



**Independent  
Bankers  
Association  
of Texas**



**Community Bankers  
Association of Kansas**

# Vendor Management Summit

March 9 & 11, 2021

## ABOUT THE PROGRAM

In this “first of its kind” program, the Independent Bankers Association of Texas, [YOUR ASSOCIATION NAME HERE] and a consortium of community banking organizations throughout the country, will be taking on the perennial hot topic of vendor management.

Proper vendor due diligence goes beyond just meeting regulatory expectations; it is where performance management and risk management meet. Vendor relationships can support customer growth and service – helping community banks achieve more than they ever could alone. But community bankers must also maintain a robust due diligence program to monitor for the risks that accompany any third-party relationship.



### Legal Overview and Due Diligence

Legal and regulatory environments, contract elements and the due diligence process.



### Strategic Roundtables and Disaster Recovery

Come up with a sustainable plan and start doing things right, not doing the right things to check a box. Plan for the worst and be ready when it arrives.



### Tools and Takeaways

Receive your IBAT-created toolkit to use at your bank.

# SCHEDULE

## Tuesday, March 9

- 8:30 a.m. Welcome (Christopher Williston, IBAT)
- 8:45 a.m. Opening Comments  
(Commissioner Charles Cooper, Texas Department of Banking)
- 9:00 a.m. Legal Overview: Your 3rd Party Due Diligence Processes (Karen Neeley, IBAT)
- Legal and regulatory requirements
  - Contract elements
  - Due diligence process
- 10:00 a.m. Strategic Vendor Management Roundtables: Doing Things Right vs. Doing the Right Things (Christy Hester, IBAT)
- The difference between checking the box and creating a profitable use of vendors
  - Managing expectations
  - Evaluating current capabilities of your vendors
  - Building consensus with stakeholders
  - Who “owns” vendor management?
- 11:00 a.m. Contract negotiations: Lessons Learned in Effective Vendor Management (William D. Sutherland, VI)

## Thursday, March 11

- 8:45 a.m. Vendor Connect (Curt Nelson, IBAT)
- 9:00 a.m. Dynamic Due Diligence: Regulator Expectations for Ongoing Vendor Management (Kelly Goulart, IBAT)
- Ongoing compliance issues
  - Complaint management
  - Cybersecurity + safeguarding customer information
- 10:00 a.m. Disaster Recovery and Business Continuity: Planning for the Worst Before it Arrives (Banker + Vendor Panel)
- Government and community resources
  - Who owns it?
  - Alternative communications methods
- 11:00 a.m. Emerging and Innovative Use of Fintech and Other Vendors (Christopher Williston, IBAT)
- 11:45 a.m. Takeaway Toolkit  
Participants at the 2021 Vendor Due Diligence Summit will receive several resources developed by the IBAT team for you to take back and use at your bank, including:
- Vendor Due Diligence Questionnaire
  - 3rd Party Contract Review Checklist
  - Fillable log for documentation of 3rd party vendor relationships

# SPEAKERS



Charles G. Cooper  
Commissioner  
Texas Department of Banking



William D. Sutherland, VI  
Partner  
Kennedy Sutherland, LLP



Christopher L. Williston VI  
President and CEO  
IBAT



Karen M. Neeley  
General Counsel  
IBAT



Kelly Goulart,  
CRCM, CAMS, CIA  
Senior Manager - Regulatory  
Compliance  
IBAT



Christy Bussey  
Director of Growth and  
Development  
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