

Webinar Schedule

May 10 2017	Communicating in a Crisis: How to Protect Your Reputation & Brand
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 9 2019	BSA Series: Job-Specific BSA Training for Lenders
Jun 5 2019	BSA Series: Job-Specific BSA Training for Operations
Jun 17 2019	The Credit Union Difference
Jun 25 2019	BSA Series: Job-Specific BSA Training for the Board
Jul 1 2019	Board Essentials
Jul 17 2019	BSA Series: Job-Specific BSA Training for the Frontline
Aug 1 2019	The Dark Web & Your Credit Union: Impact, Risks, Strategy
Aug 6 2019	Mortgage Lending Hot Spots Series: Adverse Action in Mortgage Lending: Compliance, Notices & Best Practices
Sep 12 2019	Mortgage Lending Hot Spots Series: Appraisal & Evaluation Guidance on Collateral Valuation
Oct 24 2019	12 Key Elements of an Effective Digital Marketing Strategy
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 9 2019	Consumer Privacy: New Online & Mobile App Issues, GDPR, Reg P & Compliance
Dec 10 2019	Revisiting Reg CC Policies, Disclosures & Notices for Rule Changes Effective July 1, 2020
Dec 11 2019	Business Accounts: Who is Authorized to Open, Close, Transact?
Dec 12 2019	The Changing Face of BSA Administration: What BSA Officers & Management Must Know
Dec 16 2019	Marijuana HR Policy & Best Practices: Handling Employee Medical & Recreational Use
Dec 17 2019	Updated Flood Insurance Exam Procedures, Including Recent Private Flood Insurance Rules
Dec 18 2019	Securing Collateral: How to Complete & File UCC-1 Financing Statements
Jan 1 2020	FastClass - Frontline Microlearning Modules
Jan 7 2020	BSA High-Risk Members: Identifying, Enhanced Due Diligence & Monitoring
Jan 8 2020	Lending to Hemp Businesses, Including Recent USDA Interim Hemp Production Guidance
Jan 9 2020	Top 10 Issues for the 2019 HMDA Report: Due March 1, 2020
Jan 14 2020	Accounting Nightmares: TDRs, Foreclosed Assets, Investments & More

Jan 15 2020	Deposit Account Series: Compliance at Account Opening
Jan 16 2020	Incorporating Diversity & Inclusion into Your HR Policies
Jan 21 2020	Call Report Fundamentals for New Preparers & Reviewers
Jan 22 2020	Data-Driven Loan Pricing
Jan 23 2020	2020 IRA & HSA Update, Including IRA Provisions Under the SECURE Act
Jan 28 2020	Governance for Volunteers
Jan 29 2020	Advanced Issues in Dormant Accounts, Unclaimed Property & Escheatment
Jan 30 2020	Deposit Account Series: UCC 3 & 4 Check Issues: Stop Payments, Postdated, Stale-Dated & Endorsements
Feb 4 2020	Action Plan for Reg CC Rule Changes Effective July 1, 2020
Feb 5 2020	ACH Tax Refunds: Exceptions, Posting & Liabilities
Feb 6 2020	Diversity Self-Assessment: Regulatory Guidance & Best Practices
Feb 7 2020	Effective Time Mastery: Working Smarter, Not Harder
Feb 11 2020	Using the FPR to Improve Credit Union Performance
Feb 12 2020	Commercial Lending Series: Commercial Loan Documentation
Feb 13 2020	Electronic & Imaged Documents: What to Keep, What to Destroy, What Holds Up in Court
Feb 18 2020	Deposit Account Series: Banking Cannabis Businesses: Hemp, CBD, THC & More
Feb 19 2020	Qualifying Borrowers Using Personal Tax Returns Part 1: Form 1040 & Schedules B & C
Feb 20 2020	Harassment Claims in a #MeToo World
Feb 24 2020	Nonresident Aliens: New 2020 Tax Reporting Rules, CIP, CDD & More
Feb 25 2020	Deposit Account Series: Deposit Operations Update 2020
Feb 26 2020	Managing Force-Placed Mortgage & Auto Insurance
Feb 27 2020	HELOC Compliance: Disclosures, Documentation, Advertising, Amending & More
Mar 3 2020	Commercial Lending Series: Managing a Commercial Construction Loan: Start to Finish
Mar 4 2020	Appraisal Compliance Checklist, Including New Threshold Limits
Mar 5 2020	Understanding Marijuana Business Compliance for the Board
Mar 10 2020	Impact of Reg CC Rule Changes on ACH & RDC: Effective July 1, 2020
Mar 11 2020	Challenges Facing Supervisory Committees
Mar 12 2020	Common HMDA Violations & Challenges
Mar 17 2020	2020 ACH Rules Update, Including Emerging & Real-Time Payments
Mar 18 2020	Consumer Loan Flood Insurance Forms Line-by-Line
Mar 19 2020	Qualifying Borrowers Using Personal Tax Returns Part 2: Schedules D, E & F
Mar 20 2020	Pandemic Preparedness: Managing Coronavirus & Other Epidemics
Mar 23 2020	Get Ready for New ACH Return Code R11: Effective April 1, 2020

