



Hawaii Credit Union League



December 4, 2023



Register TODAY! - Sharpen Your Decision Making Skills with Dimpa Santra

December 6, 2023 via Zoom • 5:00 PM – 7:00 PM HST

Cost: \$35

Decision-making is an essential skill for both your personal and professional life. If you are someone who struggles to make decisions, then this course is for you.

Learn different approaches of decision making, understand why and how your intuitions can help you in making better decisions and explore interesting decision making tools and techniques.

The course will help you:

1. Enhance your ability to make effective and rational decisions
2. Identify and mitigate cognitive biases that can impact your decisions
3. Understand the importance of "timing" in a decision-making process
4. Explore the two approaches of decision making and situations where they could be applied
5. Learn and practice different decision making tools.

To register contact your FEAH representative or email: feahhawaii@gmail.com



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[Updating Business Account Procedures: CIP & Beneficial Ownership](#)

January 10, 2024 • 10:00AM – 11:30AM HST

This program will look at all the regulatory issues surrounding business accounts, including IRS issues on taxpayer identification numbers; BSA issues such as customer identification programs (CIP) and customer due diligence (CDD); and a beneficial ownership update and coverage. Business account holders are registering for the new national database beginning January 1, 2024, but there are no actionable items for financial institutions.

This webinar will look at the effect of the new definitions and rules and if the regulation comes out by January, that will be covered, too. Join us to learn the ins and outs of how to gain documentation, signature cards, and resolutions for each business.

[Register here](#)

[Critical Timing Requirements in the Mortgage Loan Origination Process](#)

January 11, 2024 • 10:00AM – 11:30AM HST

A consumer real estate loan is impacted by more regulatory requirements than many other products and services. Meeting critical timing requirements for the numerous disclosures and required actions is essential during the mortgage loan origination process. Have you ever second guessed whether the disclosure's delivery date was based upon business days or calendar days? Does Saturday count? Is today day one or is tomorrow day one? In some cases, disclosures can only be provided so far in advance of a triggering event, while others require a different version to be delivered so many days after an event.

Assembling a compliant loan file can be quite confusing, but the process is dependent upon understanding the numerous timing requirements that go beyond those required by TRID. This webinar will dig into the critical loan compliance timing constraints related to the delivery and receipt of mortgage loan documents during the origination process.

[Register here](#)

[Advanced SAR Training: Reporting Beyond the Basics](#)

January 16, 2024 • 10:00AM to 11:30AM HST

This session will deep dive into how to properly complete a SAR for frequently reported suspicious activities and fraud. It will address what needs to be included, field-by-field, and how to make the SAR an effective vehicle for delivering information to law enforcement. It will review how to write an effective SAR narrative by looking at both good and not-so-good examples. You'll learn procedures and best practices for determining when to file, what to do after filing, and what to do if you decide not to file. This jam-packed session will ensure your institution is ready and raring to go for filing the next SAR!

[Register here](#)

Save the Date – January 24, 2024

HCUL will partner with CUNA to facilitate a Hawaii Small CU Roundtable (<\$150M) on January 24, 2024 from 10:00 – 2:00 pm at the HCUL Education Center. CUNA Manager of Small CU Initiatives Tom Sakash will be speaking in Kauai for the Volunteer Leadership Institute in January and will be facilitating

Upcoming Webinars



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[Developing an Effective Remote Deposit Capture and Mobile Deposit Capture Program](#)

December 18, 2023 • 9:30AM – 11:00AM HST

What is a Remote Deposit Capture Program? Do you need to enhance yours to ensure you have effectively addressed all the key elements? Should you enhance your RDC Agreement, your Suitability Analysis, Risk Assessment process, Site Visit, and the Customer's Self-Assessment? Do you understand how these documents support your overall risk management of RDC and information security?

Join us as we outline the detailed information you should consider adding to your documents and processes to support a thorough due diligence, risk assessment, and annual oversight of your customers. The information includes and supports your ongoing risk management of Remote Deposit Capture to mitigate the institution's risk pursuant to the "FFIEC Risk Management of Remote Deposit Capture". In addition, we will discuss ideas and considerations, if you are offering, or planning on implementing, Mobile Deposit Capture (mRDC).

[Register here](#)

[8 Keys to Teller Excellence](#)

January 3, 2024 • 9:30AM – 11:30AM HST

The goal of every financial institution is to develop tellers who acquire the necessary skills to proficiently deal with customers, utilize loss prevention techniques, and put a harmonious touch into every transaction. Whether the teller is new or a veteran, there is an opportunity during this webinar to learn tips and techniques that will make them more efficient, confident, and prepared to tackle their daily responsibilities.

As the first person seen by most customers, the teller fills a critical role in brand and reputation reinforcement. Plus, knowing what to say to unhappy depositors is as important to the job of a teller as is accuracy in handling large sums of cash. Being able to use finesse when handling sticky situations, as well as being capable of following procedures when processing transactions, are examples of the high expectations that come with this job. Advance your tellers from good to great!

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