



2017 TCA Webinar Calendar

TCA webinars approved for CRCM and CAMS credits!

Please Select	Date	Topic	TCA RCM Client Pricing	Non-TCA Client Pricing
<input type="checkbox"/>	<i>Recording Available</i>	Regulation E—Investigation and Loss Mitigation	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	HMDA #1 —HMDA Changes and Project Planning	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	BSA/AML Basic Training	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	BSA/AML Advanced Training	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	Is Your Bank in the Red? Understanding Fair Lending Redlining Risk	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	Equal Credit Opportunity Act – The Foundation of It All	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	HMDA #2 —2018 HMDA Data Collection Requirements	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	Consumer Harm: What you Need to Know for Your Next Compliance Exam	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	Vendor Management: Who Manages Who?	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	So You Want to Bank a Marijuana-Related Business?	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	Advertising and Marketing Pitfalls— Avoiding Consumer Harm	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	Understanding the 2018 Beneficial Ownership Rules	\$229	\$279
<input type="checkbox"/>	<i>Recording Available</i>	HMDA #3 —HMDA and Fair Lending	\$229	\$279

Webinar Sign Up Form

Please sign up by completing this form and choose an option below:

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Upon receiving the sign up form, TCA will issue an invoice for all selected webinars.

Institution Name _____




Participant's Name and Title _____

Mailing address _____

City _____ State _____ Zip _____

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Date	Topic	Presenter(s)
<p style="text-align: center;">Recording Available</p> <p>Regulation E-Investigation and Loss Mitigation has been approved for 2 CAFP, 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p style="text-align: center;">Regulation E—Investigation and Loss Mitigation</p> <p>Regulation E consumer liability limits and VISA/MasterCard Zero Liability protections often mean that your financial institution is left accepting a loss when a customer claims fraud. We hear stories from countless bankers expressing their frustration as the rules all seem stacked against them. However, there is one important step in the process that claims processors and front line staff often overlook: The investigation. This webinar will save you money! Topics include:</p> <ul style="list-style-type: none"> • Investigating claims to determine if an error actually occurred. • Error resolution: Efficiency vs. Cost Effectiveness • Case Studies and Investigation Tips • Honoring Claims “The Right Way” <p>Join TCA’s own Brian Crow, a nationally recognized expert on Regulation E, for a review of investigation and interview techniques that can enhance your Reg E program and help minimize paying frivolous claims.</p>	 <p style="text-align: center;">Brian Crow, CAMS</p>
<p style="text-align: center;">Recording Available</p> <p>HMDA #1-HMDA Changes and Project Planning has been approved for 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p style="text-align: center;">HMDA Changes and Project Planning</p> <p>The March 1, 2017 deadline for submitting the 2016 HMDA data has passed so now we can shift our focus away from HMDA, right? Wrong!! There is much to do to prepare for the significant changes to data collection and reporting which become mandatory on January 1, 2018. This is the first of a 3-part series to help you prepare and implement a Project Plan to ensure you meet examiner expectations and are prepared to go the first of next year. Part 1 of the series focuses on the changes to HMDA, which fields are changing, and how the Bank should prepare for these changes.</p> <ul style="list-style-type: none"> • The New Reporting Fields: Modified and added reporting fields and the fields with no changes • Preparing for the Changes • Project Planning and Vendor management • Policies and procedures • Testing and External Review of system and output 	 <p style="text-align: center;">Angie Rankin, CRCM</p>  <p style="text-align: center;">Monique Reyna</p>

May 2017 Webinars




Date	Topic	Presenter(s)
<p>Recording Available</p> <p>BSA/AML Basic Training and BSA/AML Advanced Training has been approved for 2.5 CAFP, 2.5 CRCM credits each.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p> <p>2 CAMS credits available to live attendees.</p>	<p>BSA/AML Basic Training</p> <p>TCA's 2 hour webinar focuses on ensuring BSA staff has a solid foundation or a basic refresher course. Topics Include:</p> <ul style="list-style-type: none"> Recent Enforcement Actions The Core Procedures of the FFIEC Manual BSA/AML Hot Topics <p>BSA/AML Advanced Training</p> <p>TCA's 2 hour webinar provides targeted training for the seasoned BSA staff. Topics include:</p> <ul style="list-style-type: none"> 5th BSA Pillar—Is your Bank ready? The Expanded Procedures of the FFIEC Manual Recent Enforcement Actions and Guidance Additional BSA/AML Hot Topics 	 <p>Brian Crow, CAMS</p>  <p>Melissa Hoef, CAMS</p>
<p>Recording Available</p> <p>Is Your Bank in the Red? Understanding Fair Lending Redlining Risk has been approved for 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p>Is Your Bank in the Red? Understanding Fair Lending Redlining Risk</p> <p>TCA's Fair Lending and CRA experts will help you understand the current regulatory focus on Redlining. TCA's insight will help you evaluate and enhance your Bank's Fair Lending program. Topics include:</p> <ul style="list-style-type: none"> Defining Redlining What are majority minority census tracts? Why are they important? Lending pattern analysis and what it tells us Peer Comparison analysis and our relationship to our Peers Understanding Statistical Analysis of the probability of discrimination Importance of geocoding all loan products Maps tell the bank's story at a glance Monitoring and Board/Management Reporting 	 <p>Margaret Dolinger, CRCM</p> <p>Steve Houchens</p>
<p>Recording Available</p> <p>Equal Credit Opportunity Act-The Foundation of It All has been approved for 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p>Equal Credit Opportunity Act: The Foundation of It All</p> <p>TCA's Lending Expert will help your Bank understand the various nuances and importance of this often overlooked regulation and provide tips for compliance success. Topics include:</p> <ul style="list-style-type: none"> ECOA – The rules and coverage GMI – The Ins and Outs of data collection Applicant Information – What you can and can't request Application Evaluation – You asked for it... now what? Application Notification – More than just a customer service Self-Analysis – You think you know? Appraisals – Can I get a copy? Enforcement – The price you pay 	 <p>Michelle Strickland, CRCM</p>







