



Common Check Scams Against Your Customer (Webinar)

March 29, 2021 ☐ 3:30pm - 5:00pm

Has your financial institution been hit by increased check fraud? Many institutions are suffering losses due to check fraud. A recent study by the Better Business Bureau discusses the significant increase in fake check fraud complaints over the last three years. This webinar will help your frontline protect your customer and your financial institution from common scams. We will look at holds and other defenses your institution has available and how to use them.

Program Topics:

- What are fake checks
- How do check scams work
- Who are fake check fraud victims
- Types of frauds that involve fake checks
- What are some of the check scam red flags
- How widespread are the scams
- Can you prevent or avoid check scams
- What do you do if you identify a check scam
- Regulation CC Holds
- Checking routing numbers
- **LA UCC statues on timing and fraud**

Who Should Attend:

Tellers, Head Tellers, Teller Managers, Deposit Operations, Security, Branch Staff, Training Staff, Compliance, Personal Bankers, Universal Bankers, Financial Service Representatives.

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.

Webinar Registration:

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

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

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.