

# Webinar Schedule

<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 5 2018</b>	Determining a Legal Entity for Purposes of Beneficial Ownership
<b>Jul 10 2018</b>	IRA Series: Understanding IRA Beneficiary Designations, Death Distributions & Required Minimum Distributions
<b>Jul 11 2018</b>	Handling Federal Benefit Payments: Protections, POAs, Delinquency & Death
<b>Jul 12 2018</b>	Auditing Your Loan Portfolio: Consumer, Commercial & Real Estate
<b>Jul 16 2018</b>	Electronic Business Records: Seven Steps for Effective & Compliant Management
<b>Jul 17 2018</b>	Marketing Series: Developing, Maintaining & Sustaining Brand Loyalty
<b>Jul 18 2018</b>	Consumer Debt Series: Reducing Consumer Loan & Collection Losses: Workouts, Forbearance, Restructuring & More
<b>Jul 19 2018</b>	Loan Review: Consumer, Commercial & Real Estate
<b>Jul 25 2018</b>	Director Series: Assessing Credit Risk for Directors
<b>Jul 26 2018</b>	Wire Transfer Security: Regulatory Guidance, Risk Management & Monitoring
<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

**Aug 29 2018** Managing Provisional Credit Under Reg E

**Aug 30 2018** Compliance Series: Regulatory Requirements for the Board & Senior Management

**Sep 5 2018** Imaged Documents & Checks: Regulations & Legal Concerns

**Sep 6 2018** Complying with Reg Z Rules for HELOCs: Disclosure, Documentation, Statements & Maintenance

**Sep 10 2018** How to Originate & Onboard a New ACH Business: Set Up, Risk Assessment, Registry, Audit & Third-Party Senders

**Sep 11 2018** New BSA Officer Training: Requirements & Real-Life Scenarios

**Sep 12 2018** Placing Reg CC Holds Compliantly & With Confidence: Clarifying the Confusion

**Sep 13 2018** Mortgage Lender Training Part 1: Life-of-Loan Reg B Requirements, Including Application, Monitoring & Disclosures

**Sep 17 2018** 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

<b>Nov 1 2018</b>	Form 1099 Reporting: Third-Party Vendors, Foreclosures, Debt Forgiveness & More
<b>Nov 5 2018</b>	Board Secretary Basics: Agendas, Meeting Records & Board Package Assembly
<b>Nov 6 2018</b>	ACH Liabilities & Warranties for ODFIs: Reducing Your Exposure
<b>Nov 7 2018</b>	Consumer Debt Series: Proper Repossession, Notice & Sale of Non-Real Estate Collateral
<b>Nov 8 2018</b>	Lending to Churches & Other Nonprofit Organizations
<b>Nov 13 2018</b>	Mortgage Lender Training Part 3: Mortgage Life-of-Loan: Decision-Making, Appraisals, Post-Closing Requirements
<b>Nov 14 2018</b>	Compliance Series: Robbery Preparedness: Requirements & Proven Strategies
<b>Nov 15 2018</b>	Identifying Red Flags in Board Reports
<b>Nov 19 2018</b>	Cash Management: How Sales, Operations & Technology Can Collaborate to Generate More Fee Income
<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

- 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 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 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 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 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 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 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
- 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 12 2019** Dealing with Joint Signers in Consumer & Real Estate Lending
- Dec 18 2019** Securing Collateral: How to Complete & File UCC-1 Financing Statements