



July 2010 Telephone Seminars & Webinars

PENNSYLVANIA ASSOCIATION OF COMMUNITY BANKERS



2010 PACB
Education Series

Frontline Skillworks: Deposit Account Compliance Basics

Deborah Crawford, gettechnical, inc.

July 13 • 3:00 - 4:30 PM

Train, refresh, and update your frontline on the regulations they must know—without leaving the building. If you have ever wanted to teach frontline staff what these regulations do, to whom they apply, and why your bank has to follow them, then this is the program you need! Many of these regulations require annual training, so this session will meet your training requirement. There are quizzes and tests your staff can take before or after the program to ensure comprehension.

HIGHLIGHTS

- Deposit Regulations that affect your customers
- New Overdraft (OD) Rules
- Regulation D—transaction, savings, and time deposits accounts
- Regulation CC, Truth in Savings, Reg E, and more

WHO SHOULD ATTEND?

Tellers, customer service representatives, new accounts staff, branch managers, branch administration, compliance personnel, trainers, call centers, and auditors

The Voice for Community Banking in Pennsylvania