

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
Jul 1 2019	Board Essentials
Aug 1 2019	The Dark Web & Your Credit Union: Impact, Risks, Strategy (complimentary)
Jan 1 2020	FastClass - Frontline Microlearning Modules
Jan 16 2020	Incorporating Diversity & Inclusion into Your HR Policies (complimentary)
Feb 6 2020	Diversity Self-Assessment: Regulatory Guidance & Best Practices
Feb 13 2020	Electronic & Imaged Documents: What to Keep, What to Destroy, What Holds Up in Court
Feb 20 2020	Harassment Claims in a #MeToo World (complimentary)
Sep 29 2020	Mastering Escrow: Analysis, Rules, Forms & Compliance
Dec 14 2020	Major Changes to Fair Debt Collection Practices Act
Jan 5 2021	Call Report 2021 Update, Including COVID's Impact & Top 10 Errors
Jan 6 2021	Uniform Residential Loan Application (URLA): Deadline March 1, 2021
Jan 12 2021	IRA & HSA Update: Key Considerations for 2021
Jan 13 2021	Remote Workforce Series: Creating or Revising Work from Home Policies
Jan 14 2021	2020 HMDA Submission Due March 1, 2021: Challenges & Best Practices
Jan 21 2021	Flood Series: Flood Insurance Rules, Best Practices & Liability
Jan 26 2021	Beginning BSA Officer: What You Need to Know on Day 1
Jan 27 2021	Remote Workforce Series: Work from Home Record Retention Rules
Feb 2 2021	Flood Series: Flood Compliance Beyond the Basics
Feb 4 2021	Red Flags in Residential Appraisal Compliance
Feb 9 2021	E-SIGN Series: 'No-Contact' Account Opening: E-SIGN Compliance
Feb 16 2021	Remote Workforce Series: Work from Home Risks: How Compliance Can Limit Liability
Feb 18 2021	New Security Officer Training: Industry Standards & Best Practices
Feb 23 2021	The Top 10 ACH Exception Handling Questions
Feb 24 2021	The Board's Role in Cyber Security Risk
Feb 25 2021	Remote Workforce Series: Security Compliance for Work from Home Staff
Mar 1 2021	FDCPA Changes Round 2: 12/18/2020 Final Rule on Fair Debt Collection Practices Act
Mar 2 2021	Flood Series: Flood Forms Line-by-Line

Mar 3 2021	Advanced BSA Officer Training: In-Depth Risk Issues & Difficult Situations
Mar 8 2021	ACH Rules Update 2021
Mar 9 2021	Safe Deposit Issues: Delinquency, Death & Abandonment
Mar 10 2021	Remote Workforce Series: Making Work from Home Effective
Mar 16 2021	Federal Requirements for Tech-Based Marketing: Websites, Social Media, Robo Calls & More
Mar 17 2021	Flood Series: Commercial Flood Insurance Regulations & Compliance
Mar 18 2021	E-SIGN Series: Virtual Loan Document Delivery & E-SIGN Compliance
Mar 25 2021	Business Accounts: Who is Authorized to Open, Close, Transact?
Mar 29 2021	New Anti-Money Laundering Act: Key Provisions & BSA Implications
Apr 6 2021	Remote Workforce Series: Moving to the Cloud: Remote Management of Risks to Member Data
Apr 7 2021	E-SIGN Series: The E-SIGN, BSA & CIP Compliance Trifecta
Apr 13 2021	Collection Series: Regulatory Alphabet for Collections Compliance
Apr 28 2021	E-SIGN Series: E-SIGN Security & Fraud Detection
May 4 2021	Current Trends in Cyber Crime & Payments Fraud
May 5 2021	Credit Analyst Series: Loan Stress Testing for the Credit Analyst
May 6 2021	Advanced Commercial Loan Documentation
May 10 2021	Residential Construction-Only & Construction-to-Permanent Lending: Compliance & FAQs
May 11 2021	Collection Series: Your Borrower Is Threatening Bankruptcy, Now What?
May 12 2021	HR Dos & Don'ts in a Virtual World
May 13 2021	5 Steps to Simplify Reg E Claims
May 17 2021	Unpacking NCUA's Joint Ownership Rule: New-Found Flexibility on Share Accounts
May 18 2021	Developments in Mergers & Acquisitions
May 19 2021	Surviving a TRID Compliance Exam
May 20 2021	Residential Appraisal Reviews from Start to Finish
May 25 2021	Collection Series: The Virtual World of Collections
May 26 2021	Handling W-9s, W-8BENs & IRS Mismatches
May 27 2021	Marketing in 2021: Virtual Relationships & the New Consumer
Jun 1 2021	Handling Subpoenas, Summonses, Garnishments & Levies
Jun 3 2021	Call Report Fundamentals for New Preparers & Reviewers
Jun 8 2021	Financial Literacy Part 1: How to Identify 7 Credit Union Risks Using Financial Statements
Jun 9 2021	Collection Series: Troubled Debt Restructuring in the COVID Economy
Jun 10 2021	Introduction to SBA Lending
Jun 14 2021	UDAAP & Consumer Protection: Heightened Scrutiny Under a New Administration
Jun 15 2021	FinCEN SAR Advisory Update & Handling Increasing Fraud

