



# Critical Issues on Handling Power of Attorney Documents (Webinar)

April 22, 2021  10:00am - 11:30am

Today, someone you have never met walks in with a power of attorney and demands to be added to your customer's accounts - a customer with hundreds of thousands of dollars with your bank. Your customer is elderly and has no children. Immediately, your mind jumps to thoughts of fraud and protecting your customer as you scramble to figure out what to do. This is when well written and thought out power of attorney procedures for your financial institution can keep you out of litigation and liability. We don't want to have to decide what to do in each case. We need to know our institution's procedures to protect the bank and the customer and begin to work those procedures so that we follow state law, our internal procedures and our signature card contract. This webinar will look at power of attorney "critical issues" and how to prevent your institution from making costly mistakes in handling these high-risk documents. We will also provide you with some guidance about what procedures you should have in place for handling POAs. As a bonus, you will receive a chart with your state law link and key components for your state's POA statute.

### Program Topics:

- Types of Powers of Attorney—Springing, durable, specific, military and other types of POAs
- New CFPB guidelines for POAs
- Specific types of powers of attorney on treasury checks
- State law issues on powers of attorney: Affidavits for Powers of Attorney, POAs accepting the job and recording of the Power of Attorney
- Durable versus nondurable powers of attorney—what is the risk?
- Can you have a POA on trusts, businesses, UTMA, Social Security Accounts, IRAs and other fiduciary relationships?
- What can a power of attorney do? Can a power of attorney make a loan? Open a safe deposit box? Sign a signature card? Remove an authorized signer?
- What happens when a POA tries to benefit his or herself such as naming his or herself as Joint WROS, or POD beneficiary?
- When a conservator is named by the court, does it bump a POA?
- How should powers of attorney endorse checks?
- Who do you run your Customer Identification Program on? Owner or Power of attorney?
- Can the financial institution set rules for powers of attorney and when should that be done?
- And much, much more...

### Who Should Attend:

This informative session is designed for New Accounts Representatives, Customer Service Representatives, Deposit Operations, Tellers, Branch managers and anyone who opens or manages deposit account relationships.

### 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 \_\_\_\_\_

### 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

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