Mar 24 2020	Collecting SBA Loans: Critical Steps in Protecting the SBA Guaranty
Mar 25 2020	Deposit Account Series: Advanced New Account Issues: POAs, Trusts, Estates & More
Mar 26 2020	Commercial Lending Series: Commercial Flood Insurance Rules & Best Practices
Mar 30 2020	New Technology: Cash Recyclers, Pod Banking & Interactive ATMs
Mar 31 2020	Crisis Considerations for Annual & Board Meetings: Reschedule? Virtual? Cancel?
Apr 1 2020	New FMLA Families First Requirements for Paid Leave Effective April 1, 2020
Apr 2 2020	Commercial Lending Series: Commercial Loan Workouts, Restructuring & Loss Mitigation
Apr 6 2020	Financial Risk During Widespread Disruption: What the Board & Management Should Monitor
Apr 7 2020	Mastercard Dispute Resolution for Chargebacks
Apr 8 2020	Deposit Account Series: 10 Overdraft Hotspots, Including Regulations, Lawsuits & Guidance
Apr 9 2020	The CARES Act: Impact & Implications for Credit Unions
Apr 9 2020	Board Secretary Training: Documenting Board Training, Minutes, Corrections & More
Apr 13 2020	Interagency Statement on Loan Modifications: Working with Borrowers Impacted by COVID-19
Apr 14 2020	Establishing & Amending Traditional & Roth IRAs, Including COVID-19 & SECURE Act Impacts
Apr 15 2020	Advertising Compliance Part 1: Print, Radio & TV
Apr 16 2020	FCRA Compliance: From Delinquent Loans to New Hires
Apr 20 2020	Increasing Remote Services During & After the Pandemic
Apr 21 2020	Countdown to Reg CC Rule Changes Effective July 1, 2020
Apr 22 2020	New FFIEC Procedures & Pandemic Guidance for Business Continuity Management & Resilience
Apr 24 2020	BSA Compliance Requirements During the COVID-19 Challenge
Apr 28 2020	Advertising Compliance Part 2: Website, Online & Social Media
Apr 29 2020	Commercial Lending Series: Commercial Loans Secured by Real Estate
Apr 29 2020	Financial Scams, Fraud & Criminal Activity During COVID-19
Apr 30 2020	Consumer Bankruptcy: Compliance, Cramdowns & More
May 5 2020	E-SIGN for Lenders: Technicalities, Consumer Expectations & Risk
May 6 2020	Writing Compelling Credit Memos & Loan Narratives with Confidence
May 7 2020	New Uniform Residential Loan Application Beginning January 1, 2021: Updating Policies & Testing Readiness
May 11 2020	Demystifying TRID for Construction Loans Using the New CFPB Guides
May 12 2020	Leveraging BSA Controls for More Effective OFAC Compliance
May 13 2020	Commercial Lending Series: Analyzing Commercial Tax Returns: Forms 1065, 1120, 1120S & K-1s
May 14 2020	Visa Claims Resolution for Chargebacks
May 15 2020	Alert! Impact of Reg D Changes
May 19 2020	Updating Your CDD Program: Beneficial Ownership, Triggering Events & New SSN Verification

