



## **Opening Deposit Accounts Online (Risk, CIP & CDD Issues)**

**Wednesday, August 18, 2010**

9:00am – 10:30am Hawaii Time

In today's busy world, many people, including your members, want to open accounts and transact business in the evening at home. Therefore, now is a good time for your credit union to evaluate the necessary steps, compliance issues, and risks involved with opening deposit accounts online (versus face-to-face).

How much risk is your credit union willing to take? How can you manage the risk and comply with the Bank Secrecy Act's Customer Identification Program (CIP) and Customer Due Diligence (CDD) provisions? What policy and contract changes are needed to make this work? How will online banking affect your Identity Theft Program compliance? Join us to learn about these issues and many more. Help your credit union keep pace with members' and prospective members' desire to open online share accounts, at their convenience.

### **HIGHLIGHTS**

- Evaluating the risk of opening on-line share accounts
- Identification requirements and verification procedures
- Forms, worksheets, and policy decisions
- Getting a game plan together
- Placing holds and looking at your special rules for new accounts
- Signature card contracts — ownership and access issues
- Authorized signers, powers of attorney, and other fiduciary issues
- Identity theft issues
- Issuing debit cards
- Timing of federal disclosures and responsibilities

### **WHY SHOULD YOU PARTICIPATE?**

This session is a cost-effective way to learn how to manage online deposit account risk. 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 will benefit member service representatives, deposit operations staff, compliance officers, marketing staff, and training personnel.

**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: August 9, 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