



## Vendor & Third-Party Due Diligence

Wednesday, July 28, 2010  
9:00am -10:30am Hawaii Time

Managing vendor contracts and relationships is becoming more difficult. Every day, credit unions use a wide array of outside vendors, or third parties, to perform services ranging from janitorial to data processing. In addition, regulators are placing more emphasis on the credit union's management of vendor contracts, due to concerns about the security of member information and the potential risk of a vendor's nonperformance. How should your credit union respond if a vendor absconds with sensitive data (or simply loses it)? If a vendor breaches contract, what should your credit union do? Do your vendor contracts adequately protect your credit union? This session will thoroughly explain the legal aspects and proper management of vendor contracts.

### HIGHLIGHTS

- Regulator expectations of vendor contracts
- Due diligence processes in selecting vendors/third parties
- Proper management of operational, reputation, strategic, and compliance risks
- Effective ongoing monitoring of vendor services
- Contract negotiation: What terms should be included and the things to avoid
- Other legal issues

### WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to learn more about vendor management and third-party due diligence. 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 to assist personnel responsible for handling vendor contracts, such as compliance officers, operations personnel, attorneys, and management.

**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 – Elizabeth Fast, JD & CPA

Elizabeth Fast, Esq. is a partner with Spencer Fane Britt & Browne LLP where she specializes in the representation of financial institutions. Elizabeth is the head of the firm's training division known as Bankers Choice. She received her law degree from the University of Kansas and her undergraduate degree from Pittsburg State University. In addition, she has a Master of Business Administration degree and she is a Certified Public Accountant. Before joining Spencer Fane, she was General Counsel, Senior Vice President, and Corporate Secretary of a \$9 billion bank with more than 130 branches, where she managed all legal,

regulatory, and compliance functions. She is a member of the Missouri State Banking Board by appointment of the Governor.

### 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 19, 2010** -----

## Vendor & Third-Party Due Diligence

Wednesday, July 28, 2010

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

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

*(Required for Webcast & CD option only)*

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please register our credit union for:

- |   |       |
|---|-------|
| <input type="checkbox"/> Webcast Only                 | \$200 |
| <input type="checkbox"/> CD Only                      | \$200 |
| <input type="checkbox"/> 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