May 20 2020	Credit Reporting & Delinquent Accounts: Disputes, Revisions & Guidance
May 21 2020	Call Report Advanced Lending Schedules
May 27 2020	Branch Manager Guide to Success
May 28 2020	Growth & Transformation Series: Driving Engagement with Facebook, Twitter & Instagram
Jun 1 2020	Deadline July 1, 2020: HMDA Final Rule on Closed-End Loan Data Collection & Reporting
Jun 2 2020	TDRs: Defining, Examples, Financial Reporting & Best Practices
Jun 3 2020	Consumer Loan Underwriting Fundamentals: Interviews, Credit Reports, Compliance & Debt Ratios
Jun 4 2020	UCC Article 9: Perfection Pitfalls & Proper Enforcement
Jun 9 2020	Three Key Risk Assessments in Enterprise Risk Management
Jun 10 2020	Debit & Prepaid Card Compliance: Disclosures, Fee Changes & More
Jun 11 2020	Completing the TRID Loan Estimate Line-by-Line
Jun 15 2020	Credit Risk Management During a Pandemic
Jun 16 2020	Fair Lending Comparative File Review That Meets Regulator Expectations
Jun 18 2020	Handling ACH Exceptions & Returns
Jun 22 2020	Record Retention: What Documents Must Be Retained & For How Long?
Jun 23 2020	20 Common Mistakes in Consumer Collections
Jun 24 2020	Comparing Regulation E with Visa & Mastercard Rules
Jun 25 2020	Managing In-House Real Estate Evaluations
Jun 30 2020	Growth & Transformation Series: Digital Marketing Strategies: What's Working in 2020?
Jul 1 2020	Top 10 Consumer Loan Documentation Mistakes
Jul 7 2020	Annual Training for the Branch: BSA, Identity Theft & Regs CC, D, E & Truth in Savings
Jul 8 2020	Fraud by Channel Type: Check, Debit, Credit, ACH & Wire
Jul 9 2020	HR Compliance: Lessons Learned from Massive HR Failures
Jul 13 2020	Audit & COVID-19: A CFO Roadmap
Jul 14 2020	Completing the TRID Closing Disclosure Line-by-Line
Jul 15 2020	Growth & Transformation Series: Attracting Millennials: The Next Generation of Revenue
Jul 16 2020	HMDA: Still a Four-Letter Word?
Jul 20 2020	Regulation E Myth Busters
Jul 21 2020	Responding to Garnishment & Levy Demands
Jul 22 2020	Call Report Financial Statements B-E
Jul 23 2020	Boards Behaving Badly: Handling Unruly Directors
Jul 28 2020	Handling Consumer Complaints & Disputes
Jul 29 2020	Beneficial Ownership Rules for Business Accounts & Loans
Jul 30 2020	Lending to Self-Employed Borrowers

