

# Frontline Compliance 101

DISTANCE LEARNING

Wednesday, July 14, 2010 • 3:00 pm – 4:30 pm Eastern

Train, refresh, and update your frontline on the regulations they must know – without leaving the building. If you have ever wanted to teach frontline staff what these regulations do, to whom they apply, and why your credit union has to follow them, then this is the program you need! Many of these regulations require annual training, so this session will meet your training requirement. There are quizzes and tests your staff can take before or after the program to ensure comprehension.

## HIGHLIGHTS

- **Deposit Regulations** that affect you members
- **Regulation D** – transaction accounts, savings accounts, and time deposits accounts
- **Regulation CC** – Its history and how it impacts opening accounts and placing holds
- **Truth in Savings** – Why it was developed and the frontline issues, including disclosures and conversations with the members it governs
- **New Overdraft (OD) Rules**
- **Regulation E** – Its purpose and how member conflicts are resolved on unauthorized transactions and new OD rules
- **Cost of Noncompliance** – penalties and consequences

## 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!

## Frontline Compliance 101

July 14, 2010

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: \_\_\_\_\_

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