Jun 16 2021	Wire Transfer Compliance: Domestic & International
Jun 17 2021	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 9 2021	New Mortgage Servicing Rule Changes Effective August 31, 2021
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

Sep 14 2021 Job-Specific BSA Series: Job-Specific BSA Training for Lenders

Sep 15 2021 Completing the CTR Line-by-Line

Sep 16 2021 Liabilities & Responsibilities of New & Experienced Directors

Sep 20 2021 Real Estate Foreclosure Compliance & Limitations

Sep 21 2021 Bankruptcy for Lenders: Chapter 11 & Subchapter V, The Small Business Reorganization Act

Sep 22 2021 New Accounts Series: Business Account Documentation

Sep 23 2021 Hot Topics in Social Media Engagement for Credit Unions

Sep 28 2021 HMDA Reporting Part 1: Application Basics

Sep 29 2021 Understanding TRID Tolerance Cures

Sep 30 2021 Conducting In-House Evaluations: Guidance, Rules & Technological Tools

Oct 4 2021 New AML Act: Update, Impact, Insight

Oct 5 2021 Strategic Planning for Credit Unions

Oct 6 2021 SAR Decision-Making

Oct 7 2021 New Accounts Series: Opening Accounts for Nonprofit Organizations

Oct 12 2021 Required Compliance for Commercial Loans Secured by Real Estate

Oct 13 2021 Denied Loan Requirements A to Z

Oct 14 2021 Notary Compliance, Including Virtual Notarization

Oct 19 2021 Top 10 IRA Rollover Mistakes

Oct 20 2021 Reg E Investigation & Requirements for Debit Card Error Resolution

Oct 21 2021 Job-Specific BSA Series: Job-Specific BSA Training for Senior Management & Directors

Oct 26 2021 Proven Prospect-to-Member Sales Techniques

Oct 27 2021 New Accounts Series: Adverse Action at Account Opening: Reporting & Documentation

Oct 28 2021 HMDA Reporting Part 2: Collecting Demographic Information

Nov 2 2021 Robbery Prevention, Response & Resilience

Nov 3 2021 Mastercard Debit Card Chargebacks

Nov 4 2021 Annual MLO Requirements & SAFE Act Compliance

Nov 4 2021 Board Secretary Training: Documenting Minutes, Corrections & Disagreements

