Digital Marketing Strategy

Sep 24 2018 HMDA Reporting: Lessons Learned, Common Mistakes & FAQs

Sep 25 2018 Vendor Outsourcing: Due Diligence, Contracts, Risks & Oversight

Sep 26 2018 Managing the Employment Termination Process: Before, During & After

Sep 27 2018 Compliance Officer Training: Risk Assessments, Monitoring & Testing

Sep 28 2018 REACT □ ESCAPE □ SURVIVE Preparing Your Institution & Staff for an Active-Shooter Incident

Oct 2 2018 Call Report Series: Call Reports & Financial Statements & Schedules B-E

Oct 3 2018 Proper Preparation of the TRID Loan Estimate & Closing Disclosure

Oct 4 2018 The Fair Labor Standards Act: Dos & Don'ts of Exempt & Nonexempt Pay Issues

Oct 9 2018 Cyber Series: Cyber Threats: Prevention, Detection & Response

Oct 10 2018 Mortgage Lender Training Part 2: Mortgage Life-of-Loan: Processing, Underwriting & Notices

Oct 11 2018 New Accounts Series: Opening Accounts for Nonresident Aliens

Oct 15 2018 Handling Subpoenas, Summonses, Garnishments & Levies

Oct 16 2018 IRA Series: IRA Conversions, Recharacterizations & Excess Contributions

Oct 17 2018 Payment Systems Rules & Regulations for ACH, Cards, Wires & Checks

Oct 18 2018 Understanding Title Insurance Policies, Commitments & ALTA Endorsements

Oct 22 2018 Stop Payment Versus Written Statement of Unauthorized Debit (WSUD): Which Is It?

Oct 24 2018 Member Business Lending: Risks, Rewards, Controls & Common Mistakes

Oct 25 2018 Best Practices for a Successful Internal Audit

Oct 29 2018 New HMDA Partial Exemption: Analysis, Implementation & Answers

Oct 30 2018 Analyzing Common TRID Compliance Violations

Oct 31 2018 Compliance Series: Job-Specific Compliance Training for Deposit Operations

Nov 1 2018 Form 1099 Reporting: Third-Party Vendors, Foreclosures, Debt Forgiveness & More

Nov 5 2018 Board Secretary Basics: Agendas, Meeting Records & Board Package Assembly

Nov 6 2018 ACH Liabilities & Warranties for ODFIs: Reducing Your Exposure

Nov 7 2018 Consumer Debt Series: Proper Repossession, Notice & Sale of Non-Real Estate Collateral

Nov 8 2018 Lending to Churches & Other Nonprofit Organizations

Nov 13 2018 Mortgage Lender Training Part 3: Mortgage Life-of-Loan: Decision-Making, Appraisals, Post-Closing Requirements

Nov 14 2018 Compliance Series: Robbery Preparedness: Requirements & Proven Strategies

Nov 15 2018 Identifying Red Flags in Board Reports

Nov 19 2018 Cash Management: How Sales, Operations & Technology Can Collaborate to Generate More Fee Income

Nov 20 2018 How to Obtain & Perfect a Security Interest in Unconventional Collateral

Nov 27 2018 Your Borrower Has Died: Actions to Take, Mistakes to Avoid

Nov 28 2018 IRA Series: Top 10 IRA Rollover Mistakes

Nov 29 2018 Managing & Mitigating Card-Not-Present Fraud

Dec 3 2018 Managing the Force-Placed Insurance Process

Dec 4 2018 Cyber Series: Compliance Questions & Issues in Deploying Mobile Remote Deposit Capture

Dec 5 2018 Auditing for HMDA Compliance, Including New Data Collection Rules

Dec 6 2018 Improving Teller Performance: Head Teller Development

Dec 10 2018 Filing the New SAR Form, Deadline January 1, 2019

Dec 11 2018 Call Report Series: Auditing Call Reports

Dec 12 2018 Dealing with Joint Signers in Consumer & Real Estate Lending

Dec 13 2018 Your Depositor Has Died: Actions to Take, Mistakes to Avoid

Dec 18 2018 Closing or Changing Deposit Accounts for Consumers & Businesses

Dec 19 2018 BSA Officer Reports to the Board

Dec 20 2018 Handling Government ACH Payment Returns & Reclamations

Jan 8 2019 Teller Training Series: Compliance Training for the Frontline

Jan 9 2019 Record Retention & Destruction Rules: Paper & Electronic

Jan 10 2019 Credit Analysis & Underwriting Series: Regulator Issues & Update for the Credit Analyst