Date	Topic	Presenter(s)
<p style="text-align: center;">Recording Available</p> <p>HMDA #2-2018 HMDA Data Collection Requirements has been approved for 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p style="text-align: center;">2018 HMDA Data Collection Requirements</p> <p>This webinar will go into more detail about each field that is being modified or added. In addition, the webinar will discuss the new reporting format as well as the new Residential loan application.</p> <ul style="list-style-type: none"> Review of the final project plan to ensure that all loans are captured, including those originated through the commercial loan department Methods of HMDA data submission Government Use of the new LAR information for CRA and Fair Lending Assessments <p><u>Fields changing</u></p> <ul style="list-style-type: none"> Each field being modified and discuss the modification from its previous state and how it impacts the Bank Each field being added and discuss how it impacts the Bank Discuss how the Bank should define what source documents will be used for each field and how they should include these documents within the policies and procedures <p><u>Reporting format</u></p> <ul style="list-style-type: none"> Changing reporting from FFIEC desktop software to CFPB website upload What to do if they don't have an automated system (excel spreadsheet, etc.) <p><u>Residential loan Application</u></p> <ul style="list-style-type: none"> Discuss the new loan application Point out the differences between the current loan application and the new loan application Discuss when the new application should be implemented, or dates the Bank should consider 	<div style="text-align: center;">  <p>Angie Rankin, CRCM</p> </div> <div style="text-align: center;">  <p>Monique Reyna</p> </div>
<p style="text-align: center;">Recording Available</p> <p>Consumer Harm: What You Need to Know for Your Next Compliance Exam has been approved for 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p style="text-align: center;">Consumer Harm: What You Need to Know for Your Next Compliance Exam</p> <p>All of the regulatory agencies have followed the lead of the CFPB and significantly shifted the focus of examinations to the potential for consumer harm. In order to effectively prepare for this new regulatory approach, Banks must be able to understand its consumer harm risk profile. This critically important and timely webinar includes:</p> <ul style="list-style-type: none"> The evolving approach of examiners during consumer compliance examinations, including the focus of examiners from all of the agencies during recent exams. Guidance on evaluating the impact of consumer harm on your compliance management system. Developing or enhancing your compliance risk assessment to allow for measuring consumer harm risk. Assessing consumer harm risk from products and services and developing your consumer harm risk profile. Tips and best practices for monitoring and management of consumer harm risk. 	<div style="text-align: center;">  <p>Brian Crow, CAMS</p> </div> <div style="text-align: center;">  <p>Jim Dray, CRCM</p> </div>



Date	Topic	Presenter(s)
<p>Recording Available</p> <p>Vendor Management: Who Manages Who? Requirements and Best Practices has been approved for 2 CAFP, 2 CRCM, 2 CSOP credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p>Vendor Management: Who Manages Who? Requirements and Best Practices</p> <p>Regardless of your role at the bank, whether you are IT, Operations or Compliance, this webinar will take you from regulatory requirements, which are simply expected, to developing a formal process for comprehensive management of vendor relationships, including best practices, hints and tips to ensure your vendors are adding value to your bank and providing timely services that you and your customers can count on!</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Become less intimidated by Vendor Management • Create deliverables that examiners expect • How to achieve a respectable vendor management program that assists your bank and isn't just a check box for the examiners • What is Vendor Risk? How can you classify Vendor Risk? • Guidelines to set expectations for your vendors • Create a framework for managing your Vendors, see it come to life in this webinar! 	 <p>Jim Baron</p>  <p>Steve Gust, CRCM</p>
<p>Recording Available</p> <p>So You Want to Bank a Marijuana-Related Business has been approved for 2 CAFP, 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p> <p>CAMS Credits available for live attendees.</p>	<p>So You Want to Bank a Marijuana-Related Business?</p> <p>TCA's BSA Action Team presents a webinar on banking medical marijuana customers is a must attend if you are considering banking or are banking these higher risk customers. TCA will assist a BSA Officer in understanding the potential risks, interpreting the FinCEN Guidance, and due diligence expectations, and discussing red flags to consider.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Marijuana at the Federal level • DOJ and FinCEN guidance • Political wrangling • State Law and Licensing • Due diligence based on state law 	 <p>Brian Crow, CAMS</p>



