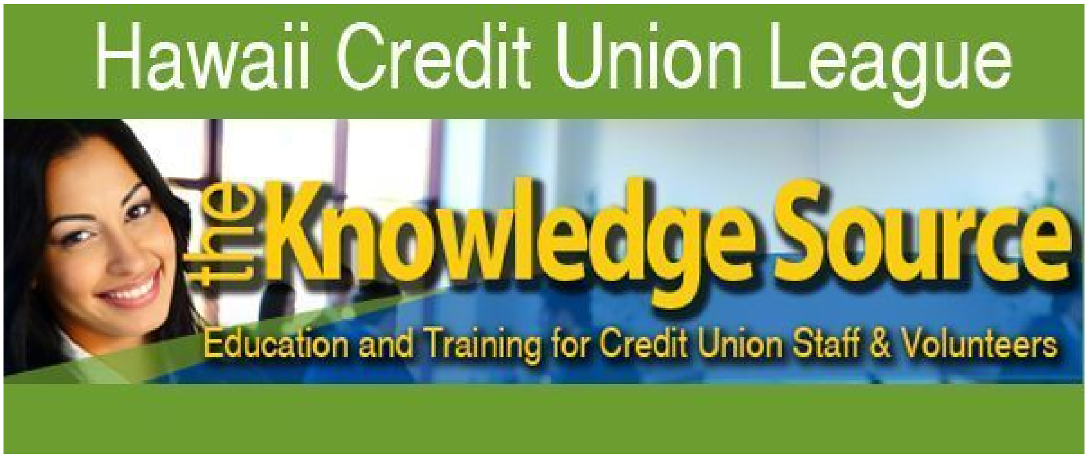
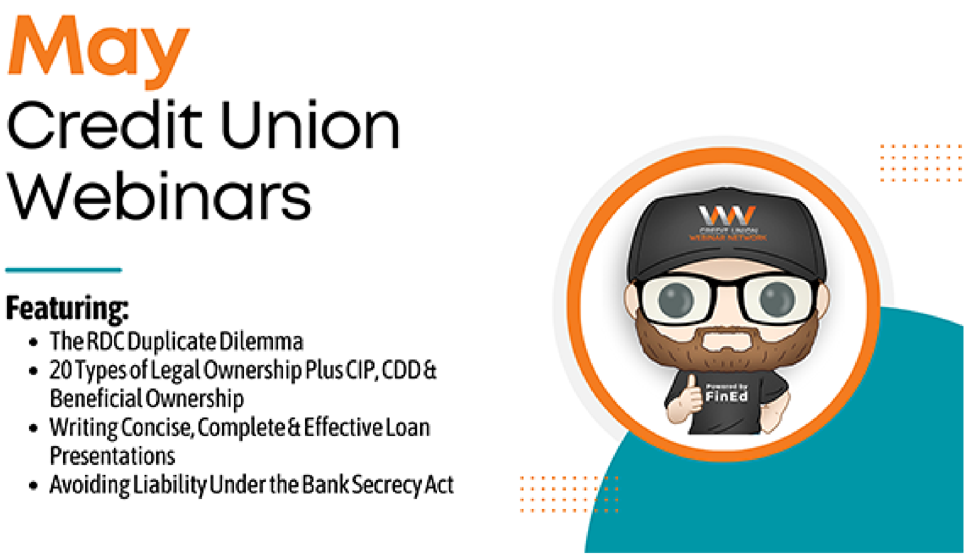


May 13, 2024

CANCELLED
Critical Thinking Skills Application Workshop
May 23, 2024 • HCUL Education Center
Registration deadline: May 9, 2024



Fraud, Forensics & Incident Response: Managing & Mitigating Data Breaches
May 22, 2024 at 9:00 am HST

Unlock the secrets to safeguarding data and mitigating data breaches. Gain insight into the evolving cyber threat landscape. Learn proactive incident response strategies. Explore digital forensics techniques. Navigate compliance and legal considerations. Join us for this jam-packed session and leave with a cornucopia of valuable tools!

Register here

Dissecting Beneficial Ownership Access: Final Part II Regulation & Compliance Guide
June 3, 2024 • 9:00am HST

The Part II Access Rule, issued on December 22, 2023, implements the provisions of the Corporate Transparency Act (CTA), codified at 31 U.S.C. 5336, that authorize certain persons to obtain access to identifying information associated with reporting companies, their beneficial owners, and company applicants. This program will dissect this second piece of the implementation of the BSA beneficial ownership regulations. At the time of this writing, Part III, the rule for financial institutions, has not been issued.

