

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 5 2018	Determining a Legal Entity for Purposes of Beneficial Ownership
Jul 10 2018	IRA Series: Understanding IRA Beneficiary Designations, Death Distributions & Required Minimum Distributions
Jul 11 2018	Handling Federal Benefit Payments: Protections, POAs, Delinquency & Death
Jul 12 2018	Auditing Your Loan Portfolio: Consumer, Commercial & Real Estate
Jul 16 2018	Electronic Business Records: Seven Steps for Effective & Compliant Management
Jul 17 2018	Marketing Series: Developing, Maintaining & Sustaining Brand Loyalty
Jul 18 2018	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
Jul 19 2018	Loan Review: Consumer, Commercial & Real Estate
Jul 25 2018	Director Series: Assessing Credit Risk for Directors
Jul 26 2018	Wire Transfer Security: Regulatory Guidance, Risk Management & Monitoring
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 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 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 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 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