Jan 14 2019 IRA & HSA 2019 Update, Including Tax Reform Considerations

Jan 15 2019 FFIEC Exam Procedures for Business Continuity

Jan 16 2019 2018 HMDA Submission Due March 1, 2019, Part 1: Identifying Reportable Loans, Data Integrity & FIG Analysis

Jan 22 2019 Successful Skip Tracing Techniques for Locating Borrowers & Recovering Collateral

Jan 23 2019 Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 1: Newly Revised Form 1040 & Schedules B & C

Jan 24 2019 2018 HMDA Submission Due March 1, 2019, Part 2: Requirements, Clearing Edits, Exempt Fields & More

Jan 29 2019 Real Estate Loan Collection Rules for Lenders & Mortgage Servicers

Jan 30 2019 Credit Analysis & Underwriting Series: Analyzing Financial Statements for the Credit Analyst

Jan 31 2019 Teller Training Series: Frontline Fraud Prevention: Stopping Fraud at the Teller Line

Feb 5 2019 Right of Setoff on Deposit Accounts & Loans: Legal Issues

Feb 6 2019 C-Suite Series: CAMELS Rating for Executives

Feb 7 2019 ACH Specialist Series: ACH Tax Refund Exceptions, Posting & Liabilities

Feb 12 2019 Teller Training Series: Risks & Precautions for Endorsements & Other Negotiable Instruments

Feb 13 2019 Board Reporting Series: Board Secretary Procedural & Compliance Responsibilities

Feb 14 2019 Prepaid Cards: Your Credit Union's Responsibilities Under the New Rules, Effective April 1, 2019

Feb 19 2019 Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 2: Schedules D, E & F

Feb 20 2019 Credit Analysis & Underwriting Series: Debt Service Coverage Calculations in Underwriting

Feb 21 2019 The New NIST Digital Identity Guidelines: Impact on Passwords, Security Questions & Account Lockouts

Feb 25 2019 Debit Card Chargebacks: Understanding Visa Claims Resolution

Feb 27 2019 ACH Specialist Series: ACH Dispute Resolution

Feb 28 2019 Flood Insurance Compliance Update & FAQs

Mar 4 2019 Banking Marijuana-Related Businesses

Mar 5 2019 C-Suite Series: Strategic Decisions Regarding CECL Methodologies, Processes & Governance

Mar 6 2019 Board Reporting Series: Essential Board Reporting: Requirements, Timing, Delivery Options, Risks & Concerns

Mar 7 2019 Federal Requirements for Tech-Based Marketing: Websites, Social Media, Robo Calls & More

Mar 11 2019 Teller Training Series: Cross Selling: The Key to Accountholder Satisfaction & Retention

Mar 12 2019 Synthetic ID Fraud: What It Is, How It Works & Real-Life Scenarios

Mar 13 2019 ACH Specialist Series: 2019 ACH Rules Update

Mar 14 2019 Debit Card Chargebacks: Understanding Mastercard Dispute Resolution

Mar 19 2019 Best Practices for Today's Credit Union Board

Mar 20 2019 Advanced BSA Officer Training: In-Depth Risk Issues & Difficult Situations

Mar 21 2019 Required Compliance for Commercial Loans Secured by Real Estate

Mar 25 2019 Handling Power of Attorney & Living Trust Documents on Deposit Accounts & Loans

Mar 26 2019 Board Reporting Series: Red Flags in Board Reports

Mar 27 2019 Credit Analysis & Underwriting Series: Global Cash Flow Analysis for Underwriters & Credit Analysts

Apr 1 2019 New Private Flood Insurance Rules Effective July 1, 2019: Policy, Procedures & Compliance

Apr 2 2019 Mobile Device Risks, Records & Compliance Rules: Managing Your BYOD & COPE Policies & Procedures

Apr 3 2019 UDAAP: Consumer Complaint Monitoring & Avoiding Harm

Apr 4 2019 C-Suite Series: Enterprise Risk Management: Three Key Risk Assessments

Apr 8 2019 Notary Essentials & Legalities

Apr 9 2019 Board Reporting Series: Security Officer Reports to the Board: Fulfilling Your Annual Requirement

Apr 10 2019 Teller Training Series: Accurately Completing the CTR Line-by-Line

Apr 16 2019 Loan Underwriting 101: Interviewing, Credit Reports, Debt Ratios & Regulation B

Apr 17 2019 Consumer Collection Series: Your Borrower Filed Bankruptcy, Now What?

