

# 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>May 24 2018</b> | Consumer Loan Documentation   |
| <b>May 30 2018</b> | Increasing Fee Income Without Raising Fees  |
| <b>Jul 18 2018</b> | Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More     |
| <b>Aug 1 2018</b>  | Regulatory Relief Act (S. 2155): Changes & Impacts to Credit Unions   |
| <b>Aug 2 2018</b>  | ACH Rules & Responsibilities for RDFIs  |
| <b>Aug 3 2018</b>  | GDPR: What Is It & Should Your Financial Institution Be Concerned??   |
| <b>Aug 7 2018</b>  | CECL: Making Strategic Decisions Regarding Methodologies, Processes & Governance                                  |
| <b>Aug 8 2018</b>  | Commercial Loan Application Danger Zones  |
| <b>Aug 9 2018</b>  | Cyber Series: Expanding & Improving Your Required IT Risk Assessment Program                                      |
| <b>Aug 14 2018</b> | Marketing Series: Advertising & the New Media Mix: What's Right for Your Credit Union?                            |
| <b>Aug 15 2018</b> | Final Preparation for CFPB's TRID Amendments, Effective October 1, 2018   |
| <b>Aug 16 2018</b> | Fair Lending Comparative File Review  |
| <b>Aug 21 2018</b> | Conducting the Annual Physical Security Review  |
| <b>Aug 22 2018</b> | Stress Testing Your Loan Portfolio: Regulatory Expectations & Enhancing Credit Risk Management                    |
| <b>Aug 23 2018</b> | New Accounts Series: Opening Minor Accounts: Signature Cards, Access, Ownership                                   |
| <b>Aug 28 2018</b> | When ACH Fraud Occurs: ODFI & RDFI Responsibilities & Liabilities   |
| <b>Aug 29 2018</b> | Managing Provisional Credit Under Reg E   |
| <b>Aug 30 2018</b> | Compliance Series: Regulatory Requirements for the Board & Senior Management                                      |
| <b>Sep 5 2018</b>  | Imaged Documents & Checks: Regulations & Legal Concerns   |
| <b>Sep 6 2018</b>  | Complying with Reg Z Rules for HELOCs: Disclosure, Documentation, Statements & Maintenance                        |
| <b>Sep 10 2018</b> | How to Originate & Onboard a New ACH Business: Set Up, Risk Assessment, Registry, Audit & Third-Party Senders     |
| <b>Sep 11 2018</b> | New BSA Officer Training: Requirements & Real-Life Scenarios  |
| <b>Sep 12 2018</b> | Placing Reg CC Holds Compliantly & With Confidence: Clarifying the Confusion                                      |
| <b>Sep 13 2018</b> | Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures |
| <b>Sep 17 2018</b> | 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

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| <b>Nov 20 2018</b> | How to Obtain & Perfect a Security Interest in Unconventional Collateral  |
| <b>Nov 27 2018</b> | Your Borrower Has Died: Actions to Take, Mistakes to Avoid  |
| <b>Nov 28 2018</b> | IRA Series: Top 10 IRA Rollover Mistakes  |
| <b>Nov 29 2018</b> | Managing & Mitigating Card-Not-Present Fraud  |
| <b>Dec 3 2018</b>  | Managing the Force-Placed Insurance Process   |
| <b>Dec 4 2018</b>  | Cyber Series: Compliance Questions & Issues in Deploying Mobile Remote Deposit Capture                                  |
| <b>Dec 5 2018</b>  | Auditing for HMDA Compliance, Including New Data Collection Rules   |
| <b>Dec 6 2018</b>  | Improving Teller Performance: Head Teller Development   |
| <b>Dec 10 2018</b> | Filing the New SAR Form, Deadline January 1, 2019   |
| <b>Dec 11 2018</b> | Call Report Series: Auditing Call Reports   |
| <b>Dec 12 2018</b> | Dealing with Joint Signers in Consumer & Real Estate Lending  |
| <b>Dec 13 2018</b> | Your Depositor Has Died: Actions to Take, Mistakes to Avoid   |
| <b>Dec 18 2018</b> | Closing or Changing Deposit Accounts for Consumers & Businesses   |
| <b>Dec 19 2018</b> | BSA Officer Reports to the Board  |
| <b>Dec 20 2018</b> | Handling Government ACH Payment Returns & Reclamations  |
| <b>Jan 8 2019</b>  | Teller Training Series: Compliance Training for the Frontline   |
| <b>Jan 9 2019</b>  | Record Retention & Destruction Rules: Paper & Electronic  |
| <b>Jan 10 2019</b> | Credit Analysis & Underwriting Series: Regulator Issues & Update for the Credit Analyst                                 |
| <b>Jan 14 2019</b> | IRA & HSA 2019 Update, Including Tax Reform Considerations  |
| <b>Jan 15 2019</b> | FFIEC Exam Procedures for Business Continuity   |
| <b>Jan 16 2019</b> | 2018 HMDA Submission Due March 1, 2019, Part 1: Identifying Reportable Loans, Data Integrity & FIG Analysis             |
| <b>Jan 22 2019</b> | Successful Skip Tracing Techniques for Locating Borrowers & Recovering Collateral                                       |
| <b>Jan 23 2019</b> | Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 1: Newly Revised Form 1040 & Schedules B & C |
| <b>Jan 24 2019</b> | 2018 HMDA Submission Due March 1, 2019, Part 2: Requirements, Clearing Edits, Exempt Fields & More                      |
| <b>Jan 29 2019</b> | Real Estate Loan Collection Rules for Lenders & Mortgage Servicers  |
| <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  |

