



2018 TCA® Webinar Sign Up

TCA is in the process of obtaining continuing education credit approval for all webinars.

Register before **April 11, 2018:**

- **All 18 webinars, receive 15% off the total cost.**
- **10 or more webinars, receive 10% off the total cost**

Date	Click on Topic to Register <small>Upon registration, TCA will issue an invoice for all registered webinars.</small>	TCA RCM Client Pricing	Non-TCA Client Pricing
January 23, 2018	Prepaid Access Changes April 1, 2018 – Are you Ready?	\$229	\$279
February 13, 2018	Compliance Hot Topics Update – Don’t be caught unprepared!	\$229	\$279
March 6, 2018	BSA Hot Topics Update —Is your BSA Program Ready for 2018?	\$229	\$279
March 27, 2018	3 Lines of Defense – Effective Compliance Risk Management (for smaller banks too!)	\$229	\$279
April 17, 2018	What is the Cloud?	\$229	\$279
May 8, 2018	Servicing Compliance Webinar Series - #1— Adverse Action Requirements – It’s more than just saying “No”	\$229	\$279
May 22, 2018	Community Reinvestment Act – Managing Performance and the importance of Community Development Outreach.	\$229	\$279
June 12, 2018	Overdraft Rules: Have you considered all the regulatory requirements?	\$229	\$279
June 26, 2018	Servicing Compliance Webinar Series - #2— Regulation Z in the Real World: Assumptions, Workouts and Post-Consummation Requirements	\$229	\$279
July 10, 2018	Identity Theft Program and FACT Act: Can your Program handle the next Data Breach?	\$229	\$279
July 24, 2018	HMDA FAQs – TCA Observations and Case Studies	\$229	\$279
August 7, 2018	TCA’s BSA Basics	\$229	\$279
August 7, 2018	TCA’s BSA Advanced	\$229	\$279
August 21, 2018	Servicing Compliance Webinar Series - #3— National Flood Insurance Act – Keeping Your Compliance Program afloat	\$229	\$279
September 4, 2018	Does your CMS Need a Tune Up?	\$229	\$279
September 25, 2018	Vendor Management 201	\$229	\$279
October 16, 2018	Commercial Lending Compliance	\$229	\$279
November 6, 2018	2018 Year in review: Are you Ready for 2019?	\$229	\$279



TCA is your compliance partner for not only audit and consulting, but also for your training needs. Since the regulatory landscape and examiner expectations are increasingly challenging, in 2018 TCA is offering more webinars than ever before—**18 webinars in 2018!**

New for 2018! Like HMDA in 2017, TCA is offering a webinar series in 2018 that will take a “deep dive” on the nuanced and numerous requirements and best practices covering a variety of loan servicing compliance topics. Regulatory compliance and oversight is a core component of loan servicing activities. The Consumer Financial Protection Bureau (CFPB) servicing guidelines have changed the face of originations, which in turn is also having an effect on loan servicing. Please contact TCA with any questions on webinar topics

We look forward to seeing you virtually for training!



All webinars are recorded and available for complimentary access for 30 days after the webinar.

If you have any questions, please contact us at:






info@tcaregs.com or 800-934-7347



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2018 TCA Webinars



Date	Topic	Presenter(s)
<p>January 23, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>Prepaid Access Changes April 1, 2018 – Are you Ready?</p> <p>Whether your institution issues prepaid access or only acts as a sales agent, new definitions and Reg E coverage will impact these programs.</p> <ul style="list-style-type: none"> • Consumer Disclosure Requirements • Updates to Error Resolution Procedures • Definition of Prepaid Access • Vendor Management for Sales Agents 	 <p>Brian Crow, CAMS</p>
<p>February 13, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>Compliance Hot Topics—Don't be Caught Unprepared</p> <p>This perennially popular webinar from TCA focuses on current regulatory hot buttons, best practices and current exam trends regarding the following topics, and more:</p> <ul style="list-style-type: none"> • TRID • Mortgage Servicing • Prepaid Access Changes • Regulation CC Changes • SCRA 	 <p>Michelle Strickland, CRCM</p>  <p>Brian Crow, CAMS</p>
<p>March 6, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>BSA Hot Topics—Is your BSA Program Ready for 2018?</p> <p>TCA's BSA Action Team will review current hot topics:</p> <ul style="list-style-type: none"> • Beneficial Ownership – May 2018 • CTR Form Version 1.3 – May 2018 • Examiner Focus • Model Validation • Training 	 <p>Melissa Hoeft, CAMS</p>  <p>Brian Crow, CAMS</p>






