



2019 Teller Training 6-Part Webinar Series

Regulations, operations, loss prevention, compliance... today's tellers must possess broad knowledge and provide excellent service. This series will provide tellers with the information and tools needed for success.

Pick and choose the session(s) that best meet your training needs or purchase the entire series and Save 10%!

A superior financial institution knows how to balance the demands of providing outstanding service with regulatory requirements and prudent operating procedures. Trained, knowledgeable tellers are critical in maintaining this fine balance. With this series, tellers will enhance their skills in accountholder retention, compliance, fraud prevention, negotiable instruments, and much more.

Teller Training Series Topics

- Compliance Training for the Frontline
- Frontline Fraud Prevention: Stopping Fraud at the Teller Line
- Risks & Precautions for Endorsements & Other Negotiable Instruments
- Cross Selling: The Key to Accountholder Satisfaction & Retention
- Accurately Completing the CTR Line-by-Line
- Managing Dual Control & Cash Limits

Session Dates & Descriptions

Thursday, January 10, 2019; 1:00 – 2:30 p.m.
Compliance Training for the Frontline
Dawn Kincaid, Brode Consulting Services, Inc.

Did you know that a “simple” deposit of cash and a few checks can be governed by at least seven regulations? Frontline staff are responsible for placing appropriate holds on funds, providing accurate/timely disclosures, and identifying and reporting suspicious activity – all while providing outstanding service. This informative session will focus on compliance regulations and guidelines that affect frontline staff. It will address common account transactions and the specific regulations that govern each. Tools to enhance your daily routine will be provided to guide you through regulatory requirements, identifying red flags, and assisting with accountholder questions. Both new and seasoned frontline staff will benefit from this must-attend, jam-packed session – and meet their annual training requirements.

100% Satisfaction Guarantee and Convenient!

Listen to the webinar via your: iPad, iPhone, or Android

Instructions will be emailed with the webinar link.

Note: All materials are subject to copyright. Transmission, retransmission, or republishing this webinar to other institutions or those not employed by your financial institution is prohibited. Print materials may be copied for eligible participants only.

Wednesday, January 30, 2019; 1:00 – 2:30 p.m.
Frontline Fraud Prevention: Stopping Fraud at the Teller Line
Mary-Lou Heighes, Compliance Plus, Inc.

Tellers and other staff who handle accountholder transactions are the first line of defense against fraud, money laundering, identity theft, and other crimes. What you know about these issues and how you handle them directly impact accountholders and can save your institution from potential losses. In 2017, financial institutions filed 148,290 suspicious activity reports on identity theft and related issues, and another 436,391 reports on fraud including checks, wire transfers, and ACH, including matters related to Ponzi, mass-marketing, and pyramid schemes. This webinar will provide the tools and best practices necessary to ensure your institution stops fraud at the frontline.

Wednesday, February 20, 2019; 1:00 – 2:30 p.m.
Risks & Precautions for Endorsements & Other Negotiable Instruments
Mary-Lou Heighes, Compliance Plus, Inc.

Accepting items for deposit is just routine – until something goes wrong. When sending deposited items through for payment, your institution is warranting that it gave the funds to the payee. Who is the item really payable to? What about restrictive endorsements or other language that may appear with the endorsement? Who can endorse when there are multiple payees? What if no one endorses it, can it still be deposited? The answer to these questions depend on the facts and circumstances of each item and the parties involved, including the depository institution. This webinar will outline the correct processes to avoid loss and mitigate risk and examine the rights and liabilities of the parties involved in the acceptance, payment, and enforcement of negotiable instruments.

Tuesday, March 12, 2019; 1:00 – 2:30 p.m.
Cross Selling: The Key to Accountholder Satisfaction & Retention
Tim Tivis, Pinnacle Training Group

It is a proven fact that the more products and services accountholders own, the more loyal they become. With competition from both traditional and non-traditional sources increasing at exponential rates, it has never been more important to gain and retain satisfied accountholders. Because of these and other market-driven factors, cross selling must become a top priority. However, cross selling for the wrong reason can do more harm than good! This webinar will provide tools to empower staff to cross sell effectively and intelligently. From discovery to delivery, you will learn to increase accountholder retention while gaining growth opportunities through favorable referrals.

Tuesday, April 9, 2019; 1:00 – 2:30 p.m.
Accurately Completing the CTR Line-by-Line
Dawn Kincaid, Brode Consulting Services, Inc.

You greeted the accountholder with a smile, accepted the deposit, and counted the cash three times just like you should. You clicked the next button to generate the receipt and the CTR screen appeared. **Fifty-seven** empty fields just waiting to be populated! This webinar will provide best practices on how to obtain the required information from the accountholder. Using a variety of scenarios, the presenter will provide an in-depth, line-by-line review of how to properly complete each CTR data field and how to avoid common errors. Don't miss this detailed, insightful session.

Tuesday, May 14, 2019
Managing Dual Control & Cash Limits
Molly Stull, Brode Consulting Services, Inc.

Managing dual control and cash limits is a critical responsibility in any business, but even more so in the financial industry. The teller's role is integral to creating solid control processes. This program will explain the reasoning behind the procedures, outline potential consequences of cutting corners, and reinforce the importance of managing dual controls and working within established cash limits. Examples of various control logs and procedures will be provided.

Three Registration Options

1. Live Webinar – The **live webinar** option allows you to have **one internet connection from a single computer terminal**. You may have as many people as you like listen and watch from your office computer. Registrants receive a website address and passcode that allows entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, passcode, and handouts will be emailed prior to the broadcast. You will need the most-current version of Adobe Reader available free at www.adobe.com.

2. RECORDED WEBINAR and FREE DIGITAL DOWNLOAD – Can't attend the live webinar? This option provides a recording of the live event, including audio, visuals, and handouts. We even provide the presenter's email address for follow-up questions. You will receive an email with the recorded webinar link, which can be viewed anytime 24/7, beginning 6 business days **after** the webinar. You will also receive instruction on how to download a **free digital copy** of the webinar to your PC, which you may keep and use indefinitely. The recorded webinar may **ONLY** be ordered for 6 months following the live webinar. In addition, the download must be completed within 6 months of the live webinar date.

3. BOTH LIVE WEBINAR, RECORDED WEBINAR, and FREE DIGITAL DOWNLOAD – Options 1 and 2 described above.

Registration Form

Personal Information (please clearly print or type)

Name: _____ Title: _____

Bank/Company: _____

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	Live Webinar/ Series	Recorded and Free Digital Download/ Series	ALL–Live Webinar, Recorded Webinar and Digital Download/Series
IBC Education Program Members and NGBL Members	\$230/\$1,242	\$230/\$1,242	\$325/\$1755
IBC Members	\$245/\$1,323	\$245/\$1,323	\$350/\$1,890
Non-Members	\$295/\$1,593	\$295/\$1,593	\$365/\$1,971

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