








**TCA webinars have  
been approved for  
CRCM credits!**

## 2018 TCA<sup>®</sup> Webinar Sign Up

| Date                                | Click on Topic to Register<br><br>Upon registration, TCA will issue an invoice for all registered webinars.  | TCA RCM<br>Client Pricing | Non-TCA<br>Client Pricing |
|-------------------------------------|--|---------------------------|---------------------------|
| <a href="#">Recording Available</a> | <a href="#">Prepaid Access Changes April 1, 2018 – Are you Ready?</a>  | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Compliance Hot Topics Update – Don't be caught unprepared!</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">BSA Hot Topics Update —Is your BSA Program Ready for 2018?</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">3 Lines of Defense – Effective Compliance Risk Management (for smaller banks too!)</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Beneficial Ownership FinCEN FAQs</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">What is the Cloud?</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Servicing Compliance Webinar Series - #1—<br/>Adverse Action Requirements – It's more than just saying "No"</a>                            | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Community Reinvestment Act –<br/>Managing Performance and the Importance of Community Development Outreach</a>                             | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Overdraft Rules: Have you considered all the regulatory requirements?</a>  | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Servicing Compliance Webinar Series - #2—<br/>Regulation Z in the Real World: Assumptions, Workouts and Post-Consummation Requirements</a> | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">Identity Theft Program and FACT Act: Can your Program handle the next Data Breach?</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">TCA's BSA Basics</a>   | \$229                     | \$279                     |
| <a href="#">Recording Available</a> | <a href="#">TCA's BSA Advanced</a>   | \$229                     | \$279                     |
| <a href="#">August 21, 2018</a>     | <a href="#">Servicing Compliance Webinar Series - #3—<br/>National Flood Insurance Act – Keeping Your Compliance Program Afloat</a>                    | \$229                     | \$279                     |
| <a href="#">September 11, 2018</a>  | <a href="#">Does your CMS Need a Tune Up?</a>  | \$229                     | \$279                     |
| <a href="#">September 25, 2018</a>  | <a href="#">Vendor Management 201</a>  | \$229                     | \$279                     |
| <a href="#">October 16, 2018</a>    | <a href="#">Commercial Lending Compliance</a>  | \$229                     | \$279                     |
| <a href="#">November 6, 2018</a>    | <a href="#">2018 Year in review: Are you Ready for 2019?</a>   | \$229                     | \$279                     |




# 2018 TCA Webinars



| Date  | Topic   | Presenter (s)   |
|---|---|---|
| <p><b>January 23, 2018</b></p> <p><b><u><a href="#">Recording Available</a></u></b></p> <p>Prepaid Access Changes April 1, 2018—Are you Ready? has been approved for 2 CAFP, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p> | <p><b><i>Prepaid Access Changes April 1, 2018 – Are you Ready?</i></b></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"> <li>• Consumer Disclosure Requirements</li> <li>• Updates to Error Resolution Procedures</li> <li>• Definition of Prepaid Access</li> <li>• Vendor Management for Sales Agents</li> </ul> |  <p>Brian Crow, CAMS</p>   |
| <p><b>February 13, 2018</b></p> <p><b><u><a href="#">Recording Available</a></u></b></p> <p>Compliance Hot Topics— Don't be Caught Unprepared has been approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p>          | <p><b><i>Compliance Hot Topics — Don't be Caught Unprepared</i></b></p> <p>This perennially popular webinar from TCA focuses on current regulatory hot buttons, best practices and current exam trends regarding the following topics, <b>and more</b>:</p> <ul style="list-style-type: none"> <li>• TRID</li> <li>• Mortgage Servicing</li> <li>• Prepaid Access Changes</li> <li>• Regulation CC Changes</li> <li>• SCRA</li> </ul>                       |  <p>Michelle Strickland, CRCM</p>  <p>Brian Crow, CAMS</p> |
| <p><b>March 6, 2018</b></p> <p><b><u><a href="#">Recording Available</a></u></b></p> <p>BSA Hot Topics— Is your BSA Program Ready for 2018? has been approved for 2 CAFP, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p>    | <p><b><i>BSA Hot Topics — Is your BSA Program Ready for 2018?</i></b></p> <p>TCA's BSA Action Team will review current hot topics:</p> <ul style="list-style-type: none"> <li>• Beneficial Ownership – May 2018</li> <li>• CTR Form Version 1.3 – May 2018</li> <li>• Examiner Focus</li> <li>• Model Validation</li> <li>• Training</li> </ul>   |  <p>Melissa Hoeft, CAMS</p>  <p>Brian Crow, CAMS</p>      |





