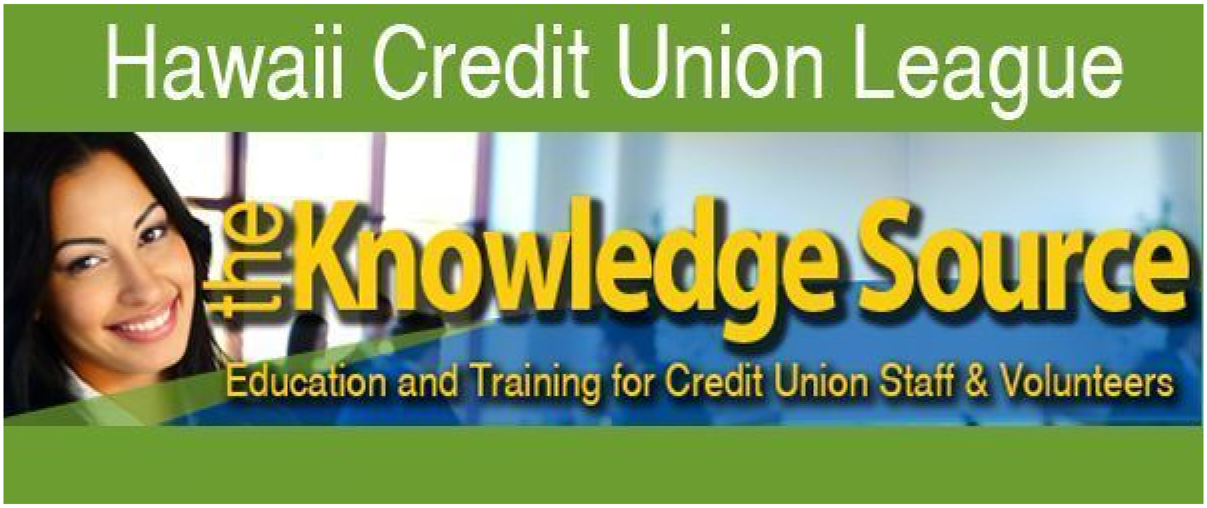

February 10, 2025

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Upcoming Webinars

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Writing Procedures for Personal and Business Accounts: CIP/CDD, Risk, TIN Reporting

February 18, 2025 • 9:30am – 11:30am HST

During this class, we will take the core document from the deposit/share accounts handbook and set up a working document so that you can tailor your procedures into the framework we will provide.

What you will learn:

- Understand key elements of writing effective procedures for personal and business accounts
- Learn best practices for implementing CIP, CDD, and risk management requirements
- Master the essentials of TIN reporting to stay compliant and avoid penalties

Register here

Active Listening Unlocked: A Leadership Workshop
February 19, 2025 • 6:00am – 7:30am HST

Unlock the power of “Active Listening” with this fun, 90-minute webinar designed for leaders who want to boost their communication skills at work.

What You Will Learn:

- Learn how active listening improves leadership and team communication
- Discover techniques to engage and connect with your team more effectively
- Gain strategies for fostering a culture of understanding and trust in your organization

Register here

Dealing with Appraisals and Valuations: Regulations and Requirements, including Recent Developments - 2 Part Series
February 20, 2025 • 6:00am-8:00am HST

The past few years have seen significant developments in real estate appraisals and evaluation rules and regulations. Revised Interagency Guidelines, rules under Reg Z, additional requirements finalized due to Dodd-Frank, and changed thresholds have proposed some additional exceptions from the requirements. Do you know all the requirements?

What You Will Learn:

- Learn about the latest regulatory requirements for appraisals and valuations
- Understand how recent developments impact your institution’s practices
- Gain insight into strategies for managing appraisal and valuation compliance

Register here

New Presidential Executive Order: Mandatory Changes to Affirmative Action and Recruiting
February 26, 2025 • 9:30am – 11:00am HST

President Trump issued an Executive Order on January 21st which has a significant impact on financial institution compliance and equal employment work. The Order immediately rescinded a directive from 1965 which required federal contractors to implement specific affirmative action measures addressing race, sex, religion and national origin. After 90 days, we are obligated to modify HR processes to discontinue any activities maintained to satisfy that historical “regulatory scheme” (i.e., applicant tracking of race and gender).

What you will learn:

- Key changes to affirmative action policies in recruitment and hiring practices.
- How the new executive order affects compliance and reporting for employers.
- Actionable strategies to adapt your recruiting process to meet these new mandates.

