



2020 ICBA/NM Operations V-Con

“Operating in the New Normal”

September 22, 23 & 24, 2020

Tuesday, September 22, 2020

9:00 – 10:00 a.m. Session #1 **“Digging Deep in Business Continuity Planning & Disaster Response**

Anne Benigsen, CISSP, CI(S)O, Bankers Bank of the West

Description: In November 2019 (that seems so long ago, doesn't it?) the FFIEC released a new Business Continuity Management IT Handbook. It emphasized resiliency and moved away from focusing on recovery and response. A new framework was outlined on how financial institutions should be implementing business resiliency as a program, not just a policy, and how it needs to be baked in and inclusive at every level of your organization. Anne will be diving deep into the new and more detailed parts of the guidance with explanations, examples, and answers to your questions.

10:05 - 10:35 a.m. Session #2 **“Introducing Compliance Pathways”**

Christopher L. Williston VI, President/CEO, and Christy Bussey, Program Director for Compliance Pathways, Independent Bankers Association of Texas

10:40 - 11:40 a.m. Session #3 **“Reviewing Critical Vendor Due Diligence”**

Leticia Said, Chief of Staff, CoNetrix, LLC – A family of Technology Companies

Description: Getting our vendor's due diligence is one thing, understanding and reviewing is something different entirely. Learn what your due diligence docs are telling you, and how to read them to get the values and not be bogged down by “fluff”. Session will include history of docs, key terminology to know, key elements to examine in each document and methods of explaining review results to the board.

Wednesday, September 23, 2020

9:00 – 10:00 a.m. Session #4 **“So Much Reg E, So Little Time”**

Diana Kern, Senior Trainer, SHAZAM

Description: Regulation E spells out a consumer's rights and liabilities along with the responsibilities of financial institutions, yet the language can be complicated. We cut to the chase and outline best practices for resolving errors and simplify the ways to determine the consumer's liability. Learn your responsibilities and how to protect your consumers without suffering needless losses from debit card transactions.

10:05 - 10:25 a.m. **Virtual Hallway** (Fill You Coffee, Check Messages, and Stretch or Walk.)



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Wednesday, September 23, 2020, Continued

10:30 – 11:30 a.m. Session #5 **“Empowering Compliance Professionals” Water Cooler Discussion**

Fran Sponsler, Director of Compliance Review and Shareholder, Fortner Bayens, Levkulich and Garrison, P.C.

Description: Discussion will include examples of how to take a “FIL” and break it down for easy communication to both bank employees and customers. Empowering bankers to help customers have a good banking experience. Interaction from the various banks is encouraged during the Water Cooler Discussion.

Thursday, September 24, 2020

9:00 – 10:00 a.m. Session #6 **“Remote Culture: Teamwork Strategies for Collaboration”**

Erin Bopp, HR Consultant, Payday HCM

Description: This session is designed to help maintain teamwork and manage employees since the pandemic still has some working from home. Erin will also address how to help keep employee moral up during this extended pandemic as well as other important helpful ideas.

10:05 - 10:25 a.m. **Virtual Hallway** (Fill You Coffee, Check Messages, and Stretch or Walk.)

10:30 -11:00 a.m. Session #7 **“FedNow Update”**

Kim Robbins, Chief Administrative Officer of FedNow and SVP of Payment Strategies Division, Federal Reserve Bank of Kansas City

Description: In August 2019, the Federal Reserve announced it will develop the FedNowSM Service to enable institutions of every size, and in every community across America, to provide safe and efficient payment services in near real time, around the clock, 365 days a year. Hear about the recently announced features and functionality of the FedNow Service in an update on the development of the Fed’s first new payment service in more than 40 years.

11:00 - 11:30 a.m. Session #8 **“FHLB Credit and Collateral Practices”**

Michael Zheng, Federal Home Loan Bank of Dallas
Chandra Quaitie, Federal Home Loan Bank of Dallas

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