



# 2019 WEBINARS

**Affordable Professional Training  
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IBC has been a leader in webinar training for more than a decade and is committed to superior customer service. Webinars are designed for most positions in a community banks from the frontline to the board room. Speakers are industry experts with long-term, real-life, hands-on experience. Benefits of participating in an IBC webinar include:

- Easy to use, time effective, cost effective, convenient, interactive
- Current and hot topics delivered by experienced speakers
- Take-Away-Toolkit (consists of an employee training log and a quiz to measure staff learning)
- Webinar series specifically developed for: for ACH Specialists, BSA Specialists, C-Suite Executives, Call Report Personnel, Consumer Collection Specialists, Credit Analysis & Underwriting Professionals, Directors, Frontline Personnel, IRA Specialists, Mortgage Lenders, and Regulation E Specialists

## AUDIT & ACCOUNTING

- 1/16/19 [Call Reports 2019 Update](#)
- 5/2/19 **Call Report Series:**  
Call Report Basics, Including Balance Sheet, Income Statement & Related Schedules
- 6/13/19 **Call Report Series:**  
Preparing Call Report Lending & Allowance-Related Schedules
- 7/2/19 ALLL Supporting Documentation: Current Rules & Future Expectations Under CECL
- 7/23/19 **Call Report Series:**  
Call Report Regulatory Capital, Including Key Changes & Other Schedules
- 8/20/19 **Call Report Series:**  
Introduction to Call Report Loan Classifications

- 9/4/19 Auditing E-Policies & Procedures: Risks, Rules & Records
- 9/10/19 Conducting the 2019 ACH Audit
- 9/17/19 **Regulation E Series:**  
Auditing for Reg E Compliance

## COLLECTIONS

- 1/28/19 Real Estate Loan Collection Rules for Lenders & Mortgage Servicers
- 4/18/19 **Consumer Collection Series:**  
Your Borrower Filed Bankruptcy, Now What?
- 5/21/19 **Consumer Collection Series:**  
Repossession Practices, Compliance & Limitations
- 6/19/19 **Consumer Collection Series:**  
Effective Debt Collection Techniques & Strategies

- 7/30/19 **Consumer Collection Series:**  
20 Common Mistakes in Consumer Collections

## COMPLIANCE

- 2/4/19 Flood Insurance Compliance Update & FAQs
- 3/19/19 Advanced BSA Officer Training: In-Depth Risk Issues & Difficult Situations
- 4/2/19 UDAAP: Consumer Complaint Monitoring & Avoiding Harm
- 5/8/19 **BSA Series:**  
Job-Specific BSA Training for Lenders
- 6/4/19 **BSA Series:**  
Job-Specific BSA Training for Operations
- 7/16/19 **BSA Series:**  
Job-Specific BSA Training for the Frontline

- 8/21/19 E-Compliance Rules, Policies & Best Practices for Email, Web, Mobile & Social Media
- 9/19/19 New Compliance Officer Boot Camp
- 10/3/19 New BSA Officer Training Part 1: Compliance, Risk Assessment, CTRs, Exemptions, Forms & Regulator Expectations
- 10/17/19 New BSA Officer Training Part 2: Reviews, SARs, CDD, Technical Aspects & Real-Life Scenarios
- 11/13/19 Year-End Compliance Checklist
- 11/20/19 BSA Special Risks: Policy, Law Enforcement & Regulator Issues

### DIRECTORS

- 3/28/19 **Board Reporting Series:** Red Flags in Board Reports
- 6/10/19 Community Bank Mergers & Acquisitions Simplified
- 6/26/19 **BSA Series:** Job-Specific BSA Training for the Board
- 9/25/19 What Directors Should Know About CECL, ALLL & the New Credit Impairment Standards

### FRONTLINE & NEW ACCOUNTS

- 1/10/19 [Teller Training Series: Compliance Training for the Frontline](#)
- 1/30/19 [Teller Training Series: Frontline Fraud Prevention: Stopping Fraud at the Teller Line](#)
- 2/20/19 **Teller Training Series:** Risks & Precautions for Endorsements & Other Negotiable Instruments
- 3/12/19 **Teller Training Series:** Cross Selling: The Key to Accountholder Satisfaction & Retention

- 3/27/19 Handling Power of Attorney & Living Trust Documents on Deposit Accounts & Loans
- 4/9/19 **Teller Training Series:** Accurately Completing the CTR Line-by-Line
- 4/11/19 Notary Essentials & Legalities
- 5/14/19 **Teller Training Series:** Managing Dual Control & Cash Limits
- 6/25/19 Living, Grantor & Family Trust Accounts: Common Problems in Account Opening & Lending
- 7/1/19 Managing Accounts & Records for Nonresident Aliens: Opening, Identifying, Monitoring & Tax Reporting
- 7/24/19 Opening Accounts Online: Rules, Risks & Best Practices
- 8/29/19 Opening Donation, Memorial & Other Accounts for Nonprofit Organizations & Corporations
- 9/12/19 Managing Minor Accounts: Withdrawals, Transfers, CDD, Closing & Best Practices
- 10/9/19 Head Teller Training: Maximizing Teller Performance
- 10/16/19 POD Account Documentation, Compliance, Beneficiaries & Closing
- 10/22/19 Medallion & Signature Guarantee Risks, Rules & Best Practices
- 10/30/19 Personal Accounts: Ownership, Authorization, Titling & Documentation
- 11/6/19 Closing or Changing Accounts for Consumers & Businesses
- 12/10/19 Business Accounts: Who is Authorized to Open, Close, Transact?

