



20 Compliance Tasks of the New Account Interview (Webinar)

May 1, 2017 ☐ 3:30pm - 5:00pm

Today it is so much more than opening an account and giving the customer a toaster. We have many deposit compliance rules to adhere to when opening deposit accounts and making that first contact with the customer. And yet, we have to do so in a way that is friendly, supportive and does not feel like an inquisition to the customer. In this webinar we will look at the compliance tasks that must be accomplished. We will look at how to ask these questions and handle the customer so that everyone feels good at the end of the interview.

What you will learn:

- The Customer Identification Program tasks in the New Account Interview
- The Due Diligence and Enhanced Due Diligence Tasks of the New Account Interview
- Unlawful internet gambling - who, when and what to do
- Risk Rating the customer
- Questions you should ask on the new money service business rules
- Marijuana Related Businesses
- Alerts and red flags on identity theft
- Adverse Action
- Disclosing the deposit regulations
- Any many more...



Who Should Attend

Training, Compliance Officers, new accounts representatives, sales, branch administration and branch managers.

Webinar Speaker



Deborah 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.



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Registration Form

Please make copies of this form if more connections are needed.

Connection 1

Connection 2

Mr./Mrs./Ms. _____	Mr./Mrs./Ms. _____
Bank _____	Bank _____
Email Address _____	Email Address _____
Branch Street Address _____	Branch Street Address _____
City, State, Zip _____	City, State, Zip _____
Phone _____	Phone _____
Fax _____	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 \$ _____

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

Registration Fee

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

**Submit registration and view rosters in the
Education Section of LBA's Website, www.lba.org.**

Agenda

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

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.**