2018 TCA Webinars



Date	Topic	Presenter(s)
<p>March 27, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>3 Lines of Defense—Effective Compliance Risk Management (for smaller banks too!)</p> <p>Compliance risk management is evolving to meet the increasing and evolving expectations of regulators. More and more examiners are embracing the “3 Lines of Defense” as a framework for compliance risk management. This important webinar includes:</p> <ul style="list-style-type: none"> • 3 Lines of Defense: Risk Governance Framework. • Who should own compliance risk? • Determining and communicating risk appetite and tolerance. • How should specific duties be assigned and coordinated throughout your organization? 	 <p>Jim Dray, CRCM</p>
<p>April 17, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>What is the Cloud?</p> <p>As institutions seek more cost effective ways to manage and store data, the cloud may be an attractive alternative to servers that require constant attention and disaster recovery sites. This session will consider:</p> <ul style="list-style-type: none"> • Is the Cloud safe? • Identify the key characteristics of a cloud • Identify the Cloud Service Models • Identify the Cloud Deployment models 	 <p>Jim Baron</p>
<p>May 8, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>Servicing Compliance Webinar Series - Webinar #1 Adverse Action Requirements – It’s more than just saying “No”</p> <ul style="list-style-type: none"> • When are adverse action notices required? • Adverse action notices requirements for denied deposit accounts • Adverse action notice requirements for commercial customers • Notice of incompleteness requirements • How should files be documented when a customer withdraws an application. • What’s the difference between a withdrawn application and an application which was approved but not accepted. • Form completion requirements • What are the requirements under ECOA versus FCRA • When should the joint applicant receive the adverse action notice 	 <p>Angie Rankin, CRCM</p>  <p>Monique Reyna</p>

2018 TCA Webinars



Date	Topic	Presenter(s)
<p>May 22, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Community Reinvestment Act - Managing Performance and the importance of Community Development Outreach</p> <p>TCA's CRA experts will focus on these key CRA topics:</p> <ul style="list-style-type: none"> • Annual Assessment Area reviews. • The benefits of collecting CRA data even for non-reporters • Importance of periodic reporting to bank management and the Board. • Understand Community Development and the importance of ongoing documentation. • Innovative community development for the underserved and underbanked. • How to get started with community outreach efforts • Mapping – A picture is worth 1,000 words • CRA in the future. 	<div style="text-align: center;">  <p>Margaret Dolinger, CRCM</p>  <p>Steve Houchens, CRCM</p> </div>
<p>June 12, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Overdraft Rules: Have you considered all the regulatory requirements?</p> <p>Overdrafts have received a lot of attention from examiners and is a hot button topic. We will consider the requirements for formal and ad hoc payment of overdrafts across multiple regulations.</p> <ul style="list-style-type: none"> • Reg DD • Reg E • Reg Z • Reg B • Fair Credit Reporting Act • Fair Debt Collection Practices Act • Unfair Deceptive Abusive Act and Practices • Current Regulatory Guidance 	<div style="text-align: center;">  <p>Brian Crow, CAMS</p> </div>
<p>June 26, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Servicing Compliance Webinar Series - Webinar #2 Regulation Z in the Real World: Assumptions, Workouts and Post-Consummation Requirements</p> <ul style="list-style-type: none"> • We can work it out – now what? • Resolving matured notes • Construction Loan changes – the impact of more time and money • The subtle rules of recession – it's more than just a three day wait 	<div style="text-align: center;">  <p>Michelle Strickland, CRCM</p>  <p>Monique Reyna</p> </div>