August 2017 Webinars



Date	Topic	Presenter(s)
<p>Recording Available</p> <p>Advertising and Marketing Pitfalls-Avoiding Consumer Harm has been approved for 2 CFMP, 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p>	<p style="text-align: center;">Advertising and Marketing Pitfalls— Avoiding Consumer Harm</p> <p>TCA’s 90 minute webinar will help you understand the regulatory requirements for advertising and the focus on consumer harm. Topics include:</p> <p>Advertising Basics – Has the “trigger” been pulled?</p> <ul style="list-style-type: none"> • Overview of what is required • Trigger terms that require additional disclosure • Differences in media <p>Disclosure Format – Time to Read the Fine Print</p> <ul style="list-style-type: none"> • Best practices for formatting • It’s Free, Free, Free! <p>UDAAP – So what’s the Harm?</p> <ul style="list-style-type: none"> • It’s perfectly clear to me • You’ve included all the required information – it’s OK, right? 	<div style="text-align: center;">  Brian Crow, CAMS </div> <div style="text-align: center;">  Michelle Strickland, CRCM </div>
<p>Recording Available</p> <p>Understanding the 2018 Beneficial Ownership Rules-Update has been approved for 2 CAFP, 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor.</p> <p>CAMS Credits available for live attendees.</p>	<p style="text-align: center;">Understanding the 2018 Beneficial Ownership Rules - Update</p> <p>Beneficial Ownership has been called “The Fifth Pillar” of a comprehensive BSA/AML Compliance Program. Join us for a discussion of the new rules and their impact on your daily operations. Topics include:</p> <p>Background to Beneficial Ownership rule</p> <ul style="list-style-type: none"> • Chronology of Rule Implementation • The Fifth Pillar <p>Summary of CDD Requirements</p> <ul style="list-style-type: none"> • Standardization of CDD expectations <p>Beneficial Ownership Definition</p> <ul style="list-style-type: none"> • Identifying and verifying beneficial owners • Exclusions from the Rule <p>Beneficial Ownership Coverage</p> <ul style="list-style-type: none"> • The “two prongs” of coverage • New account certifications <p>Beneficial Ownership Challenges</p> <ul style="list-style-type: none"> • Responsibilities for ongoing monitoring • Developing a customer risk profile <p>Additional Observations</p>	<div style="text-align: center;">  Brian Crow, CAMS </div> <div style="text-align: center;">  Melissa Hoeft, CAMS </div>

September 2017 Webinars



Date	Topic	Presenter(s)
<p>Recording Available</p> <p>HMDA #3-HMDA and Fair Lending has been approved for 2 CLBB, 2 CRCM credits.</p> <p>This statement should not be viewed as an endorsement of this program or its sponsor .</p>	<p style="text-align: center;">HMDA and Fair Lending</p> <p>TCA's final webinar presented by the HMDA Champions focuses on the new HMDA Rules and how it will impact your Bank's Fair Lending Program. Key topics include:</p> <p>New HMDA Rules and Fair Lending</p> <ul style="list-style-type: none"> • Discuss how the HMDA will be used for Fair Lending analysis • Identify the HMDA datasets that will be high fair lending risk factors • Discuss the importance for monitoring and trending of the high risk HMDA datasets • Multiple real estate properties, ensure the property to be recorded gives the bank CRA/Fair Lending credit • The importance of Bank management understanding their lending patterns based on the HMDA datasets <p>HMDA and Commercial Lending</p> <ul style="list-style-type: none"> • Overview of the new rules HMDA • Identifiers to Commercial lenders that HMDA data collection is required on the loan • What are the processes to be implemented to collect the necessary HMDA data on the commercial loan 	<div style="text-align: center;">  <p>Margaret Dolinger, CRCM</p> </div> <div style="text-align: center; margin-top: 20px;">  <p>Monique Reyna</p> </div>

We look forward to seeing you virtually!



(Back Row) Michelle Strickland, Dave Mulkerin, Steve Gust, Tracy Wilson, Jim Baron, Jim Dray, Brian Crow, Tom Thomas
 (Front Row) Margaret Dolinger, Melissa Hoeft, Diane Gunter, Monique Reyna, Evelyn Mejia, Angela Rankin, Renee LaBuda, Brenda Payne