Nov 8 2021 Countdown to New Debt Collection Rules: Deadline November 30, 2021

Nov 9 2021 The FFIEC's 13 Exam Objectives for Business Continuity & Resilience

Nov 10 2021 New Accounts Series: Opening Accounts for Nonresident Aliens

Nov 11 2021 HMDA Reporting Part 3: Commercial Lending Issues

Nov 15 2021	Opening & Managing Share Certificates
Nov 16 2021	Completing the SAR Line-by-Line
Nov 17 2021	Seven Keys to Effective Succession Planning
Nov 18 2021	1099 Reporting: Foreclosures, Repossessions & Debt Settlements
Nov 23 2021	How to Develop a Vaccination Policy
Nov 30 2021	IRA Overview: Traditional, Roth & SEP Plans
Dec 1 2021	Your Depositor Has Died: Actions to Take, Mistakes to Avoid
Dec 6 2021	Finding Lost Borrowers: The New World of Skip Tracing
Dec 7 2021	The Legal Side of Remote Deposit Capture: Risks & Liability
Dec 8 2021	Visa Debit Card Chargebacks
Dec 9 2021	Security Officer Reports to the Board: Timing, Contents & Requirements
Dec 13 2021	Opening Multi-Tiered Business Accounts
Dec 14 2021	Are You Prepared for CECL?
Dec 15 2021	Commercial Loan Annual Credit Review
Jan 4 2022	ACH Series: Quick Start Guide to ACH for the Frontline
Jan 5 2022	Head Teller Development: Improving Teller Performance
Jan 6 2022	A Year in the Life of a Compliance Officer
Jan 10 2022	Call Report Series: Call Report Update & Top 10 Errors
Jan 11 2022	New Employee Required Training
Jan 12 2022	Deposit Ops Series: Interest Reporting for Nonresident Aliens: Foreign & US Taxpayer ID Numbers
Jan 13 2022	A Cookie Diet: Privacy, Restricted Data Access & Building Online Visibility Beyond 2022
Jan 18 2022	2022 IRA & HSA Update: Staying Compliant
Jan 19 2022	Provisional Credit Under Reg E: Rules, Best Practices & FAQs
Jan 20 2022	Dealing with ACH Tax Refunds: Exceptions, Posting & Liabilities
Jan 25 2022	Lending Regulatory Roundup: Avoiding Violations & Preparing for Changes
Jan 26 2022	2021 HMDA Submission Due March 1, 2022: Updates & Challenges
Jan 27 2022	Loan Documentation for All Legal Entities
Feb 1 2022	New Resources for Fighting Synthetic Identity Fraud
Feb 2 2022	The Impact of Evolving Marijuana Laws on Your Institution
Feb 3 2022	Converting a 1040 Personal Return to Cash Flow Part 1: Schedules B & C
Feb 7 2022	Onboarding: The New Normal
Feb 8 2022	BSA Officer Reports to the Board
Feb 9 2022	Understanding Systemic Risks & the New CAMELS Rating: Effective April 1, 2022
Feb 10 2022	ACH Series: The Green Book & Government Payments Explained

Feb 14 2022	Lending on Low Income Housing Tax Credit Projects
Feb 15 2022	Deep Dive into Force-Placed Flood Insurance
Feb 16 2022	Deposit Ops Series: Writing New Account Procedures
Feb 17 2022	High-Risk Cash-Intensive Businesses: Managing & Monitoring
Feb 22 2022	Lending to Tenants-in-Common Projects
Feb 23 2022	Advertising Compliance
Feb 24 2022	Converting a 1040 Personal Return to Cash Flow Part 2: Schedules D, E & F
Mar 1 2022	Appraisal Requirements: A Comprehensive Regulatory Summary
Mar 2 2022	BSA Exam Manual Update: Identifying & Mitigating BSA Risks
Mar 3 2022	2022 Supervisory Priorities Explained
Mar 8 2022	ACH Series: 2022 ACH Rules Update, Including Faster Payments
Mar 9 2022	Deposit Ops Series: Opening Accounts Online: CIP, CDD, Documentation & More
Mar 10 2022	Board-Approved Policies: Tools to Streamline Your Process
Mar 15 2022	ACH for P2P Transfers: Perils & Protections
Mar 16 2022	Writing Teller Procedures
Mar 17 2022	Real Estate Escrow Accounts & Flood Insurance
Mar 22 2022	Breaking Down the Anti-Money Laundering Act & Preparing for Impact
Mar 23 2022	Fair Lending Cornerstones: Best Practices & Current Agency Guidance
Mar 24 2022	20 Common Mistakes in Consumer Collections
Mar 30 2022	An In-Depth Look at Regulation Z's Amended Qualified Mortgage (QM) Rule
Mar 31 2022	Top 25 Safe Deposit Compliance Issues
Apr 5 2022	Call Report Series: Introduction to Call Reporting
Apr 6 2022	Frontline Series: Minor Accounts: Ownership, CIP, Access, Changes & Transactions
Apr 7 2022	Deposit Ops Series: Payment Systems Bootcamp
Apr 11 2022	Converting Accrual Statements into Cash Flow
Apr 12 2022	Surviving a BSA Exam: Recent Hot Spots
Apr 13 2022	ACH Series: ACH Origination: Internal, Loans, Transfers & More
Apr 14 2022	The Latest in Social Engineering Attacks – How to Protect Against Complex Threats
Apr 19 2022	IRA & HSA: 2022's Hottest Issues & Answers
Apr 20 2022	Writing Effective Credit Memos & Loan Narratives
Apr 21 2022	Board-Level Policies: What Is Required & Why
Apr 26 2022	Compliance Training for the Frontline
Apr 27 2022	Maximizing the New Field of Membership Rules
Apr 27 2022	DEI: Keeping It Compliant

