



2015 Frontline Training

Frontline Staff • Evening Seminars

September 24 & 29, 2015

Agenda:

6:45 p.m.
Registration

7:00 - 9:00 p.m.
Seminar

Are you looking for a comprehensive training course for your frontline staff? You know how important your frontline staff is for the successful operation of your bank. They are the first person (and perhaps the only person) at your bank that your customers deal with on a regular basis. Your frontline staff must provide great customer service but, at the same time, they are your frontline defense to prevent customer fraud. This comprehensive training course will cover the important banking laws and regulations that affect your frontline staff and to properly handle your banks operations.



Our presenter, Elizabeth Fast is a partner with Spencer Fane Britt & Browne LLP where she specializes in the representation of financial institutions. Elizabeth is the head of the firm's training division known as Bankers Choice. She is a favorite among Kansas bankers. Her presentation style is lively and down to earth. Bankers routinely comment on how Elizabeth's training is ANYTHING BUT BORING!

Topics Included:

- Recent BSA enforcement actions and what the examiners are looking for
- Changes to Reg. E reducing 4 day notice period to 2 days and increasing maximum Consumer liability from \$300 to \$500
- New FFIEC Cybersecurity Assessment Tool
- HELOC end of draw period requirements
- Who is liable for forged maker's signature, forged endorsement and fraudulent checks
- How to handle data security breaches & internet fraud losses
- How to handle living trusts on both the deposit and loan sides of the bank
- What to watch out for when accepting a Power of Attorney

Dates & Locations

(Click on the date to register for that location)

Sept. 24 [Huck Boyd Community Center](#)
860 Park Street
Phillipsburg, KS 67661

Sept. 29 [Prairie Band Casino](#)
12305 150th Road
Mayetta, KS 66509

Member Fee	Non-Member
\$49 per person	\$69 per person

Questions:

Contact: Yvonna Hansen
Phone: (800)258-4589
Email: Yvonna@cbak.com

REGISTRATION INFORMATION

Bank Name: _____

Address: _____

City: _____ Zip: _____ Phone: _____

Name	Email
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4 Ways to Register

Mail to: 1414 SW Ashworth Place,
Ste. 200, Topeka, KS 66604

Fax to: (785) 271-1508

Email: yvonna@cbak.com

Online: www.cbak.com
click on Education Calendar

Cancellation Policy: Full refunds (less \$5 processing fee) will be made if received within three days before the seminar; otherwise, fee will be forfeited. Substitutions are welcome and encouraged at no charge.