



# Developing a Star Teller (Webinar)

March 6, 2017 ☐ 3:30pm - 5:00pm

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Service, technical and compliance skills are needed to develop the star in your institution. This webinar focuses on the compliance and technical skills your teller needs to be successful at his or her job. Today's environment is complex with increasing fraud and competition in the market place, so your teller needs to be ahead of the curve. Participants will also receive a Teller Handbook.

## What you will learn:

- Checks:
    - Endorsements
    - Stop Payments
    - Deceased Accounts
    - Post-dated checks
    - Business, personal and fiduciary checks
  - Holds:
    - Annual Regulation CC training
    - Policies and procedures for placing holds
    - Types of Holds
  - Security:
    - Fraud issues including kiting, postal money orders and treasury checks security features
  - Compliance:
    - CTRs line by line
    - Red Flags for money laundering annual training
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## Who Should Attend

Tellers, head tellers, cashiers, branch managers, branch administration, compliance and training staff.

## 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