**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

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| <b>Apr 23 2019</b> | Top 20 Questions About Completing the TRID Loan Estimate & Closing Disclosure  |
| <b>Apr 24 2019</b> | Escrow Account Compliance, Including Shortages, Surpluses & Deficiencies   |
| <b>Apr 25 2019</b> | C-Suite Series: Asset Liability Management Strategies in a Rising Rate Environment                                     |
| <b>Apr 29 2019</b> | Hacking the Weakest Link: The Role of Staff in Maintaining IT Security   |
| <b>Apr 30 2019</b> | Call Report Series: Introduction to Call Report Loan Classifications   |
| <b>May 2 2019</b>  | Troubled Debt Restructuring: Identifying & Accounting for Impaired Loans   |
| <b>May 7 2019</b>  | Developing & Delivering an Effective Loan Presentation   |
| <b>May 9 2019</b>  | BSA Series: Job-Specific BSA Training for Lenders  |
| <b>May 13 2019</b> | Accurately Completing the SAR Line-by-Line   |
| <b>May 14 2019</b> | Fair Lending Examinations: Increased Scrutiny, New Methodologies & False Positives                                     |
| <b>May 15 2019</b> | Teller Training Series: Managing Dual Control & Cash Limits  |
| <b>May 16 2019</b> | Hot Issues in Cyber Compliance   |
| <b>May 20 2019</b> | ACH Specialist Series: Top 10 Ways to Mitigate ACH Payment Risk  |
| <b>May 21 2019</b> | Evaluating Collateral & Personal Guarantees for Loan Repayment   |
| <b>May 22 2019</b> | Consumer Collection Series: Repossession Practices, Compliance & Limitations   |
| <b>May 23 2019</b> | Supervisory Committees: Understanding Expectations & Avoiding Landmines  |
| <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 13 2019</b> | Call Report Series: Financial Accounting & Reporting   |
| <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>  | 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

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| <b>Sep 18 2019</b> | Regulation E Series: Auditing for Reg E Compliance   |
| <b>Sep 19 2019</b> | Emerging Trends & Developments in Online, Mobile & Digital Channels  |
| <b>Sep 24 2019</b> | Mitigating a Data Breach: Forensics & Incident Response  |
| <b>Sep 25 2019</b> | Hiring in the Digital Age: What Every HR Manager Needs to Know About Social Media                                      |
| <b>Sep 26 2019</b> | What Directors Should Know About CECL, ALLL & the New Credit Impairment Standards                                      |
| <b>Oct 2 2019</b>  | New BSA Officer Training Part 1: Compliance, Risk Assessment, CTRs, Exemptions, Forms & Regulator Expectations         |
| <b>Oct 8 2019</b>  | Head Teller Training: Maximizing Teller Performance  |
| <b>Oct 9 2019</b>  | When a Depositor Dies: Legal Requirements, Practical Issues & FAQs   |
| <b>Oct 15 2019</b> | Mortgage Lending Hot Spots Series: Demystifying Rules for TRID Tolerances  |
| <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: Uniform Residential Loan Application (URLA) Line-by-Line, Required February 1, 2020 |
| <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 12 2019</b> | Dealing with Joint Signers in Consumer & Real Estate Lending   |
| <b>Dec 18 2019</b> | Securing Collateral: How to Complete & File UCC-1 Financing Statements   |