



# How To Avoid Compliance Risks & Improve Your Overdraft Strategy (Webinar)

March 12, 2021 ☐ 10:00am - 11:00am

## When was the last time you reviewed your overdraft strategy?

Don't take any chances on regulatory and compliance expectations. Overdraft protection services continue to be in focus for regulators. There's been an uptick in litigation against financial institutions for using unfair and deceptive practices. Make sure your strategy is impervious to scrutiny while strengthening your overdraft experience for your customers and staff.

## Key Learning Objectives:

- The mechanics of maintaining a fully compliant overdraft solution for your customers.
- Best practices regarding policies, account holder disclosures and on-going communications.
- The impact of continuing education opportunities to improve employee confidence.
- How to safeguard long-term relationships by creating positive customer experiences.

Learn how you can safeguard your bank from compliance and legal scrutiny, while improving your service delivery and improve your overdraft strategy.

## Who Should Attend:

Retail/Branch and Compliance Officers

## Webinar Speaker:



**Cheryl Lawson** joined JMFA in 2001, rising quickly from consultant to engagement manager to executive vice president of implementation. Today she serves as EVP of Compliance Review for overdraft privilege, ensuring the fulfillment

of all regulatory requirements. Her responsibilities also include high-level sales support and administration for financial institutions. Cheryl is also a sought-after authority for compliance issues related to overdraft programs. She continues to be invited to speak at numerous industry events. Cheryl's impressive background includes more than 30 years of experience in global information technology and financial operations, as well as consulting, communications, training and project management. The Houston native earned her bachelor's in English from Carnegie-Mellon University, followed by an MBA from Rice University.

## Webinar Registration:

Mr./Mrs./Ms. \_\_\_\_\_  
 Bank \_\_\_\_\_  
 Email \_\_\_\_\_  
 Branch Street Address \_\_\_\_\_  
 \_\_\_\_\_  
 City, State, Zip \_\_\_\_\_  
 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: \_\_\_\_\_  
 Billing Address: \_\_\_\_\_  
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 Signature: \_\_\_\_\_

## Please check:

### Registration Fees for LBA Members

Live Webinar Connection      Complimentary  
 Webinar Recording      Complimentary

### Registration Fees for Non-Members

Live Webinar Connection      \$150 per connection  
 Webinar Recording      \$150 per recording



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