# 2018 TCA Webinars



| Date  | Topic   | Presenter (s)   |
|---|---|---|
| <p><b>March 27, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>3 Lines of Defense — Effective Compliance Risk Management (for smaller banks too!) has been approved for 2 CAFP, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p> | <p style="text-align: center;"><b><i>3 Lines of Defense—<br/>Effective Compliance Risk Management<br/>(for smaller banks too!)</i></b></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"> <li>• 3 Lines of Defense: Risk Governance Framework.</li> <li>• Who should own compliance risk?</li> <li>• Determining and communicating risk appetite and tolerance.</li> <li>• How should specific duties be assigned and coordinated throughout your organization?</li> </ul> | <div style="text-align: center;">  <p><b>Jim Dray, CRCM</b></p> </div>     |
| <p><b>April 10, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p>  | <p style="text-align: center;"><b><i>Beneficial Ownership FinCEN FAQs</i></b></p> <p>On April 3, 2018, FinCEN issued a frequently asked questions (FAQ) document, FIN-2018-G001, discussing the Beneficial Ownership Rules which go into effect on May 11, 2018.</p> <p>The FAQ addresses the following topics, among others:</p> <ul style="list-style-type: none"> <li>• Beneficial Ownership Threshold</li> <li>• Interaction of the beneficial ownership threshold with other AML program obligations</li> <li>• Collection of beneficial ownership information for direct and indirect owners: Legal entity customers with complex ownership structures</li> <li>• Identification and Verification methods</li> </ul>  | <div style="text-align: center;">  <p><b>Brian Crow, CAMS</b></p> </div> |
| <p><b>April 17, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>What is the Cloud? has been approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p>   | <p style="text-align: center;"><b><i>What is the Cloud?</i></b></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"> <li>• Is the Cloud safe?</li> <li>• Identify the key characteristics of a cloud</li> <li>• Identify the Cloud Service Models</li> <li>• Identify the Cloud Deployment models</li> </ul>  | <div style="text-align: center;">  <p><b>Jim Baron</b></p> </div>        |






# 2018 TCA Webinars



| Date  | Topic  | Presenter (s)  |
|---|--|--|
| <p><b>May 8, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>Servicing Compliance Webinar Series—Webinar #1 Adverse Action Requirements—It's more than just saying "No" has been approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p>    | <p><b><i>Servicing Compliance Webinar Series – Webinar #1 Adverse Action Requirements – It's more than just saying "No"</i></b></p> <ul style="list-style-type: none"> <li>• When are adverse action notices required?</li> <li>• Adverse action notices requirements for denied deposit accounts</li> <li>• Adverse action notice requirements for commercial customers</li> <li>• Notice of incompleteness requirements</li> <li>• How should files be documented when a customer withdraws an application.</li> <li>• What's the difference between a withdrawn application and an application which was approved but not accepted.</li> <li>• Form completion requirements</li> <li>• What are the requirements under ECOA versus FCRA</li> <li>• When should the joint applicant receive the adverse action notice</li> </ul> |  <p>Angie Rankin, CRCM</p>  <p>Monique Reyna</p> |
| <p><b>May 22, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>Community Reinvestment Act-Managing Performance and the Importance of Community Development Outreach has been approved for 2 CLBB, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor .</i></p> | <p><b><i>Community Reinvestment Act – Managing Performance and the Importance of Community Development Outreach</i></b></p> <p>TCA's CRA experts will focus on these key CRA topics:</p> <ul style="list-style-type: none"> <li>• Annual Assessment Area reviews.</li> <li>• The benefits of collecting CRA data even for non-reporters</li> <li>• Importance of periodic reporting to bank management and the Board.</li> <li>• Understand Community Development and the importance of ongoing documentation.</li> <li>• Innovative community development for the underserved and underbanked.</li> <li>• How to get started with community outreach efforts</li> <li>• Mapping – A picture is worth 1,000 words</li> <li>• CRA in the future.</li> </ul>   |  <p>Margaret Dolinger, CRCM</p> <p>Steve Houchens, CRCM</p>  |
| <p><b>June 12, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>Overdraft Rules: Have you considered all the regulatory requirements? has been approved for 2 CLBB, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor</i></p>                                 | <p><b><i>Overdraft Rules: Have you considered all the regulatory requirements?</i></b></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"> <li>• Reg DD</li> <li>• Reg E</li> <li>• Reg Z</li> <li>• Reg B</li> <li>• Fair Credit Reporting Act</li> <li>• Fair Debt Collection Practices Act</li> <li>• Unfair Deceptive Abusive Act and Practices</li> <li>• Current Regulatory Guidance</li> </ul>   |  <p>Brian Crow, CAMS</p>  |