Apr 18 2019 ACH Specialist Series: Liability with ACH Death Notification Entries (DNEs) & Reclamations

Apr 23 2019	Top 20 Questions About Completing the TRID Loan Estimate & Closing Disclosure
Apr 24 2019	Escrow Account Compliance, Including Shortages, Surpluses & Deficiencies
Apr 25 2019	C-Suite Series: Asset Liability Management Strategies in a Rising Rate Environment
Apr 29 2019	Hacking the Weakest Link: The Role of Staff in Maintaining IT Security
Apr 30 2019	Call Report Series: Introduction to Call Report Loan Classifications
May 2 2019	Troubled Debt Restructuring: Identifying & Accounting for Impaired Loans
May 7 2019	Developing & Delivering an Effective Loan Presentation
May 9 2019	BSA Series: Job-Specific BSA Training for Lenders
May 13 2019	Accurately Completing the SAR Line-by-Line
May 14 2019	Fair Lending Examinations: Increased Scrutiny, New Methodologies & False Positives
May 15 2019	Teller Training Series: Managing Dual Control & Cash Limits
May 16 2019	Hot Issues in Cyber Compliance
May 20 2019	ACH Specialist Series: Top 10 Ways to Mitigate ACH Payment Risk
May 21 2019	Evaluating Collateral & Personal Guarantees for Loan Repayment
May 22 2019	Consumer Collection Series: Repossession Practices, Compliance & Limitations
May 23 2019	Supervisory Committees: Understanding Expectations & Avoiding Landmines
May 29 2019	ACH Specialist Series: ACH Stop Payments vs. Unauthorized Extended Returns: Know the Difference
May 30 2019	Military Lending Act & SCRA: Compliance & Lessons Learned
Jun 3 2019	Untangling Complex RDFI Challenges
Jun 4 2019	Mortgage Lending Hot Spots Series: Construction-Only & Construction-to-Permanent Lending
Jun 5 2019	BSA Series: Job-Specific BSA Training for Operations
Jun 6 2019	Handling Dormant Accounts, Unclaimed Property & Escheatment
Jun 10 2019	Financial Literacy Fundamentals for New Directors: Financial Statements, Key Ratios & How to Monitor Your Credit Union
Jun 11 2019	Essential HR Recordkeeping from Hiring to Firing
Jun 13 2019	Call Report Series: Financial Accounting & Reporting
Jun 18 2019	Regulation E Series: Reg E Fundamentals
Jun 19 2019	Electronic Returned Items: Combating Fraud
Jun 20 2019	Consumer Collection Series: Effective Debt Collection Techniques & Strategies
Jun 24 2019	Complying with the 2019 SAR Cyber-Event Reporting Requirements
Jun 25 2019	BSA Series: Job-Specific BSA Training for the Board
Jun 26 2019	Card Data Security: PCI-DSS Risk, Readiness & Compliance
Jun 27 2019	Living, Grantor & Family Trust Accounts: Common Problems in Account Opening & Lending
Jul 1 2019	ALLL Supporting Documentation: Current Rules & Future Expectations Under CECL

Jul 2 2019 Managing Accounts & Records for Nonresident Aliens: Opening, Identifying, Monitoring & Tax Reporting

Jul 9 2019 Mortgage Lending Hot Spots Series: Surviving a TRID Compliance Exam

Jul 10 2019 FinCEN Guidelines on Reporting Elder Financial Exploitation

Jul 16 2019 IRA Series: Processing IRA Rollovers & Transfers

Jul 17 2019 BSA Series: Job-Specific BSA Training for the Frontline

Jul 18 2019 Regulation E Series: Legally Handling ATM & Debit Card Claims Under Regulation E

Jul 23 2019 Call Report Series: Call Report Preparation: Avoiding Common Errors

Jul 24 2019 Outsourcing Tech Services: Regulations, Examiner Expectations & Actions for Vendor Management

Jul 25 2019 What Are Those Business Tax Returns Telling Me?

Jul 30 2019 Opening Accounts Online: Rules, Risks & Best Practices

Jul 31 2019 Consumer Collection Series: 20 Common Mistakes in Consumer Collections

Aug 1 2019 IRA Series: IRA Reporting, Common Issues & Error Resolution

Aug 6 2019 Mortgage Lending Hot Spots Series: Adverse Action in Mortgage Lending: Compliance, Notices & Best Practices

Aug 7 2019 Official Demands Part 1: Handling Subpoenas, Summonses & Other Legal Process

Aug 8 2019 New Security Officer Training: Responsibilities, Best Practices & Skill-Building Tools

Aug 13 2019 Advanced Financial Literacy Update for New & Experienced Directors: ALM Primer & Financial Accounting & Risk Issues