Aug 4 2020	Fundamentals of IRA Beneficiary Designations & Distributions, Including SECURE & CARES Act Implications
Aug 5 2020	Maximizing Recoveries on Charged-Off Loans
Aug 6 2020	Advanced CTR Training: Beyond the “Textbook”
Aug 11 2020	Growth & Transformation Series: Leveraging LinkedIn for Lenders
Aug 12 2020	Cyber Series: Layered Cybersecurity: Finding the Best Strategy for Your Credit Union
Aug 13 2020	Fair Lending & COVID-19: Strategies for Maintaining Compliance
Aug 18 2020	Collections & Right of Set Off in Commercial Lending
Aug 19 2020	Opening Business Accounts: Entities, Documentation, Authority & Regulatory Requirements
Aug 20 2020	Risk Officer Series: The 15 Worst Security Mistakes
Aug 25 2020	Liability with ACH Death Notification Entries (DNEs) & Reclamations
Aug 26 2020	Advanced IRA Beneficiary Issues: Death Distributions, Trusts & Successors, Including SECURE & CARES Act Implications
Aug 27 2020	Effective & Compliant Pre-Employment Background Checks
Sep 2 2020	Cutting-Edge Consumer Payments: Beyond PayPal & Venmo
Sep 3 2020	SAFE Act Compliance for Mortgage Loan Originators (MLOs)
Sep 9 2020	10 Lessons Learned When a Depositor Dies
Sep 10 2020	Cyber Series: Cybersecurity Assessment Tool 2.0 & GLBA Privacy
Sep 17 2020	Building the Best Possible Board Meeting: From Agenda to Action
Sep 22 2020	Avoiding Costly Mistakes in Calculating Debt Service Coverage
Sep 23 2020	UCC-1 & UCC-3 Financing Statements Line-by-Line: Filing, Amending & Renewing
Sep 24 2020	Ag Lending Compliance, Including Industrial Hemp
Sep 29 2020	Mastering Escrow: Analysis, Rules, Forms & Compliance
Sep 30 2020	FFIEC Requirements for a Remote Deposit Capture Risk Assessment
Oct 6 2020	Risk Officer Series: A Year in the Life of a Compliance Officer: Tips, Tools & Annual Requirements
Oct 7 2020	Managing Vendors: Due Diligence, Contracts, Tips & Tools
Oct 8 2020	Compliance with E-SIGN, E-Statements & E-Disclosures
Oct 14 2020	Regulatory Requirements for the Board: A Comprehensive Checklist
Oct 15 2020	Cyber Series: GLBA Security Expectations, Internal Controls & the Human Factor
Oct 20 2020	Legally Handling ATM & Debit Card Claims Under Regulation E
Oct 21 2020	Regulator Update for the Credit Analyst
Oct 22 2020	Banking & Lending to Cannabis Businesses: Clarifying the Confusion & Avoiding Pitfalls
Oct 27 2020	New URLA for a New Year! Prepare Now for a Smooth Transition
Oct 28 2020	Risk Officer Series: Advanced BSA Officer Training: Risk, Compliance & Real-Life Scenarios
Oct 29 2020	Cyber Series: Building & Sustaining a Cyber Intelligence Unit (CIU)

Nov 3 2020	Dissecting Loan Loss Reserves, Including CECL Expectations
Nov 4 2020	Recruiting & Retaining Millennials, Gen Z & Nexters
Nov 10 2020	IRS Reporting Essentials: Form 1099 & Beyond
Nov 11 2020	Year-End IRA Actions: Notifications, Reporting & Monitoring, Including SECURE Act & COVID Rule Changes
Nov 12 2020	Robbery: Critical Steps Before, During & After
Nov 16 2020	You're the New Board Secretary, Now What?
Nov 17 2020	10 Lessons Learned When a Borrower Dies
Nov 18 2020	Risk Officer Series: Risk Management Officer: Expectations & Responsibilities
Dec 1 2020	Using Notary & Corporate Seals Accurately
Dec 2 2020	Avoiding BSA Compliance Violations
Dec 3 2020	Annual Loan Review: Consumer, Commercial & Residential
Dec 8 2020	Top IRA SECURE Act & COVID Rule Changes for 2020 Tax Year
Dec 9 2020	Recent Reg CC Changes: Lessons Learned & Future Outlook
Dec 10 2020	Legal Issues Surrounding Subpoenas & Summonses
Dec 16 2020	Avoiding Loan Denial Mistakes