2018 TCA Webinars



Date	Topic	Presenter(s)
<p>July 10, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>Identity Theft Program and FACT Act: Can your Program handle the next Data Breach?</p> <p>TCA will review the minimum requirements for an ID Theft Prevention Program and consider best practices for staff working with customers who have been victimized. Topics include:</p> <ul style="list-style-type: none"> • Red Flags Risk Assessment • ID Theft Prevention Procedures • Board Reporting and Governance • Vendor Management 	 <p>Brian Crow, CAMS</p>
<p>July 24, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p>HMDA FAQs—TCA Observations and Case Studies</p> <p>We will be two quarters into 2018. TCA’s webinar focus will be:</p> <ul style="list-style-type: none"> • What have we learned with HMDA 2018? • Q & A on loan situations that aren’t specifically addressed in the regulation 	 <p>Angie Rankin, CRCM</p>  <p>Monique Reyna</p>
<p>August 7, 2018</p> <p>11:00 am —1:00 pm EDT</p> <p>10:00 am —12:00 pm CDT</p> <p>9:00 am —11:00 am MDT</p>	<p>TCA’s BSA Basics</p> <p>TCA BSA Action Team’s annual training 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 Training 	 <p>Melissa Hoeft, CAMS</p>
<p>August 7, 2018</p> <p>2:00 pm —4:00 pm EDT</p> <p>1:00 pm —3:00 pm CDT</p> <p>12:00 pm —2:00 pm MDT</p>	<p>TCA’s BSA Advanced</p> <p>TCA BSA Action Team’s annual training webinar provides targeted training for the seasoned BSA staff. Topics include:</p> <ul style="list-style-type: none"> • 5th BSA Pillar—What have we learned since May 2018 • The Expanded Procedures of the FFIEC Manual • Recent Enforcement Actions and Guidance • Additional BSA/AML Hot Topics 	 <p>Brian Crow, CAMS</p>




2018 TCA Webinars



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<p>August 21, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Servicing Compliance Webinar Series – Webinar #3 National Flood Insurance Act – Keeping Your Compliance Program afloat</p> <p>Key webinar topics include:</p> <ul style="list-style-type: none"> • Flood determination timing • The Standard Flood Hazard Form. • Required coverage calculation • Key data on the declaration page • Coverage for “abundance of caution” collateral • Clarify detached structure requirements • Required documentation prior to closing • Tracking and monitoring coverage for existing loans • Coverage of commercial buildings • Definition of a structure 	<div style="text-align: center;">  Steve Gust, CRCM </div> <div style="text-align: center;">  Monique Reyna </div>
<p>September 4, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Does your CMS Need a Tune Up?</p> <p>Examiners continue to focus on the formality and effectiveness of Compliance Management Systems (CMS). TCA’s CMS subject matter experts will share current examination trends and best practices to help you ensure your CMS stands up to enhanced examiner scrutiny. This critical webinar will focus on:</p> <ul style="list-style-type: none"> • Governance framework – Board and Management oversight. • Understanding the risk appetite of the Board and Management. • Examiner expectations for compliance monitoring programs <p>While maintaining a CMS tends to be simple, once lost, rebuilding can be costly and stressful.</p>	<div style="text-align: center;">  Jim Dray, CRCM </div> <div style="text-align: center;">  Tracy Wilson, CRCM </div>
<p>September 25, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Vendor Management 201</p> <p>Institutions that have an established vendor management program must still ensure that ongoing due diligence is sufficient based on vendor risk. We will discuss possible methods and the questions your program should answer.</p> <ul style="list-style-type: none"> • Latest Trends in Vendor Management • Vendor Management Automation • The vendors of Vendor Management software • How far should I go when completing my Due Diligence on a vendor? • Where is my data stored? • How does my vendor handle my data? 	<div style="text-align: center;">  Jim Baron </div> <div style="text-align: center;">  Steve Gust, CRCM </div>

2018 TCA Webinars



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<p>October 16, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">Commercial Compliance A Webinar Designed for your Commercial Lenders</p> <p>Key topics:</p> <ul style="list-style-type: none"> • Identifying TRID applicable loans • Identifying HMDA applicable loans and documenting HMDA data • Regulation B – Yes it applies to you! • Fair Credit Reporting Act • Flood Insurance Requirements <p>Properties taken as an abundance of caution can result in an abundance of compliance!</p>	<div style="text-align: center;">  <p>Monique Reyna</p>  <p>Michelle Strickland, CRCM</p> </div>
<p>November 6, 2018</p> <p>11:00 am —12:30 pm EDT</p> <p>10:00 am —11:30 am CDT</p> <p>9:00 am —10:30 am MDT</p>	<p style="text-align: center;">2018 Year in Review: Are you Ready for 2019?</p> <p>TCA will review compliance changes that occurred in 2018, as well as look ahead to what is changing in 2019. This webinar agenda will update as we see what 2018 brings to the regulatory compliance landscape.</p>	<div style="text-align: center;">  <p>Brian Crow, CAMS</p> </div>