Apr 28 2022	Ag Lending Compliance
May 3 2022	BSA Compliance for Commercial Accounts: Beneficial Ownership & Beyond
May 5 2022	Frontline Series: Maintaining Consumer Accounts: Adding Names, Changing Names, Removing Owners, Changing Product Types & More
May 11 2022	ACH Series: Decoding ACH Return Reason Codes
May 12 2022	Reducing Mortgage Delinquency: Proactive Protection of the Bottom Line
May 16 2022	Construction Loan Nuts & Bolts: Documentation, Sample Scenarios & Avoiding Errors
May 17 2022	Building a Successful Cross-Selling Platform
May 18 2022	Deposit Ops Series: Handling Trusts & Other Fiduciary Accounts
May 24 2022	Consumer Lending Series: Consumer Underwriting 101: From Application to Approval
May 25 2022	Enhanced Due Diligence & Risk Assessment of ACH Customers
May 26 2022	Financial Literacy Fundamentals for New Directors: Financial Statements, Key Ratios & How to Monitor Your Credit Union
Jun 1 2022	When a Business Owner Dies, Sells, or Delegates Authority
Jun 2 2022	Faster Payments Basics
Jun 7 2022	Understanding Your Credit Union's Audit Report
Jun 8 2022	Measure It to Manage It: Understanding Analytics & How to Determine Online Success
Jun 9 2022	ACH Series: Electronic Payment Fraud: When Is Your Institution Liable?
Jun 14 2022	Decoding the Examination Process: 10 Essential Techniques to Thrive During Your Next Exam
Jun 15 2022	Frontline Series: Maintaining Business Accounts: Changing Principals, Changing Signers, Resolutions, Changing Products & More
Jun 21 2022	Consumer Lending Series: Consumer Lending Collateral Considerations & Documentation
Jun 22 2022	Identity Theft Red Flags & FACT Act Compliance
Jun 23 2022	Commercial Lending: Risks, Rewards, Controls & Common Mistakes
Jun 29 2022	Mortgage Loan Origination: Critical Timing Requirements
Jun 30 2022	Overdrafts Under Fire: Clarifying the Confusion
Jul 6 2022	Record Retention in the Digital Age: What to Keep, When to Destroy, What Holds Up in Court?
Jul 7 2022	Countdown to ATR/QM Changes Effective October 1, 2022: Preparing Policies & Processes
Jul 12 2022	Vendor Due Diligence & Effective Vendor Management
Jul 13 2022	Deposit Ops Series: Deposit Operations Comprehensive Compliance, Including BSA
Jul 14 2022	Consumer Lending Series: Proper Repossession, Notice & Sale of Non-Real Estate Collateral
Jul 18 2022	Call Report Series: Advanced Lending Schedules: Commercial Loans, Indirect Loans, CARES Act Loan Modifications & More
Jul 19 2022	Advanced Beneficiary & RMD Considerations
Jul 20 2022	Powers of Attorney In-Depth: Good Faith, Fraud & Fiduciary Capacity

