

NYBA

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Deposit Compliance Seminar

Presented by Professional Bank Services and the
New York Bankers Association*"An investment in knowledge always pays the best interest." -Benjamin Franklin***AUGUST 6, 2009**Marriott Hotel Albany
189 Wolf Road
Albany, NY
(518) 458-8444**SCHEDULE**8:30 am - Registration
9:00 am - Program
12:00 noon - Lunch
4:00 pm - Adjourn**SPEAKER****Joequetta Jackson**
Professional Bank
Services**QUESTIONS?**Contact Rose Murjani
212-297-1666
rmurjani@nyba.com**REGISTER TODAY!**Fax or mail the
registration form

How to Ensure Compliance with Deposit Regulations...

Deposit compliance is an increasingly complex topic that involves a significant number of employees at most financial institutions. The various federal laws and regulations relating to deposit compliance establish requirements for initial disclosures that must be given to new customers (and in some cases, upon request to inquiring non-customers), periodic disclosures after the account is opened, error resolution procedures and restrictions on advertising.

How to Ensure Compliance with Deposit Regulations provides a simple and effective way to ensure key personnel are up to speed on current federal regulations. The major federal regulations governing deposits are explained in plain, easy-to-understand language. You'll get up-to-the minute reports on recent changes. And you'll walk away knowing exactly what your institution needs to do to achieve total compliance.

Audience

This seminar is designed for all employees who deal with the deposit taking function. Designed to be both a comprehensive introduction of the topics to new deposit employees and a refresher/new developments class for experienced deposit personnel, this program will benefit compliance officers, auditors, cashiers, operations personnel, tellers, customer service representatives and new accounts personnel. **This seminar is approved for 6.75 CRCM and 6 CPE credit hours.**

Highlights

- Customer Identification Procedures
- Regulation D
- Regulation E
- Regulation CC (including "Check 21 Act" and "remotely created checks")
- Regulation DD
- Fair Credit Reporting Act deposit issues
- Advertisement of Membership (NCUA/FDIC)
- Sales of Insurance
- Error Resolution and Customer Complaints

About the Speaker

Joequetta Jackson is an Associate Consultant at PBS. Prior to joining the firm in 2004, Ms. Jackson served as a compliance examiner for the Federal Reserve Bank of Cleveland in the Cincinnati branch. While at the Federal Reserve, Ms. Jackson also served as a Consumer Complaint liaison between consumers and state member banks. Ms. Jackson is a 2002 graduate of the Louis D. Brandeis School of Law and is licensed to practice law in Kentucky.

PROGRAM TOPICS

Customer Identification Procedures

- ✓ Customer information required to open an account
- ✓ Methods of verifying identity
- ✓ CIP recordkeeping requirements

Regulation D

- ✓ Entities eligible for NOW (interest bearing checking) accounts
- ✓ Situations in which a customer may make unlimited savings or money market withdrawals or transfers
- ✓ The types of funds that are subject to time deposit rules

Electronic Funds Transfer Act/Regulation E

- ✓ How to determine if a consumer is liable for an unauthorized transaction
- ✓ What your initial EFT disclosure must contain...and what to do if you change the terms of your agreement
- ✓ How to properly document a preauthorized transfer from a consumer's account...and what the customer must do to stop payment
- ✓ New rules for electronic check conversions
- ✓ Liability for unauthorized EFTs and how to conduct investigations into alleged errors.

Expedited Funds Availability Act/Regulation CC

- ✓ How long you may hold different types of deposits
- ✓ What you must tell a depositor if funds are held longer than usual
- ✓ The most common Reg CC violations
- ✓ Your responsibilities when dealing with returned checks
- ✓ Circumstances when disclosures must be provided concerning substitute checks
- ✓ Who is responsible for fraudulent paper drafts/remotely created checks

Truth-in-Savings Act/Regulation DD

- ✓ How to easily comply with general disclosure requirements
- ✓ The elements your disclosure might need to contain

- ✓ Requirements related to advertising overdraft protection programs to prospective *and existing* deposit customers

Fair Credit Reporting Act Deposit Issues

- ✓ What specifically is meant by "consumer report"
- ✓ The only situations under which a Consumer Reporting Agency may furnish a consumer report
- ✓ Critical steps you must follow if your institution takes adverse action based on a consumer report
- ✓ Key areas in which the FACT Act will affect deposit accounts

Advertisement of Membership

- ✓ Recent changes affecting deposit insurance coverage, signs and advertising requirements
- ✓ The rules related to proper display of membership signs at offices
- ✓ Permissible ways to broadcast your FDIC or NCUA membership
- ✓ The types of advertisements that do not require an official FDIC or NCUA statement

Bank Sales of Insurance

- ✓ What you can – and can't – do when selling an insurance product or annuity
- ✓ Permissible ways to reward employees for generating insurance sales leads

Responding to Customer Complaints and Inquiries

- ✓ The regulations with complaint and inquiry requirements
- ✓ How to establish a system for responding to complaint

Registration

The fee for this program is \$335 per registrant and includes the cost of luncheon, refreshment breaks and instructional materials. Call 800-523-4778, ext. 205 or 239 to cancel or substitute participants. Registration must be received with payment and sent to: **Professional Bank Services, 6200 Dutchman's Lane, Suite 305, Louisville, KY 40205.**

Hotel

To make a hotel reservation, please call the hotel directly at: Marriott Hotel, Albany – (518) 458-8444.

NEW YORK BANKERS ASSOCIATION

Registration Form – How to Ensure Compliance with Deposit Regulations – 8/6/09, Albany

Registration Fees: \$335 per registrant

Payment type: Check enclosed Check to follow MasterCard Visa

Card # _____ Exp _____

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Please fill out completely; copy form for additional registrants.

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Send registration form and payment to:

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Or, FAX to (502) 451-6755 with credit card information

Cancellation Policy: If you cancel seven days before the seminar date, PBS will grant full refunds. If you cancel later, but prior to the date of the seminar, PBS will impose a \$50 cancellation fee. Substitutions are always welcomed. If a seminar is cancelled for any reason, PBS will refund all fees paid. To cancel, call 800/523-4778, ext. 205 or 239.