Register here

Opening New Accounts - 3 Part Series
February 28, 2025 • 6:00am - 8:00am HST

This webinar series will encompass opening personal, business, trust, minor, power of attorney, estate accounts, and much more! Although not customized to specific state law, it will answer the more complicated and challenging questions customers and employees ask. Whether you are new to new accounts or have decades of experience, you will gain more confidence and be prepared to handle even the most complicated scenario!

What You Will Learn:

- Master strategies to streamline new account openings
- Increase customer engagement through effective onboarding
- Learn tactics to boost account retention and long-term growth

[Register here]

Dealing with Employee Discipline, Complaints, Performance Issues & More
February 20, 2025 • 10:00am HST

People management can be one of the most stressful, opaque, and difficult tasks any supervisor has - especially if something goes wrong. There is a bevy of rules and procedures that must be followed when dealing with employee discipline, complaints, and performance issues. Join HR expert Diane Reed to gain perspective, understanding, and best practices for dealing with real-life employment scenarios.

After this webinar you'll be able to:

- Identify and address the root causes of disciplinary and performance issues
- Understand best practices for engaging in difficult conversations and setting clear expectations
- Evaluate the best techniques for fostering a positive and compliant workplace culture
- Apply concepts from practical examples and real-life scenarios

[Register here](#)

[Business Accounts Beyond Basics: Multi-Tiered, Beneficial Ownership, CIP & CDD February 26, 2025 • 10:00am HST](#)

How would you rate your skill at opening business accounts? Are you adept at setting up and documenting multi-tiered accounts? Are you fluent in CIP, CDD, and EDD? Do you know how to handle escrows, resolutions, agents, and signature cards? This deep dive will go beyond the basics of business accounts to enhance your skills and knowledge.

After this webinar you'll be able to:

- Complete CIP, CDD, and EDD on complex businesses
- Move beyond basics to account setup for escrows, IOLTAs, and agents
- Understand how to work with series LLCs - parent and child
- Handle deceased accountholders on different ownership types
- Use resolutions and signature cards to protect your organization
- Update your beneficial ownership information

[Register Here](#)

[Beginning Collector: What to Know on Day 1 & Beyond February 27, 2025 • 10:00am HST](#)

Join seasoned collections expert David Reed for this program designed to equip new debt collectors with the tools they need to succeed. Whether your team members are just starting their journey or looking to sharpen their skills, this session will provide confidence and knowledge to excel in today's challenging collection environment.

After this webinar you'll be able to:

- Understand industry regulations and compliance fundamentals
- Clarify job responsibilities and performance metrics
- Demonstrate effective communication skills
- Implement successful negotiation tactics
- Articulate diverse workout options

- Address and resolve common payment objections
- Stay professional in high-stress situations

Register here

CIP, CDD & High-Risk Customers
March 4, 2025 at 10:00am HST

The BSA Exam Manual Series is a "soup to nuts" review of the manual. This informative program will spotlight the important BSA compliance rules regarding CIP, CDD, and high-risk customers. You'll get a thorough briefing on handling accountholders and the necessary documentation. This is a good opportunity to discover what the special rules are all about.

After this webinar you'll be able to:

- Dissect CIP regulations to understand how to identify an accountholder through document and non-document verification
- Use CDD to conduct the new account interview, establish risk, and monitor accounts
- Know what constitutes a high-risk account and how to manage that relationship
- Understand what types of identification are generally acceptable to regulators
- Remember special rules to identify minors, elderly, and religious exceptions
- Employ special rules for online account opening and updating policy and procedures

Register here

Writing a Teller Training Program
March 5, 2025 • 10:00am HST

The frontline is the "face" of your financial institution. Their handling of accountholders' queries can make or break relationships. Access to superior training is crucial to their role. But a training regimen begins with well-written policies and procedures. Join us for an overview of writing teller training and procedures. They go hand-in-hand with frontline success.

After this webinar you'll be able to:

- Understand what categories of procedures and training to focus on first
- Write simple procedures and rules that help new tellers
- Break down the content to begin your own manual or online learning program
- Include material on topics such as checks, security, financial institution procedures, dress code, professional skills, and more
- Paint the future for the teller to increase retention
- Incorporate rules to help and not terrify tellers
- Use a template to develop a teller training manual

