

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 30 2018	Increasing Fee Income Without Raising Fees
Jul 18 2018	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
Aug 3 2018	GDPR: What Is It & Should Your Financial Institution Be Concerned??
Sep 13 2018	Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures
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 12 2019 Hemp Farming Act: CBD, FAQs & Impact on Financial Services

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 Partnership & S-Corp 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 18 2019** Securing Collateral: How to Complete & File UCC-1 Financing Statements