

# Webinar Schedule

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| <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>Aug 3 2018</b>  | GDPR: What Is It & Should Your Financial Institution Be Concerned??   |
| <b>Jan 8 2019</b>  | Teller Training Series: Compliance Training for the Frontline   |
| <b>Jan 10 2019</b> | Credit Analysis & Underwriting Series: Regulator Issues & Update for the Credit Analyst                     |
| <b>Jan 22 2019</b> | Successful Skip Tracing Techniques for Locating Borrowers & Recovering Collateral                           |
| <b>Jan 30 2019</b> | Credit Analysis & Underwriting Series: Analyzing Financial Statements for the Credit Analyst                |
| <b>Jan 31 2019</b> | Teller Training Series: Frontline Fraud Prevention: Stopping Fraud at the Teller Line                       |
| <b>Feb 5 2019</b>  | Right of Setoff on Deposit Accounts & Loans: Legal Issues   |
| <b>Feb 6 2019</b>  | C-Suite Series: CAMELS Rating for Executives  |
| <b>Feb 7 2019</b>  | ACH Specialist Series: ACH Tax Refund Exceptions, Posting & Liabilities                                     |
| <b>Feb 12 2019</b> | Teller Training Series: Risks & Precautions for Endorsements & Other Negotiable Instruments                 |
| <b>Feb 13 2019</b> | Board Reporting Series: Board Secretary Procedural & Compliance Responsibilities                            |
| <b>Feb 14 2019</b> | Prepaid Cards: Your Credit Union's Responsibilities Under the New Rules, Effective April 1, 2019            |
| <b>Feb 19 2019</b> | Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 2: Schedules D, E & F            |
| <b>Feb 20 2019</b> | Credit Analysis & Underwriting Series: Debt Service Coverage Calculations in Underwriting                   |
| <b>Feb 21 2019</b> | The New NIST Digital Identity Guidelines: Impact on Passwords, Security Questions & Account Lockouts        |
| <b>Feb 25 2019</b> | Debit Card Chargebacks: Understanding Visa Claims Resolution  |
| <b>Feb 27 2019</b> | ACH Specialist Series: ACH Dispute Resolution   |
| <b>Feb 28 2019</b> | Flood Insurance Compliance Update & FAQs  |
| <b>Mar 4 2019</b>  | Banking Marijuana-Related Businesses  |
| <b>Mar 5 2019</b>  | C-Suite Series: Strategic Decisions Regarding CECL Methodologies, Processes & Governance                    |
| <b>Mar 6 2019</b>  | Board Reporting Series: Essential Board Reporting: Requirements, Timing, Delivery Options, Risks & Concerns |
| <b>Mar 7 2019</b>  | Federal Requirements for Tech-Based Marketing: Websites, Social Media, Robo Calls & More                    |
| <b>Mar 11 2019</b> | Teller Training Series: Cross Selling: The Key to Accountholder Satisfaction & Retention                    |
| <b>Mar 12 2019</b> | Synthetic ID Fraud: What It Is, How It Works & Real-Life Scenarios  |
| <b>Mar 13 2019</b> | 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