[Register here](#)

[Accepting Powers of Attorney on Deposit Accounts
June 4, 2024 • 9:00 am HST](#)

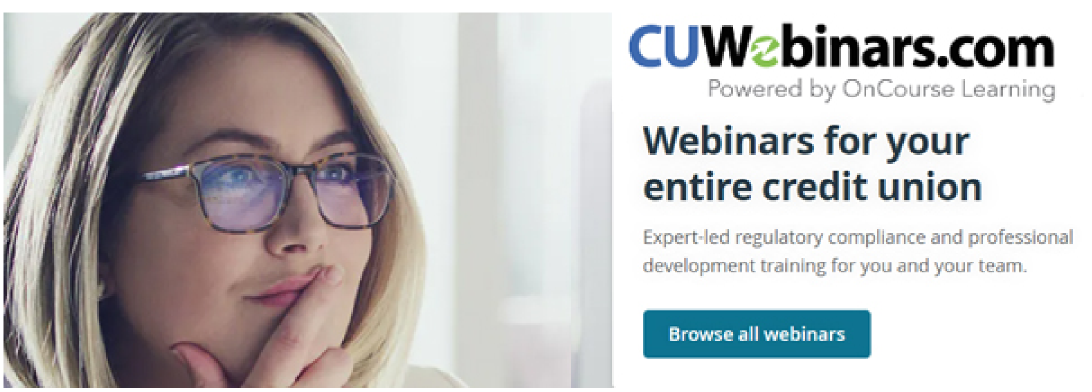
Powers of attorney are complex legal documents used on a daily basis to transact business on deposit accounts. If your institution doesn't handle a specific situation properly, it can be exposed to significant risk if the attorney-in-fact intentionally (or innocently) acts outside the scope of their authority. This webinar will explain everything you need to know when dealing with powers of attorney on deposit accounts and steps you can take to reduce risk.

[Register here](#)

[Consumer First: Regulation E for Debit Cards
June 5, 2024 • 9:00 am HST](#)

Regulation E is an important consumer protection rule. Do you know how to handle related debit card questions? What about when an investigation is necessary? Do you know the differences between Regulation E and the card network rules? What timeframes are involved? This practical webinar will explain the ins and outs of this significant regulation and how to avoid the stiff penalties for noncompliance.

[Register here](#)



On-demand available

[Frontline Excellence: CEO of the Customer Experience
May 15, 2024 • 8:30 am – 10:00 am HST](#)

Front- line employees are the CEOs of the customer experience. Their every action and reaction significantly impacts your brand's reputation. However, do we train them to see themselves in this influential role, or do we perceive them only as tellers? This training is a must to take your customer experience from ordinary to extraordinary.

Register here

Safe Deposit Boxes: Don't Set 'Em and Forget 'Em
May 16, 2024 • 5:00 am – 7:00 am HST

Safe deposit boxes are an essential part of any financial institution, but did you know that neglecting their proper maintenance and security measures can lead to compliance and legal issues? In this session, we'll explore the importance of having detailed procedures and strong controls for opening and maintaining safe deposit boxes.

Register here

Spotting Opportunities and Making Referrals
May 16, 2024 • 8:30 am – 10:30 am HST

Our best strategy for keeping depositors loyal is deepening the relationship we have with them. In this webinar, frontline and call center staff will learn to take their customer service skills to the highest level by looking for opportunities to promote products and services that provide solutions for depositors.

Register here

New FLSA Overtime Exemption Regulations - Required Action Items Prior to July 1
May 30, 2024 • 8:30 am – 10:00 am HST

On April 23, the Biden Administration released final regulations which significantly limit overtime exemptions for financial institutions. The regulations, effective July 1, raise the salary requirement to $43,888 per year. Then the required salary payment increases further to $58,656 effective January 1, 2025. That is a dramatic change to the current $35,568 requirement. The new regulations include other changes such as automatic salary updates, which will also create compliance obstacles.

Register here

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See how it works

Join us for this two-day educational seminar on Operations Compliance. This seminar will deliver cutting-edge insights and analysis on the critical compliance challenges facing credit unions in today's landscape. Hear the latest compliance issues, hot topics, and NCUA's examination focus.

Registration Deadline: August 6, 2024

Read more

Registration deadline: September 12, 2024

Emotional intelligence is an essential element in today's business environment. Join us for this fun and interactive workshop to develop your level of emotional intelligence and identify negative consequences of unmanaged emotions on your personal effectiveness. Understand how emotional intelligence can be applied at your credit union to enhance employee relationships, increase productivity, and build good relationships. Practice techniques to achieve greater self-awareness, self-control, and self-motivation.

Read more

Join us for a comprehensive overview of the fundamental IRA concepts. IRAs A-Z was designed as a crash course encompassing materials from the flagship IRA Essentials and Advanced IRAs courses condensed into one day. This seminar will include exercises throughout the day to help participants apply information to job-related situations. Attendees will leave this session with increased confidence and a better understanding of how to handle most common IRA transactions. Limited IRA knowledge is assumed, but a basic understanding of IRAs is beneficial.

Read more

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