



Required Deposit Compliance Training for Frontline - Annual Training for CSRs (Webinar)

October 20, 2014 ☐ 3:30pm-5:00 pm

Is your frontline a compliance asset or liability? Let's make them a compliance asset. This regulatory review completes your bank's annual training requirements. It also helps the frontline understand that we can be fined and sued if we do not follow our regulatory responsibility. During the program, each regulation will spotlight the frontline issues and how to handle them. We will help your staff determine which regulation applies and what is our course of action. You will be amazed how focused training on frontline issues will take you from zero to hero with your regulators.

Topics

- Regulation CC update on holds and disclosures
- Regulation E revisions and understanding your customer's rights on unauthorized access
- Regulation D - Six transaction limitations
- Regulation DD - Spotlight on disclosures and answering customer questions about rates and APY
- BSA - Annual training requirements plus CTRs, SARs and DOEP data fields
- Disclosures

Who Should Attend

New accounts, customer service representatives, personal bankers, telephone call centers, training, branch operations, branch administration, branch managers, assistant branch managers.

Webinar Speaker



Debbie 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.