



Ideas + Solutions = Success

Brought to You by The Hawaii Credit Union League

Operations Compliance School

August 4-6, 2010

Ala Moana Hotel • 410 Atkinson Drive, Honolulu

The best way to provide service excellence, increase income, reduce expenses, prevent and recover on losses, and be in compliance is to have knowledgeable employees!

Credit unions offer accounts, issue checks, and accept electronic fund transfers. What you learn at this school will help your credit union provide better service, increase income and literally save hundreds of thousands of dollars in unnecessary costs, errors, disputes and/or losses.

Every credit union employee should have a thorough understanding of the information this school provides.



Early Bird Deadline
July 7, 2010

Final Deadline
July 21, 2010

Wednesday, August 4, 2010

Deposit Account Regulations

- Regulation DD - Truth in Savings
 - What is Truth in Savings? How does it affect our credit union?
 - Final rules on overdrafts and electronic disclosures
 - Review final clarifications to Truth in Savings and Regulation E pertaining to overdraft services
 - Discuss how to handle daily or sustained overdraft, negative balance or similar fees, when credit unions can assess fees after sending a confirmation notice, and tailoring the model notice to fit the credit union's methods for having members opt-in to the overdraft service
- Regulation E – Electronic Funds Transfers
 - What does Regulation E cover?
 - Review amendments to the regulation on restricting fees for certain prepaid products, primarily gift cards. These amendments implement statutory requirements set forth in the Credit Card Act of 2009 that are effective on August 22, 2010.
 - Overview of the final rule overdraft rule
 - Application of the fee prohibition
 - Confirmation
 - Outstanding negative balance
 - Daily or sustained overdraft, negative balance or similar fees
 - Model notice
- Regulation D – Reserve Requirements
 - Overview
 - Definition of accounts subject to reserve requirements
- Regulation CC – Availability of Funds & Collection of Checks
 - Disclosure requirements
 - Availability schedule
 - Exceptions to general availability rules
 - Collection of checks
 - Substitute checks
- Regulation J – Collection of Checks/Funds Transfers Through Fedwire
 - Overview

Thursday, August 5, 2010

General Operations

- Bank Bribery Act
 - What is the Bank Bribery Act
 - How can it affect me and my job?
 - Record retention
- Right to Financial Privacy Act
 - Overview
 - Member authorization
 - Subpoenas, summons, search warrants, and formal requests
 - Exceptions
- Bank Secrecy Act
 - Overview
 - CTRs
 - SARs
 - Monetary instruments
 - Wire transfers
 - CIP
 - Information sharing
- Office of Foreign Assets Control
 - What is OFAC?
 - Compliance program
 - Blocking assets and rejecting transactions
 - SDNs
 - Covered transactions
 - Reporting requirements
- Money Laundering Scenario - Why didn't employees catch this one? Whose fault is it?

Agenda

Wednesday, August 4

8:30 am - 9:00 am Registration/Continental Breakfast
9:00 am - 12:00 pm Program
12:00 pm - 1:00 pm Lunch
1:00 pm - 4:00 pm Program

Thursday, August 5

8:30 am - 9:00 am Registration/Continental Breakfast
9:00 am - 12:00 pm Program
12:00 pm - 1:00 pm Lunch
1:00 pm - 4:00 pm Program

Friday, August 6

8:30 am - 9:00 am Registration/Continental Breakfast
9:00 am - 12:00 pm Program
12:00 pm - 1:00 pm Lunch
1:00 pm - 3:00 pm Program

Friday, August 6, 2010

Other Laws and Regulations

- Electronic Signatures in Global and National Commerce Act
 - Validity of electronic signatures
 - Consumer disclosure
 - Verification and acknowledgment of receipt
 - Retention of contracts and records
 - Exceptions
- Unlawful Internet Gambling Enforcement Act
 - Overview
 - Do we have to do anything?
- American with Disabilities Act & its amendments
 - Overview
 - Latest developments
- Family Medical Leave Act
 - Overview
- ID Theft and Fraud
 - We'll decide what should happen to the employees involved!

