



Developing a Star Teller (Webinar)

July 29, 2020 ☐ 10:00am - 11:30am

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.

Webinar Registration:

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

Program Topics:

- 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

Payment Options:

Check (Made payable to Louisiana Bankers Association)
 Visa MasterCard American Express
Card Number _____
Expiration Date _____ Amount to be charged: _____
Name on Card (please print) _____
Signature _____
Billing Address: _____

Please check:

Registration Fees for LBA Members

- Live Webinar Connection \$165 per connection
- Webinar Recording \$165 per recording

Registration Fees for Non-Members

- Live Webinar Connection \$265 per connection
- Webinar Recording \$265 per recording

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 Accounts.

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**

Submit Registration and view rosters in the Education Section of the LBA's website, www.lba.org

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