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| <b>May 29 2019</b> | ACH Specialist Series: ACH Stop Payments vs. Unauthorized Extended Returns: Know the Difference                        |
| <b>May 30 2019</b> | Military Lending Act & SCRA: Compliance & Lessons Learned  |
| <b>Jun 3 2019</b>  | Untangling Complex RDFI Challenges   |
| <b>Jun 4 2019</b>  | Mortgage Lending Hot Spots Series: Construction-Only & Construction-to-Permanent Lending                               |
| <b>Jun 5 2019</b>  | BSA Series: Job-Specific BSA Training for Operations   |
| <b>Jun 6 2019</b>  | Handling Dormant Accounts, Unclaimed Property & Escheatment  |
| <b>Jun 10 2019</b> | Financial Literacy Fundamentals for New Directors: Financial Statements, Key Ratios & How to Monitor Your Credit Union |
| <b>Jun 11 2019</b> | Essential HR Recordkeeping from Hiring to Firing   |
| <b>Jun 12 2019</b> | Hemp Farming Act: CBD, FAQs & Impact on Financial Services   |
| <b>Jun 13 2019</b> | Call Report Series: Financial Accounting & Reporting   |
| <b>Jun 17 2019</b> | The Credit Union Difference  |
| <b>Jun 18 2019</b> | Regulation E Series: Reg E Fundamentals  |
| <b>Jun 19 2019</b> | Electronic Returned Items: Combating Fraud   |
| <b>Jun 20 2019</b> | Consumer Collection Series: Effective Debt Collection Techniques & Strategies  |
| <b>Jun 24 2019</b> | Complying with the 2019 SAR Cyber-Event Reporting Requirements   |
| <b>Jun 25 2019</b> | BSA Series: Job-Specific BSA Training for the Board  |
| <b>Jun 26 2019</b> | Card Data Security: PCI-DSS Risk, Readiness & Compliance   |
| <b>Jun 27 2019</b> | Living, Grantor & Family Trust Accounts: Common Problems in Account Opening & Lending                                  |
| <b>Jul 1 2019</b>  | Board Essentials   |
| <b>Jul 1 2019</b>  | ALLL Supporting Documentation: Current Rules & Future Expectations Under CECL  |
| <b>Jul 2 2019</b>  | Managing Accounts & Records for Nonresident Aliens: Opening, Identifying, Monitoring & Tax Reporting                   |
| <b>Jul 9 2019</b>  | Mortgage Lending Hot Spots Series: Surviving a TRID Compliance Exam  |
| <b>Jul 10 2019</b> | FinCEN Guidelines on Reporting Elder Financial Exploitation  |
| <b>Jul 16 2019</b> | IRA Series: Processing IRA Rollovers & Transfers   |
| <b>Jul 17 2019</b> | BSA Series: Job-Specific BSA Training for the Frontline  |
| <b>Jul 18 2019</b> | Regulation E Series: Legally Handling ATM & Debit Card Claims Under Regulation E                                       |
| <b>Jul 23 2019</b> | Call Report Series: Call Report Preparation: Avoiding Common Errors  |
| <b>Jul 24 2019</b> | Outsourcing Tech Services: Regulations, Examiner Expectations & Actions for Vendor Management                          |
| <b>Jul 25 2019</b> | What Are Those Partnership & S-Corp Tax Returns Telling Me?  |
| <b>Jul 30 2019</b> | Opening Accounts Online: Rules, Risks & Best Practices   |
| <b>Jul 31 2019</b> | Consumer Collection Series: 20 Common Mistakes in Consumer Collections   |
| <b>Aug 1 2019</b>  | The Dark Web & Your Credit Union: Impact, Risks, Strategy  |

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

**Aug 5 2019** Recent Reg CC Changes: Deadlines, Details, Compliance

**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** New ACH Return Reason Codes R11 & R17: Proper Use, Impact & Deadlines

**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 3 2019** SAR Hot Spots & New Guidance: Email Compromise, Hemp, Elder Abuse & More

**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

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| <b>Oct 16 2019</b> | Regulation E Series: Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation |
| <b>Oct 17 2019</b> | POD Account Documentation, Compliance, Beneficiaries & Closing  |
| <b>Oct 22 2019</b> | Commercial Loan Annual Credit Review  |
| <b>Oct 23 2019</b> | Medallion & Signature Guarantee Risks, Rules & Best Practices   |
| <b>Oct 24 2019</b> | 12 Key Elements of an Effective Digital Marketing Strategy  |
| <b>Oct 29 2019</b> | Personal Accounts: Ownership, Authorization, Titling & Documentation  |
| <b>Oct 30 2019</b> | 1099 Reporting: Foreclosures, Repossessions & Debt Settlements  |
| <b>Oct 31 2019</b> | New BSA Officer Training Part 2: Reviews, SARs, CDD, Technical Aspects & Real-Life Scenarios                    |
| <b>Nov 5 2019</b>  | Year-End Compliance Checklist   |
| <b>Nov 6 2019</b>  | Top 10 Compliance Mistakes in Advertising   |
| <b>Nov 7 2019</b>  | Understanding & Navigating ACH Rules for ODFIs  |
| <b>Nov 12 2019</b> | Regulation E Series: Provisional Credit Under Reg E: Rules, Best Practices & FAQs                               |
| <b>Nov 13 2019</b> | Closing or Changing Accounts for Consumers & Businesses   |
| <b>Nov 14 2019</b> | Mortgage Lending Hot Spots Series: Critical Timing Requirements in the Mortgage Lending Lifecycle               |
| <b>Nov 19 2019</b> | When a Borrower Dies: Rules, Procedures & Liabilities   |
| <b>Nov 20 2019</b> | Robbery Preparedness: Meeting Your Annual Compliance Requirement  |
| <b>Nov 21 2019</b> | BSA Special Risks: Policy, Law Enforcement & Regulator Issues   |
| <b>Dec 3 2019</b>  | ACH Error Resolution: Returns, Authorizations, WSUDs, Stop Payments & More                                      |
| <b>Dec 4 2019</b>  | Safe Deposit Issues: Delinquency, Death & Abandonment   |
| <b>Dec 5 2019</b>  | IRS Reporting Requirements: 1098s, 1099s, TINs & Backup Withholding   |
| <b>Dec 11 2019</b> | Business Accounts: Who is Authorized to Open, Close, Transact?  |
| <b>Dec 18 2019</b> | Securing Collateral: How to Complete & File UCC-1 Financing Statements  |