Jul 21 2022	Things That Keep Boards Up at Night
Jul 25 2022	Record Retention Rules for Zoom, Microsoft Teams, Slack & Other E-Collaboration Platforms
Jul 26 2022	Elevating Your Fraud Prevention Strategies
Jul 28 2022	Frontline Series: Checking Account Signature Cards: CIP, IRS & Disclosures
Aug 3 2022	CDD: Creating an Effective Program from the Frontline to the Backroom
Aug 4 2022	Securing Collateral Part 1: Forms UCC-1 & 3: Filing, Perfection, Amending & Terminating
Aug 9 2022	Advanced Financial Literacy for New & Experienced Directors: ALM Primer & Financial Accounting & Risk Issues
Aug 10 2022	E-SIGN Act: Electronic Loan Document Delivery
Aug 11 2022	Characteristics of Strong Risk Assessments: Tools to Monitor & Report Results
Aug 16 2022	Mission TRID: Overcoming Examiner-Cited Mistakes
Aug 17 2022	WSUD vs. Stop Payment: Definitions, Differences, Compliance
Aug 18 2022	Managing Zoom, Microsoft Teams, Slack & Other Collaboration Platforms with Effective E-Policies
Aug 23 2022	Maximizing Recoveries on Charged-Off Loans
Aug 24 2022	Adding the "Wow Factor" to Credit Analysis
Aug 25 2022	Frontline Series: Reg CC Check Hold Requirements & Funds Availability
Aug 30 2022	Compliance with E-SIGN, E-Statements & E-Disclosures
Aug 31 2022	The Way Forward to MORE Time: How to Manage Your Time, Instead of It Managing You
Sep 1 2022	Consumer Lending Series: Consumer Lending Regulatory Essentials: Fair Lending, UDAAP, Privacy & More
Sep 7 2022	Job-Specific BSA Training for Frontline
Sep 8 2022	When a Borrower Dies
Sep 13 2022	Traditional & Roth IRA Part 1: Eligibility, Contributions, Rollovers & Transfers
Sep 14 2022	Troubled Debt Restructuring: What Qualifies & Accounting for TDRs as Credit Improves
Sep 15 2022	Top 10 IT Frauds: Risks & Protection Strategies for Financial Institutions
Sep 20 2022	Securing Collateral Part 2: Purchase Money Security Interests: Taking Priority Over a Perfected Creditor
Sep 21 2022	Appraisal Reviews: Do You Know What to Look For?
Sep 22 2022	Merger Considerations Under the New Merger Rules: Who Gets What & When
Sep 27 2022	Avoiding UDAAP Claims, Errors & Penalties
Sep 28 2022	TRID: Recognizing a Changed Circumstance & Issuing a Revised Loan Estimate
Sep 29 2022	Frontline Series: Checks, Mobile Deposits, Substitute Checks: Indemnities, Endorsements & Timeframes
Oct 4 2022	Chapter 7 & 13 Consumer Bankruptcies: Special Rules, Cramdowns & Risks
Oct 5 2022	Are Safe Deposit Boxes on the Way Out?

Oct 6 2022	Reg E & the Electronic Fund Transfer Act
Oct 12 2022	Preparing for Examination Under the Mortgage Servicing Rules
Oct 13 2022	Images, Video, Audio: What's New & Next for Social Media Platforms?
Oct 18 2022	Traditional & Roth IRA Part 2: Distributions, Taxation, Withholding & Penalties
Oct 19 2022	Handling Reg E Disputes Confidently & Compliantly
Oct 20 2022	Call Report Series: Auditing Call Reports
Oct 25 2022	Handling Court-Ordered Accounts: Estates, Guardianships, Conservatorships & Bankruptcy
Oct 26 2022	Robbery Basics & Beyond
Oct 27 2022	Ability to Repay: Qualified Mortgages & TILA RESPA Disclosures
Nov 1 2022	Financial Accounting & Reporting
Nov 2 2022	Job-Specific BSA Training for Lenders
Nov 3 2022	SAR Filing Requirements: When, How & Why
Nov 8 2022	Form 1099 Reporting: Third-Party Vendors, Foreclosures, Debt Forgiveness & More
Nov 9 2022	IRS Reporting, B Notices, Fines & Penalty Letters
Nov 10 2022	Preparing for FedNow: Technology, Products, Services & More
Nov 10 2022	Financial Exploitation & Elder Fraud
Nov 15 2022	Social Media: Paid, Owned, Earned
Nov 16 2022	Mortgage Lending Compliance Overview
Nov 17 2022	BSA Essentials for the Board & Senior Management
Nov 30 2022	Best Practices for Performing Quality-Control Loan Reviews
Dec 1 2022	Board Secretary Procedural & Compliance Responsibilities
Dec 6 2022	Managing Your Mobile RDC Program
Dec 7 2022	When a Depositor Dies
Dec 8 2022	Reg E Requirements for Debit Card Error Resolution
Dec 13 2022	Consumer Account Documentation: Best Practices
Dec 14 2022	FedNow Risk Assessments & Fraud Controls