

# Mid-America Credit Union Association

## Regulations D & E for Frontline Staff

TELEPHONE – WEBINAR – AUDIO/VISUAL CD ROM

Wednesday, March 24, 2010

12:00 pm – 1:30 pm Pacific  
1:00 pm – 2:30 pm Mountain  
2:00 pm – 3:30 pm Central  
3:00 pm – 4:30 pm Eastern

*For your convenience, you may register online!*

**Register Now or Learn More About Your Registration Options – [click here](#)**

*If you prefer to mail or fax your registration, please use the link above and print the form.*

Regulations D and E are the backbone of deposit accounts and member services. All frontline personnel must know and understand them well in order to ensure compliance and provide the best member service. This session will cover a broad array of topics from both regulations, as well as recent changes and prospective future changes.

### HIGHLIGHTS

- Reg D – Who can have a NOW account? Examiners are looking closely at eligibility requirements.
- Reg D – What are the new changes regarding excessive withdrawals from savings accounts?
- Reg E – What is the most important information in a Reg E disclosure that can protect both your member and your credit union?
- Reg E – What are your credit union's responsibilities if there is an error?
- How do the examiners review these regulations?
- Review procedures and checklists for auditors!

### WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to ensure compliance with these two important deposit regulations. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

### WHO SHOULD ATTEND?

This informative session is designed for compliance officers, frontline personnel, operations personnel, and auditors.

**PLEASE NOTE:** Your registration fee allows you to have **one telephone connection**. However, as many people as you like may listen from your office speaker phone. If you register for the webinar, your registration fee also includes **one internet connection** from a single computer terminal.

### ABOUT THE PRESENTER – Ann Brode, Brode Consulting Services, Inc.

Ann Brode began her career in 1973 and has continued her service as a consultant to regional and community financial institutions through a wide range of areas including strategic planning, lending, deposits, marketing, training, compliance, and management. Ann is a well-respected presenter and has spoken to audiences across the country for over 20 years. She has presented sessions for

numerous state associations and has taught at the School of Banking Administration at the University of Wisconsin as well as many other state banking schools. Ann is the author of *The Bank Deposit Documentation Manual for Front-Line Personnel*, published by Bankers Publishing Company, and is well represented in numerous industry publications.

### **WHAT IS A WEBINAR?**

This training method allows unlimited listeners on your office speaker phone. By choosing the webinar option, participants will also be able to view online visuals as the presentation is delivered. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at [www.adobe.com](http://www.adobe.com).

### **CAN'T ATTEND THE SCHEDULED TRAINING? ORDER THE AUDIO/VISUAL CD ROM!**

As an added benefit, you may purchase a CD Rom\* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this "off-the-shelf" training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

\*CD Rom for PC use only

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**Questions? Email [MACUA@CUwebtraining.com](mailto:MACUA@CUwebtraining.com) or call 406/442-2585.**

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