



Handling Checks & Accounts After Death of a Customer (Virtual)

This program has been changed to a virtual program via Zoom.

March 18, 2021 ▪ 9:00am-4:00pm

When your account holder dies, there are usually many aspects of their life still outstanding. During this program we will look at the checks and accounts. Insurance checks, treasury checks and regular checks, what are you supposed to do and what can you do to help the account holder and his or her family. What if there will be no official estate account? We will cover the death affidavits, usufruct accounts and all succession issues.

What you will learn:

- How many days, after death, can I pay checks my customer wrote?
- How to handle treasury checks after death ?
- What happens to customer's funds on social security representative payee accounts?
- Who can negotiate a check after death made payable to the customer?
- What documentation do we need to prove someone can act for decedent?
- Can the spouse endorse checks for decedent?
- Who can negotiate checks "To the Family of John Doe"?
- Many other questions you get asked daily at the death of an account holder.
- Payable-on-death accounts.
- Official notice of a customer's death.
- Can a joint owner gain access after death?
- What is a judgment of possession?
- Affidavits: less than \$20,000, surviving spouse, small successions.
- How to setup a usufruct account?
- Who may act on business accounts after a death?
- Setting up Estate Accounts.

Who Will Benefit

Customer service representatives, frontline staff, compliance officers, support personnel, new account representatives, tellers, sales representatives, personal bankers, cashiers, branch managers, branch administrators, training staff, and any other staff who has customer contact

Registration Fee

Member Fee (Virtual Live Seminar OR Virtual Seminar Recording): \$265
Non-Member Fee (Virtual Live Seminar OR Virtual Seminar Recording): \$465

Workshop Instructor



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.



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Registration Form

Registrant 1

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

Please check: Virtual Live Seminar
 Virtual Seminar Recording

Registrant 2

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

Please check: Virtual Live Seminar
 Virtual Seminar Recording

Please note: If you participate in the Virtual Live Seminar, we will email a certificate to you following the program. Certificates will only be emailed to registered attendees. If you opt for the recording, we will not be able to provide a certificate because we will not be able to track attendance.

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Payment Options

Check (Made payable to the Louisiana Bankers Association)
 Visa MasterCard American Express
 Card # _____ Expiration Date _____
 Credit Card Billing address _____
 Name on Card (Please Print) _____
 Signature _____ Amount to be Charged on Card \$ _____

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.

Agenda

9:00 a.m. Program Begins
 12:00 p.m. Lunch Break
 4:00 p.m. Program Adjourns

Registration Fee

\$265, per LBA member
 \$465, per non-member

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