

New Member Account Interview: Due Diligence & CIP

DISTANCE LEARNING

Wednesday, February 24, 2010 • 3:00 pm – 4:30 pm Eastern

New account interviews that are not properly performed can cost you on your Bank Secrecy Act exam. A set of great polices and procedures can still result in a breakdown on the customer identification program (CIP) and customer due diligence (CDD) portion of the exam. Knowing and identifying your account holder is only part of the exam. Due diligence in the account interview requires you to know the number of transactions per month they plan, the types of services your member plans to use, why they chose your credit union, and much more.

It often seems as if sales and compliance are at odds; yet it need not be difficult to marry the sales and compliance side of the credit union. This seminar includes information and sample questionnaires to bring the two together in their common goals of compliance, sales, and member service.

HIGHLIGHTS

- CIP & CDD requirements for opening accounts
- Making the member feel comfortable
- The marriage of sales and compliance
- Business and personal accounts – how far do we have to go?
- The risk factor and its importance in gathering information and assigning risk
- Using CIP on Identity Theft and Red Flags
- OFAC
- Regulation CC Holds

ABOUT THE PRESENTER – Deborah L. Crawford, gettechnical inc.

Deborah Crawford is the President of gettechnical inc., a Baton Rouge-based firm, specializing in the education of financial institutions across the nation. Her 20+ years of experience began at Hibernia National Bank in New Orleans. She graduated from Louisiana State University with both her bachelor's and master's degrees. Debbie specializes in the education of financial institution employees and officers in the area of deposit account laws, new account documentation, insurance, complex compliance regulations and IRAs.

Formats: **\$199 per** telephone or webcast connection. *Unlimited Listeners*
 \$199 CD only
 \$249 for telephone or webcast connection and CD

You may purchase a *CD Rom/Printable Handout set of this presentation and have an “off-the-shelf” training program for those that were not able to attend the live seminar and for future training purposes. *CD Rom for PC use only **NEW! The CD-Rom now contains the speaker's visuals, which are synced to the audio recording! A great new improvement at no extra cost to you!**

Cancellation: Refunds will be issued, less a \$50 administration fee, up until the handouts and access information are emailed.

For more info...call us at 800-572-7359 or 423-899-2425 x 119 or 138 FAX: 423-899-8726 MAIL: P.O. Box 21550, Chattanooga, TN 37424

Sign Us Up!

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Credit Union _____

Address: _____

Contact Person _____

Format Ordered

Email Address _____

Phone _____ Fax _____



Payment Method:

Enclosed is a share draft/check for \$ _____ payable to Tennessee Credit Union League.

A share draft/check for \$ _____ payable to Tennessee Credit Union League will follow.

I authorize Vol Corp Credit Union to debit the credit union account for \$ _____

Account #: _____ Authorized Signature: _____

(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].)

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