# 2018 TCA Webinars



| Date  | Topic  | Presenter (s)   |
|---|--|---|
| <p><b>June 26, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>Servicing Compliance Webinar Series- Webinar #2 Reg Z in the Real World: Assumptions, Workouts and Post-Consummation Requirements has been approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor</i></p> | <p><b><i>Servicing Compliance Webinar Series – Webinar #2<br/>Regulation Z in the Real World: Assumptions, Workouts and<br/>Post-Consummation Requirements</i></b></p> <ul style="list-style-type: none"> <li>• We can work it out – now what?</li> <li>• Resolving matured notes</li> <li>• Construction Loan changes – the impact of more time and money</li> <li>• The subtle rules of recession – it’s more than just a three day wait</li> </ul>  |  <p>Michelle Strickland,<br/>CRCM</p>  <p>Monique Reyna</p> |
| <p><b>July 10, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>Identity Theft Program and FACT Act: Can your Program handle the next Data Breach? has been approved for 2 CAFP, 2 CFSSP, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor.</i></p>                              | <p><b><i>Identity Theft Program and FACT Act:<br/>Can your Program handle the next Data Breach?</i></b></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"> <li>• Red Flags Risk Assessment</li> <li>• ID Theft Prevention Procedures</li> <li>• Board Reporting and Governance</li> <li>• Vendor Management</li> </ul> |  <p>Brian Crow, CAMS</p>  |
| <p><b>August 7, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>TCA's BSA Basics has been approved for 2.5 CAFP, 2.5 CRCM credits.</p> <p>2 CAMS credits available to live attendees.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor.</i></p>   | <p><b><i>TCA's BSA Basics</i></b></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"> <li>• Recent Enforcement Actions</li> <li>• The Core Procedures of the FFIEC Manual</li> <li>• BSA/AML Hot Topics Training</li> </ul>  |  <p>Melissa Hoeft, CAMS</p>  |
| <p><b>August 7, 2018</b></p> <p><a href="#"><u>Recording Available</u></a></p> <p>TCA's BSA Advanced has been approved for 2.5 CAFP, 2.5 CRCM credits.</p> <p>2 CAMS credits available to live attendees.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor.</i></p>   | <p><b><i>TCA's BSA Advanced</i></b></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"> <li>• 5th BSA Pillar—What have we learned since May 2018</li> <li>• The Expanded Procedures of the FFIEC Manual</li> <li>• Recent Enforcement Actions and Guidance</li> <li>• Additional BSA/AML Hot Topics</li> </ul>  |  <p>Brian Crow, CAMS</p>   |