### HUMAN RESOURCES

- 6/12/19 Essential HR Recordkeeping from Hiring to Firing
- 9/24/19 Hiring in the Digital Age: What Every HR Manager Needs to Know About Social Media

### IRA

- 1/17/19 [IRA & HSA 19 Update, Including Tax Reform Considerations](#)
- 7/9/19 **IRA Series:** Processing IRA Rollovers & Transfers
- 8/6/19 **IRA Series:** IRA Reporting, Common Issues & Error Resolution
- 8/27/19 **IRA Series:** Top 10 Most Misunderstood IRA Issues: Turning Confusion into Confidence
- 9/16/19 **IRA Series:** Handling IRA Required Minimum Distributions & Roth Distributions

### INFORMATION TECHNOLOGY

- 2/27/19 The New NIST Digital Identity Guidelines: Impact on Passwords, Security Questions & Account Lockouts
- 3/11/19 Synthetic ID Fraud: What It Is, How It Works & Real-Life Scenarios
- 4/4/19 Mobile Device Risks, Records & Compliance Rules: Managing Your BYOD & COPE Policies & Procedures
- 4/23/19 Hacking the Weakest Link: The Role of Staff in Maintaining IT Security
- 5/15/19 Hot Issues in Cyber Compliance
- 6/27/19 Card Data Security: PCI-DSS Risk, Readiness & Compliance

- 8/15/19 FFIEC Cyber Security Risk Assessments: Policy, Recent Findings & Recommendations
- 9/18/19 Mitigating a Data Breach: Forensics & Incident Response
- 9/26/19 Emerging Trends & Developments in Online, Mobile & Digital Channels

## LENDING

- 1/9/19 [Credit Analysis & Underwriting Series: Regulator Issues & Update for the Credit Analyst](#)
- 1/15/19 [2018 HMDA Submission Due March 1, 2019 Part 1: Identifying Reportable Loans, Data Integrity & FIG Analysis](#)
- 1/23/19 [2018 HMDA Submission Due March 1, 2019, Part 2: Requirements, Clearing Edits, Exempt Fields & More](#)
- 1/24/19 [Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 1: Newly Revised Form 1040 & Schedules B & C](#)
- 1/29/19 [Credit Analysis & Underwriting Series: Analyzing Financial Statements for the Credit Analyst](#)
- 1/31/19 [SBA Lending 19 Update: Guidance on the Latest Changes to Policies, Procedures & Documentation](#)
- 2/21/19 [Credit Analysis & Underwriting Series: Debt Service Coverage Calculations in Underwriting](#)
- 2/25/19 Determining Cash Flow from Personal Tax Returns After 2018 Tax Reform Part 2: Schedules D, E & F

- 3/20/19 Required Compliance for Commercial Loans Secured by Real Estate
- 3/26/19 [Credit Analysis & Underwriting Series: Global Cash Flow Analysis for Underwriters & Credit Analysts](#)
- 4/17/19 Flood Insurance Compliance for Commercial Lending: Unique Issues & Case Studies
- 4/22/19 Top 20 Questions About Completing the TRID Loan Estimate & Closing Disclosure
- 4/25/19 Advanced Credit & Risk Management in Agricultural Lending
- 4/30/19 Escrow Account Shortages, Surpluses & Deficiencies
- 5/1/19 Troubled Debt Restructuring: Identifying & Accounting for Impaired Loans
- 5/9/19 Developing & Delivering an Effective Loan Presentation
- 5/23/19 Advanced Commercial Loan Documentation
- 5/29/19 Military Lending Act & SCRA: Compliance & Lessons Learned
- 6/6/19 [Mortgage Lending Hot Spots Series: Construction-Only & Construction-to-Permanent Lending](#)
- 7/10/19 [Mortgage Lending Hot Spots Series: Surviving a TRID Compliance Exam](#)
- 7/15/19 Introduction to SBA Lending
- 7/25/19 From Prospect to Customer: Skills & Tools for Successful Business Development
- 8/8/19 [Mortgage Lending Hot Spots Series: Adverse Action in](#)

- Mortgage Lending: Compliance, Notices & Best Practices
- 8/14/19 What Are Those Business Tax Returns Telling Me?
- 9/11/19 [Mortgage Lending Hot Spots Series: Appraisal & Evaluation Guidance on Collateral Valuation](#)
- 10/7/19 [Mortgage Lending Hot Spots Series: Demystifying Rules for TRID Tolerances](#)
- 10/24/19 Commercial Loan Annual Credit Review
- 11/12/19 [Mortgage Lending Hot Spots Series: Uniform Residential Loan Application \(URLA\) Line-by-Line, Required February 1, 2020](#)
- 11/21/19 When a Borrower Dies: Rules, Procedures & Liabilities
- 12/11/19 Dealing with Joint Signers in Consumer & Real Estate Lending
- 12/17/19 Securing Collateral: How to Complete & File UCC-1 Financing Statements

