

Hawaii Credit Union League



October 9, 2023



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Upcoming Webinars



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Revamp Your New Teller Training Program

October 16, 2023 • 8:30 am – 10:00 am HST (On demand available)

Your new teller probably has no idea how banks work, nor do they understand

the terminology or acronyms thrown around the branch. You need them to receive consistent messaging regarding policies and procedures, and not scare them away with all the compliance they need to learn.

[Register here](#)

ACH for Lenders and Cash Managers

October 17th, 2023 • 6:00 am -8:00 am HST (On demand available)

If ACH is a product that you are selling, or want to sell, and ACH is new to you, you'll want to join us for this webinar. This course is designed for lenders, senior staff, cash managers, operations staff with limited knowledge of ACH, and those that are interested in gaining knowledge on ACH Origination and risk.

[Register here](#)

Secrets of Being a Successful Call Center Agent

October 18th, 2023 • 8:30 am – 10:30 am HST (On demand available)

Call Centers create a competitive advantage for organizations that learn to create them well and train their agents to know what to say, what not to say, and how to sell while maximizing productivity and quality.

[Register here](#)



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Introduction to Call Reports: Overview, Focus & Internal Controls

October 17, 2023 • 9:00 am – 10:30 am HST (On demand available)

Call Report preparers need to know how to compile and file the applicable schedules and must also keep up on the latest changes.

Precision is paramount because Call Reports have a wide audience, including regulators, auditors, staff, and more. Use this webinar to expand your knowledge, improve internal controls, and maintain related documentation.

[Register here](#)

When a Borrower Dies: Next Steps

October 19, 2023 • 9:00 am – 10:30 am HST (On demand available)

It could happen any or even every day next week: a borrower passes away, but still owes money to your institution. Now what?

What are the chances of collecting? How do you go about it – compliantly? Is setoff an option? What about relatives or joint accounts? Don't miss this detailed webinar with the answers to all your questions.

[Register here](#)

Accurately Completing the W-9, W-8BEN, 1099-INT & 1042-S

October 25, 2023 • 9:00 am – 10:30 am HST (On demand available)

Who signs the W-9 and W-8BEN? What happens if these forms are not on file? When is backup withholding required? Who is exempt? This webinar will look at frontline to back-office implications of accounts set up incorrectly, the liability of not withholding properly, and who gets interest-reporting on which accounts.

Learn more about all types of ownership and tax status to see what is reported to the IRS and what is not.

[Register here](#)



**GAC
2024**

Governmental Affairs Conference
In-person in Washington, D.C., or online
March 3 - 7, 2024

Each year thousands of leaders from across the country come together to rally around a united cause — to show legislators how their policies impact credit unions and their more than 137 million members. Be a part of advocacy in action!

[Read more](#)



**Hawaii Credit
Union League
Annual Convention**
April 25-27, 2024
Hilton Hawaiian Village, Honolulu

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AND THE COMMUNITIES THEY SERVE**

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