



Teller Compliance Issues (Webinar)

January 8, 2018 ☐ 3:30pm - 5:00pm

*****Fulfills BSA and Reg CC Annual Training Requirements*****

This webinar focuses on the legal issues of checks outlined in signature cards under the uniform commercial code and the holds used on transaction accounts under Regulation CC. This informative webinar will review endorsements, ambiguous language on checks, stop payment orders, death issues, post-dated checks and the account holder's responsibilities in reviewing his or her statements. Your financial institution's best defense against fraud is the proper placement of holds on checks within Regulation CC's guidelines. We will review all schedules of next day items and local checks. Participants will receive materials including hold forms and worksheets.

What you will learn:

- How money moves
- Endorsements
- Contradictory terms
- Incomplete contracts
- Stop payment orders
- Stop payment orders on cashier's, certified and teller's checks
- Knowledge of death and action on checks after death
- Customer's duty to read statement
- Negligence issues and the customer's responsibility
- What is a transaction account
- What is a local check
- Next day items
- Case by case holds and exception holds
- Substitute checks
- Red Flags for Money Laundering
- CTRs

Who Should Attend

This webinar will benefit all head tellers, branch managers, branch administrators, compliance officers, training staff and others who manage or work the frontline.

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

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

Connection 2

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street 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 \$ _____

☐ 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.**