## MARKETING

- 3/6/19 Federal Requirements for Tech-Based Marketing: Websites, Social Media, Robo Calls & More
- 10/29/19 12 Key Elements of an Effective Digital Marketing Strategy
- 11/7/19 Top 10 Compliance Mistakes in Advertising

## OPERATIONS

- 1/8/19 [Record Retention & Destruction Rules: Paper & Electronic](#)
- 2/5/19 [ACH Specialist Series: ACH Tax Refund Exceptions, Posting & Liabilities](#)

2/6/19	Right of Setoff on Deposit Accounts & Loans: Legal Issues		Summons & Other Legal Process		7/11/19	FinCEN Guidelines on Reporting Elder Financial Exploitation
2/13/19	Prepaid Cards: Your Bank's Responsibilities Under the New Rules, Effective April 1, 2019	8/22/19	<b>Regulation E Series:</b> How to Handle Unauthorized Electronic Fund Transfers Under Reg E		8/7/19	New Security Officer Training: Responsibilities, Best Practices & Skill-Building Tools
2/26/19	<b>ACH Specialist Series:</b> ACH Dispute Resolution	8/28/19	Effective Management of Credit Report Disputes: Completing ACDVs, AUDs & Correcting Joint Credit		11/19/19	Robbery Preparedness: Meeting Your Annual Compliance Requirement
2/28/19	Debit Card Chargebacks: Understanding Visa Claims Resolution	9/5/19	Official Demands Part 2: Handling Garnishments, Levies & Judgment Liens		<b>SENIOR MANAGEMENT</b>	
3/13/19	Debit Card Chargebacks: Understanding Mastercard Dispute Resolution	10/8/19	When a Depositor Dies: Legal Requirements, Practical Issues & FAQs		1/14/19	<a href="#">FFIEC Exam Procedures for Business Continuity</a>
3/14/19	<b>ACH Specialist Series:</b> 2019 ACH Rules Update	10/8/19	When a Depositor Dies: Legal Requirements, Practical Issues & FAQs		2/7/19	<b>C-Suite Series:</b> CAMELS Rating for Executives
3/21/19	Banking Marijuana-Related Businesses	10/10/19	<b>Regulation E Series:</b> Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation		2/12/19	<b>Board Reporting Series:</b> Board Secretary Procedural & Compliance Responsibilities
4/15/19	<b>ACH Specialist Series:</b> Liability with ACH Death Notification Entries (DNEs) & Reclamations	10/31/19	1099 Reporting: Foreclosures, Repossessions & Debt Settlements		3/5/19	<b>Board Reporting Series:</b> Essential Board Reporting: Requirements, Timing, Delivery Options, Risks & Concerns
5/16/19	<b>ACH Specialist Series:</b> Top 10 Ways to Mitigate ACH Payment Risk	11/14/19	<b>Regulation E Series:</b> Provisional Credit Under Reg E: Rules, Best Practices & FAQs		3/7/19	<b>C-Suite Series:</b> Strategic Decisions Regarding CECL Methodologies, Processes & Governance
5/30/19	<b>ACH Specialist Series:</b> ACH Stop Payments vs. Unauthorized Extended Returns: Know the Difference	11/26/19	Understanding & Navigating ACH Rules for ODFIs		4/3/19	<b>C-Suite Series:</b> Enterprise Risk Management: Three Key Risk Assessments
6/5/19	Handling Dormant Accounts, Unclaimed Property & Escheatment	12/3/19	IRS Reporting Requirements: 1098s, 1099s, TINs & Backup Withholding		4/24/19	<b>C-Suite Series:</b> Asset Liability Management Strategies in a Rising Rate Environment
6/17/19	Untangling Complex RDFI Challenges	12/4/19	ACH Error Resolution: Returns, Authorizations, WSUDs, Stop Payments & More		5/22/19	The UBPR: Understanding Peer Group Comparison to Improve Bank Performance
6/18/19	Electronic Returned Items: Combating Fraud	12/12/19	Safe Deposit Issues: Delinquency, Death & Abandonment		8/1/19	Outsourcing Tech Services: Regulations, Examiner Expectations & Actions for Vendor Management
6/20/19	<b>Regulation E Series:</b> Reg E Fundamentals				8/13/19	Developing the Right Strategic Plan for Your Bank
7/17/19	<b>Regulation E Series:</b> Legally Handling ATM & Debit Card Claims Under Regulation E	<b>SECURITY &amp; FRAUD</b>				
7/18/19	Wire Transfer Compliance, Including International Remittances	4/16/19	<b>Board Reporting Series:</b> Security Officer Reports to the Board: Fulfilling Your Annual Requirement			
8/5/19	Official Demands Part 1: Handling Subpoenas,	5/6/19	Accurately Completing the SAR Line-by-Line			