



# Required Deposit Compliance Training for Frontline - Annual Training for CSRs (Webinar)

October 20, 2014 ☐ 3:30pm-5:00 pm

Is your frontline a compliance asset or liability? Let's make them a compliance asset. This regulatory review completes your bank's annual training requirements. It also helps the frontline understand that we can be fined and sued if we do not follow our regulatory responsibility. During the program, each regulation will spotlight the frontline issues and how to handle them. We will help your staff determine which regulation applies and what is our course of action. You will be amazed how focused training on frontline issues will take you from zero to hero with your regulators.

## Topics

- Regulation CC update on holds and disclosures
- Regulation E revisions and understanding your customer's rights on unauthorized access
- Regulation D - Six transaction limitations
- Regulation DD - Spotlight on disclosures and answering customer questions about rates and APY
- BSA - Annual training requirements plus CTRs, SARs and DOEP data fields
- Disclosures

## Who Should Attend

New accounts, customer service representatives, personal bankers, telephone call centers, training, branch operations, branch administration, branch managers, assistant branch managers.

## Webinar Speaker



**Debbie Crawford** is the President of gettechnical, Inc., a Baton Rouge-based firm, specializing in the education of banks and credit unions across the nation. Her 27+ years of banking and teaching experience began at Hibernia National Bank in New Orleans. She graduated from Louisiana State University with both her bachelor's and master's degrees. Deborah's specialty is in the deposit side of the financial institution where she teaches seminars on regulations, documentation, insurance and Individual Retirement Accounts.



# Required Deposit Compliance Training for Frontline - Annual Training for CSRs (Webinar)

October 20, 2014 ☐ 3:30pm-5:00 pm

## Registration Form

Please provide a contact name and email address for each telephone connection. Make copies if more connections are needed.

Name	Email Address
Connection 1. _____	_____
Connection 2. _____	_____
<b>Bank</b> _____	
Address _____	
City / State/ Zip _____	
Phone _____	Fax _____

### Payment Options

- Check ( Made payable to Louisiana Bankers Association)
- Visa     MasterCard     American Express

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name on Card (please print) \_\_\_\_\_ Signature \_\_\_\_\_

Billing Address: \_\_\_\_\_ Amount to be charged on card \$ \_\_\_\_\_

**Registration Fee**  
 \$165 per connection, LBA members  
 \$265 per connection, nonmembers

- I cannot participate in the live program. Please send me the recording.
- \$165 (LBA members)  
 \$265 (non-members)
- \*Recording and materials will be sent after the program

This training will be covered under SBET (Small Business Employee Training Program). Please provide an email address on the line below to receive the necessary documentation for reimbursement:

\_\_\_\_\_

**\*Please note: Recordings are not eligible for SBET finding.**

### **Registration Fee**

\$165 per connection, LBA members  
 \$265 per connection, nonmembers

### **Agenda**

3:30 p.m. Webinar Begins  
 5:00 p.m. Webinar Adjourns

**Submit registration and view rosters in the**

**Education Section of LBA's Website,**

**[www.lba.org](http://www.lba.org).**

Louisiana Bankers Association  
 5555 Bankers Avenue  
 Baton Rouge, LA 70808  
 225-387-3282  
 Fax 225-343-3159

**Webinar access codes will be sent to registrants with confirmation emails one week prior to session.**