About Your Instructor

Woody Hodgdon is the founder of W & D Adventures, LLC and Regulations A-Z & More. A national compliance presenter for more than 17 years, he recently retired from Addison Avenue FCU, Colorado. Hodgdon has over 30 years experience in credit union management, operations, marketing, and compliance. He is a graduate of Western CUNA Management School and CUNA Regulatory Compliance School. He does seminars for CUNA, leagues and associations and is a contributing author to CUNA's RegTrac compliance certification program. He is an instructor for CUNA Regulatory Compliance Schools and CUNA Branch Operations Institute. In addition, he has done hundreds of other CUNA compliance sessions for the Supervisory Development, Marketing Management, Credit Union Operations, CUNA Management, Consumer Lending, Human Resource Management, and e-Learning Schools, as well as the Volunteers Institute, and National BSA/AML Conference. Hodgdon is a charter member of the National Credit Union Institute and earned the Dean's List with highest honors designation.



Be Recognized!

The Hawaii Credit Union League Pākela Award honors credit union professionals and volunteers for their commitment to continuing education.

Individuals qualify for a Pākela Award by earning 25 credit

hours beginning July 1 of each year and ending June 30. Credit hours are earned by completing

League workshops, schools, special interest seminars, and conferences.

Those who complete at least 25 credit hours will be recognized annually at chapter events. These individuals will receive certificates and recognition in the program of events at their respective chapter meetings.

In addition, a special award will be given to one outstanding individual from each of three credit union asset categories.



Upcoming HCUL Educational Opportunities

Webcasts

The Revised BSA Exam Manual: Reviewing New April 2010 Changes
June 18

Preventing Losses on the Frontline & in the Call Center
June 23

Handling Right of Set Off: What You Need to Know
June 30

Crime & Your Credit Union Workshop
HCUL Education Center • July 7

Exceptional Member Services Workshop
HCUL Education Center • July 14

**Hotel Reservation Deadline:
July 21, 2010**

Sleeping room reservations at the Ala Moana Hotel will be confirmed on a space available basis. To reserve a room, please email the following information to shill@hcul.org.

Name: _____

Credit Union: _____

Arrival Date: _____

Departure Date: _____

HCUL will host the parking fee for all sleeping rooms booked through our office.

Room rates:

Kona Tower: \$99.00 per night plus tax

Waikiki Tower: \$129.00 per night plus tax

Complete the registration form and return it along with payment. If you have any questions call Sherrie Hill at 203.6404 or toll-free at 888.331.JOIN (5646).

Payment is required at the time of registration to confirm participation. Please mail your completed form and payment to:

Hawaii Credit Union League
1654 S. King Street
Honolulu, HI 96826-2097

Make checks payable to "Hawaii Credit Union League." One form per participant, please. Retain a copy for your files. You may also register on-line at www.hcul.org.

Meals: A continental breakfast and lunch each day are included. Please inform us of any special dietary needs when you register.

Cancellations and Refunds: No refunds will be made or registration forms accepted after July 21, 2010. Cancellation and refund requests must be made in writing and faxed to 945.0019 or e-mailed to shill@hcul.org. Hawaii Credit Union League reserves the right to cancel this school in the event of insufficient participation or for extraordinary reasons outside of its control, with advance notice to all registrants. Hawaii Credit Union League also reserves the right to change the site, instructor, or schedule of this school due to unforeseen circumstances, with as much advance notice possible.

(If you are registering for someone else, please share with them the following information.)

Business casual attire is appropriate. Room temperature may vary, so please bring a sweater or jacket.

Location: Ala Moana Hotel, 410 Atkinson Drive, Honolulu

**Operations Compliance School
Ala Moana Hotel • 410 Atkinson Drive, Honolulu**

Participant's Name _____

Badge Name _____

Title _____

Credit Union Name _____

CU Telephone Number _____ Ext. _____

Participant's E-mail Address _____

Special dietary needs (e.g., vegetarian, food allergies, etc.): _____

If you have a physical or medical condition requiring special attention, dietary or otherwise, please advise us so arrangements can be made.



Registration [please check the appropriate selection]

Postmarked on or before July 7, 2010

- \$750 per person
- Pending grant

Postmarked from July 8-21, 2010

- \$938 per person
- Pending grant

Amount Enclosed

\$ _____

Payment is required at time of registration to confirm participation.

Please mail to:
Hawaii Credit Union League
1654 S. King Street
Honolulu, HI 96826-2097