# 2018 TCA Webinars



| Date   | Topic  | Presenter (s)  |
|--|--|--|
| <p><b><u>August 21, 2018</u></b></p> <p><b>11:00 am —12:30 pm EST</b><br/> <b>10:00 am —11:30 am CST</b><br/> <b>9:00 am —10:30 am MST</b></p> <p>Servicing Compliance Webinar Series-Webinar #3 National Flood Insurance Act-Keeping Your Compliance Program afloat has been approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor.</i></p> | <p><b>Servicing Compliance Webinar Series – Webinar #3<br/>National Flood Insurance Act –<br/>Keeping Your Compliance Program Afloat</b></p> <p>Key webinar topics include:</p> <ul style="list-style-type: none"> <li>• Flood determination timing</li> <li>• The Standard Flood Hazard Form.</li> <li>• Required coverage calculation</li> <li>• Key data on the declaration page</li> <li>• Coverage for “abundance of caution” collateral</li> <li>• Clarify detached structure requirements</li> <li>• Required documentation prior to closing</li> <li>• Tracking and monitoring coverage for existing loans</li> <li>• Coverage of commercial buildings</li> <li>• Definition of a structure</li> </ul>             |  <p>Steve Gust, CRCM</p>  <p>Monique Reyna</p>       |
| <p><b><u>September 11, 2018</u></b></p> <p><b>11:00 am —12:30 pm EST</b><br/> <b>10:00 am —11:30 am CST</b><br/> <b>9:00 am —10:30 am MST</b></p> <p>Does your CMS Need a Tune Up? has been approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor.</i></p>   | <p><b>Does your CMS Need a Tune Up?</b></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"> <li>• Governance framework – Board and Management oversight.</li> <li>• Understanding the risk appetite of the Board and Management.</li> <li>• Examiner expectations for compliance monitoring programs</li> </ul> <p>While maintaining a CMS tends to be simple, once lost, rebuilding can be costly and stressful.</p> |  <p>Jim Dray, CRCM</p>  <p>Tracy Wilson, CRCM</p> |
| <p><b><u>September 25, 2018</u></b></p> <p><b>11:00 am —12:30 pm EST</b><br/> <b>10:00 am —11:30 am CST</b><br/> <b>9:00 am —10:30 am MST</b></p> <p>Vendor Management 201 has been approved for 2 CAFSP, 2 CFSSP, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an endorsement of this program or its sponsor.</i></p>   | <p><b>Vendor Management 201</b></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"> <li>• Latest Trends in Vendor Management</li> <li>• Vendor Management Automation</li> <li>• The vendors of Vendor Management software</li> <li>• How far should I go when completing my Due Diligence on a vendor?</li> <li>• Where is my data stored?</li> <li>• How does my vendor handle my data?</li> </ul>  |  <p>Jim Baron</p>  <p>Steve Gust, CRCM</p>       |

# 2018 TCA Webinars



| Date  | Topic   | Presenter (s)  |
|---|---|--|
| <p><b><u>October 16, 2018</u></b></p> <p><b>11:00 am —12:30 pm EST</b><br/> <b>10:00 am —11:30 am CST</b><br/> <b>9:00 am —10:30 am MST</b></p> <p>Commercial Compliance —<br/>                     A Webinar Designed for your<br/>                     Commercial Lenders has been ap-<br/>                     proved for 2 CLBB, 2 CRCM credits.</p> <p><i>This statement should not be viewed as an<br/>                     endorsement of this program or its sponsor.</i></p> | <p><b>Commercial Compliance —<br/>                     A Webinar Designed for your Commercial Lenders</b></p> <p>Key topics:</p> <ul style="list-style-type: none"> <li>• Identifying TRID applicable loans</li> <li>• Identifying HMDA applicable loans and documenting HMDA data</li> <li>• Regulation B – Yes it applies to you!</li> <li>• Fair Credit Reporting Act</li> <li>• Flood Insurance Requirements</li> </ul> <p>Properties taken as an abundance of caution can result in an abun-<br/>                     dance of compliance!</p> |  <p>Monique Reyna</p>  <p>Angie Rankin, CRCM</p> |
| <p><b><u>November 6, 2018</u></b></p> <p><b>11:00 am —12:30 pm EST</b><br/> <b>10:00 am —11:30 am CST</b><br/> <b>9:00 am —10:30 am MST</b></p> <p>2018 Year in Review:<br/>                     Are you Ready for 2019? has been<br/>                     approved for 2 CRCM credits.</p> <p><i>This statement should not be viewed as an<br/>                     endorsement of this program or its sponsor.</i></p>  | <p><b>2018 Year in Review:<br/>                     Are you Ready for 2019?</b></p> <p>TCA will review compliance changes that occurred in 2018, as well as<br/>                     look ahead to what is changing in 2019. This webinar agenda will up-<br/>                     date as we see what 2018 brings to the regulatory compliance land-<br/>                     scape.</p>   |  <p>Brian Crow, CAMS</p>  |

