



## 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.