



Teller Handbook Study (Webinars)

Part 1 - June 7, 2021 ■ 3:30pm - 5:00pm
 Part 2 - July 15, 2021 ■ 10:00am - 11:30am

Registration is per webinar. It is not required that you attend both webinars.

Teller Handbook Study - Part 1 - June 7, 2021

During this program we will study the Teller Handbook. The first part will be on checks. We will cover endorsements, legal issues, treasury checks, substitute checks and all the legal time frames. This is an important part of our ongoing success as a financial institution to protect us from check fraud and loss through sloppy procedures. You will receive a teller handbook with the training.

Topics include:

- Components of a Check
- Endorsements on checks for people, businesses and fiduciaries
- Common check scams
- Stop Payment Orders
- Who takes the loss on the check when banks collide
- Death issues
- Postdated and Stale dated checks
- Treasury Checks and Postal Money Orders
- And much much more...

Teller Handbook Study - Part 2 - July 15, 2021

During the second part of this study we will work on cash, compliance and security issues. We will do your annual Reg CC training, BSA annual training, look at detecting fraudulent currency and many more issues for tellers. You will receive a teller handbook with the training.

Topics include:

- Regulation CC
- BSA and CTRs
- Detecting Fraudulent currency
- Cash Handling procedures
- What is kiting
- And much much more...

Who Will Benefit

Tellers, Head Tellers, Trainers, Branch Managers, Branch Staff, Compliance Officers and Deposit Operations

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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Webinar Registration Form

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

Please check for Part 1 - June 7, 2021: Live Webinar Webinar Recording
 Please check for Part 2 - July 15, 2021: Live Webinar Webinar Recording

Registration Fees per webinar and/or recording

Member Fee (Live Webinar OR Webinar Recording): \$165 per connection per webinar
 Non-Member Fee (Live Webinar OR Webinar Recording): \$265 per connection per webinar

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 not eligible for SBET funding.**

Webinar access information will be sent to registrants with confirmation emails one week prior to each webinar.

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