Register here

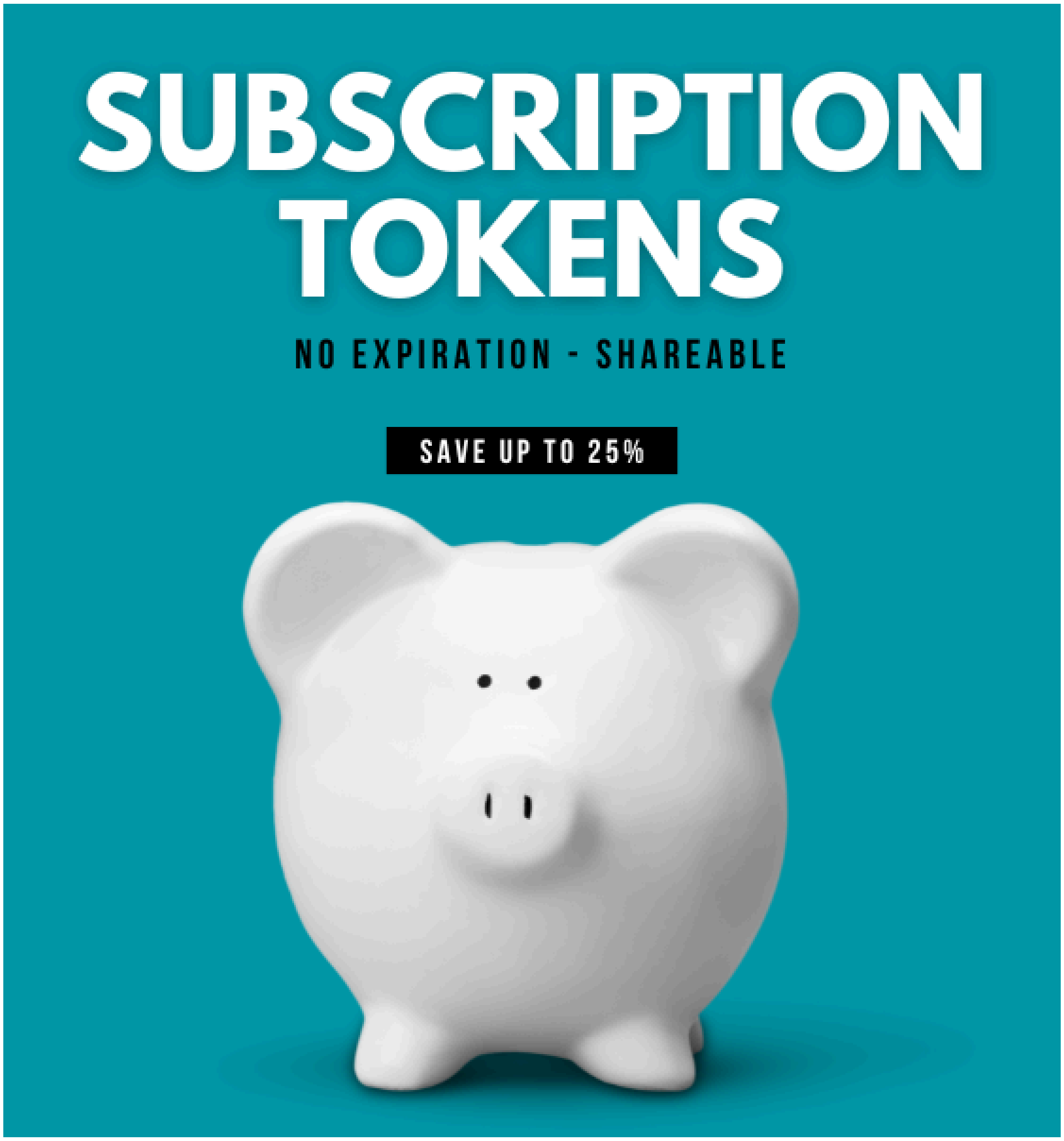
TRID: Auditing the LE & CD for Compliance
March 6, 2025 • 10:00am HST

This detailed session will dive into what auditors must know for TRID compliance. Many tools will be provided to aid in completing a TRID audit, including tips on calculating TRID-sensitive dates, examples to ensure proper selection of the loan's purpose, formulas to verify calculations, and a list of common costs and their appropriate placement within the Loan Costs table. Join us to learn more about this challenging topic.

After this webinar you'll be able to:

- Audit for timing requirements
- Determine if disclosures were issued in good faith
- Identify if a valid changed circumstance occurred
- Verify critical numbers using the FFIEC tool
- Review completed TRID documents for accuracy

Register here



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Registration is now open for this year's convention! Deadline to register is March 7, 2025.

REGISTRATION IS NOW OPEN!

Registration deadline: May 21, 2025

Join us as Jessica Vartanian presents an engaging and comprehensive seminar designed to boost your skills in consumer loan sales and underwriting. This session will provide valuable insights into maximizing loan performance, increasing crosssales, and effectively managing risk. Whether you're a seasoned lender or new to the field, this seminar will equip you with the tools and techniques needed to excel in a credit union environment.

Register here

Calendar of Events

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