



Hawaii Credit Union League

Your Partner For Success

## Frontline Compliance 101

Wednesday, July 14, 2010

9:00am -10:30am Hawaii Time

Train, refresh, and update your frontline on the regulations they must know – without leaving the building. If you have ever wanted to teach frontline staff what these regulations do, to whom they apply, and why your credit union has to follow them, then this is the program you need! Many of these regulations require annual training, so this session will meet your training requirement. There are quizzes and tests your staff can take before or after the program to ensure comprehension.

### HIGHLIGHTS

- **Deposit Regulations** that affect you members
- **Regulation D** – transaction accounts, savings accounts, and time deposits accounts
- **Regulation CC** – Its history and how it impacts opening accounts and placing holds
- **Truth in Savings** – Why it was developed and the frontline issues, including disclosures and conversations with the members it governs
- **New Overdraft (OD) Rules**
- **Regulation E** – Its purpose and how member conflicts are resolved on unauthorized transactions and new OD rules
- **Cost of Noncompliance** – penalties and consequences

### WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to train all frontline staff on the regulations they need to know. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

### WHO SHOULD ATTEND?

This informative session is designed for tellers, new accounts staff, branch managers, branch administration, compliance personnel, trainers, call centers, and others who work the frontline.

**PLEASE NOTE:** Your registration fee allows you to have **one telephone connection**. However, as many people as you like may listen from your office speaker phone. If you register for the webinar, your registration fee also includes **one internet connection** from a single computer terminal.

### ABOUT THE PRESENTER – Deborah L. Crawford, gettechnical inc.

Deborah Crawford is the President of gettechnical inc., a Baton Rouge-based firm, specializing in the education of financial institutions across the nation. Her 20+ years of experience began at Hibernia National Bank in New Orleans. She graduated from Louisiana State University with both her bachelor's and master's degrees.

Debbie specializes in the education of financial institution employees and officers in the area of deposit account laws, new account documentation, insurance, complex compliance regulations and IRAs.

**WHAT IS A WEBINAR?**

This training method allows unlimited listeners on your office speaker phone. By choosing the webinar option, participants will also be able to view online visuals as the presentation is delivered. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at [www.adobe.com](http://www.adobe.com).

**CAN'T ATTEND THE SCHEDULED TRAINING? ORDER THE **NEW** AUDIO/VISUAL CD ROM!**

As an added benefit, you may purchase a CD Rom\* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this "off-the-shelf" training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

**Hookup instructions and materials will be emailed  
approximately two days prior to seminar.**

----- **Registration Deadline: July 2, 2010** -----

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Credit Union Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email Address: \_\_\_\_\_  
*(Required)*

*(Required for Webcast & CD option only)*  
Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

- Please register our credit union for:
- Webcast Only \$200
  - CD Only \$200
  - Webcast and CD (PC use only) \$250

Please mail your completed form and payment to: Hawaii Credit Union League  
1654 S. King Street  
Honolulu, HI 96826-2097