Aug 14 2019 FFIEC Cyber Security Risk Assessments: Policy, Recent Findings & Recommendations

Aug 15 2019 E-Compliance Rules, Policies & Best Practices for Email, Web, Mobile & Social Media

Aug 20 2019 Regulation E Series: How to Handle Unauthorized Electronic Fund Transfers Under Reg E

Aug 21 2019 Call Report Series: The Financial Statement Audit Process

Aug 22 2019 Developing the Right Strategic Plan for Your Credit Union

Aug 27 2019 Opening Donation, Memorial & Other Accounts for Nonprofit Organizations & Corporations

Aug 28 2019 IRA Series: Top 10 Most Misunderstood IRA Issues: Turning Confusion into Confidence

Aug 29 2019 Effective Management of Credit Report Disputes: Completing ACDVs, AUDs & Correcting Joint Credit

Sep 4 2019 Official Demands Part 2: Handling Garnishments, Levies & Judgment Liens

Sep 5 2019 Auditing E-Policies & Procedures: Risks, Rules & Records

Sep 10 2019 Managing Minor Accounts: Withdrawals, Transfers, CDD, Closing & Best Practices

Sep 11 2019 Conducting the 2019 ACH Audit

Sep 12 2019 Mortgage Lending Hot Spots Series: Appraisal & Evaluation Guidance on Collateral Valuation

Sep 16 2019 New Compliance Officer Boot Camp

Sep 17 2019 IRA Series: Handling IRA Required Minimum Distributions & Roth Distributions

Sep 18 2019	Regulation E Series: Auditing for Reg E Compliance
Sep 19 2019	Emerging Trends & Developments in Online, Mobile & Digital Channels
Sep 24 2019	Mitigating a Data Breach: Forensics & Incident Response
Sep 25 2019	Hiring in the Digital Age: What Every HR Manager Needs to Know About Social Media
Sep 26 2019	What Directors Should Know About CECL, ALLL & the New Credit Impairment Standards
Oct 2 2019	New BSA Officer Training Part 1: Compliance, Risk Assessment, CTRs, Exemptions, Forms & Regulator Expectations
Oct 8 2019	Head Teller Training: Maximizing Teller Performance
Oct 9 2019	When a Depositor Dies: Legal Requirements, Practical Issues & FAQs
Oct 15 2019	Mortgage Lending Hot Spots Series: Demystifying Rules for TRID Tolerances
Oct 16 2019	Regulation E Series: Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation
Oct 17 2019	POD Account Documentation, Compliance, Beneficiaries & Closing
Oct 22 2019	Commercial Loan Annual Credit Review
Oct 23 2019	Medallion & Signature Guarantee Risks, Rules & Best Practices
Oct 24 2019	12 Key Elements of an Effective Digital Marketing Strategy
Oct 29 2019	Personal Accounts: Ownership, Authorization, Titling & Documentation
Oct 30 2019	1099 Reporting: Foreclosures, Repossessions & Debt Settlements
Oct 31 2019	New BSA Officer Training Part 2: Reviews, SARs, CDD, Technical Aspects & Real-Life Scenarios
Nov 5 2019	Year-End Compliance Checklist
Nov 6 2019	Top 10 Compliance Mistakes in Advertising
Nov 7 2019	Understanding & Navigating ACH Rules for ODFIs
Nov 12 2019	Regulation E Series: Provisional Credit Under Reg E: Rules, Best Practices & FAQs
Nov 13 2019	Closing or Changing Accounts for Consumers & Businesses
Nov 14 2019	Mortgage Lending Hot Spots Series: Uniform Residential Loan Application (URLA) Line-by-Line, Required February 1, 2020
Nov 19 2019	When a Borrower Dies: Rules, Procedures & Liabilities
Nov 20 2019	Robbery Preparedness: Meeting Your Annual Compliance Requirement
Nov 21 2019	BSA Special Risks: Policy, Law Enforcement & Regulator Issues
Dec 3 2019	ACH Error Resolution: Returns, Authorizations, WSUDs, Stop Payments & More
Dec 4 2019	Safe Deposit Issues: Delinquency, Death & Abandonment
Dec 5 2019	IRS Reporting Requirements: 1098s, 1099s, TINs & Backup Withholding
Dec 11 2019	Business Accounts: Who is Authorized to Open, Close, Transact?
Dec 12 2019	Dealing with Joint Signers in Consumer & Real Estate Lending
Dec 18 2019	Securing Collateral: How to Complete & File UCC-1 Financing Statements