



Session details for

May 21 to 25 and 28 to June 1

Event Code

One Hour ICUL QuickBite teleconferences \$125 per connection

Two Hour ICUL QuickBite teleconferences \$175 per connection

90 Minute MCUL Webinars \$169 per connection

90 Minute FED Webinars or On Demand w/ free CD \$200 (\$250 for both)

**Training Opportunities - 4 Week Overview**

- T 5/22 – **Member Credit Report Disputes: Completing ACDVs, AUDs & Correcting Joint Members' Credit**
- W 5/23 – **Coaching to Gen Y**
- W 5/23 – **Regulatory Compliance for Lenders**
- W 5/30 – **Holding Your Ground with Examiners & Regulators: The CU Bill of Rights**
- Th 5/31 – **Reg E: Electronic Fund Transfers**
- T 6/5 – [Fair Labor Standards Update](#) (ICUL QuickBite)
- T 6/5 – [Implementing the Final NCUA Rule on Interest-Rate Risk: Eff. 9/30/12](#) (FED Web / ODL)
- W 6/6 – [Dormant Accounts & Unclaimed Property: The Legal Perspective](#) (FED Web / ODL)
- Th 6/7 – [Teller Skills](#) (ICUL 2 hour QuickBite)
- Th 6/7 – [Writing Your BSA Policy](#) (FED Web / ODL)
- T 6/12 – [Kid's Stuff – Minor Accounts](#) (ICUL QuickBite)
- T 6/12 – [Call Reports: What to Look For, Entering Information & Why It's Important](#) (FED Web / ODL)
- W 6/13 – [Denied Loan Requirements: Consumer, Commercial & Residential](#) (FED Web / ODL)
- Th 6/14 – [Protecting Members from Elder Fraud](#) (MCUL Webinar)

**Click here to register for any of these sessions right now!**



**Please see the note at the bottom of this email for additional information about these events and our network providers**

<p><b>Tuesday, May 22 3:00 – 4:30</b></p>	<p><b>Member Credit Report Disputes: Completing ACDVs, AUDs &amp; Correcting Joint Members' Credit</b></p> <p><i>David Reed</i></p>	<p>The fines for improper reporting can be substantial!</p> <p>When was the last time you really considered the importance of a credit report? How about the risks? Access to reasonably-priced credit is an essential element in every member's economic life and no factor is more important than their credit score. But what happens if there is a mistake in the score and it's your credit union's fault? There has been an alarming increase in consumer-related litigation against credit unions involving credit reporting.</p> <p>The Fair Credit Reporting Act and FACT Act apply to every credit union that reports member information to a credit reporting agency and the fines for improper reporting can be substantial! Throw privacy and bankruptcy into the mix and you have some real liabilities to address. The worst thing you</p>
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		<p>can do is nothing! Is your credit union in compliance?</p> <p><b>SPEAKER: David A. Reed</b> is an attorney, author, consultant, nationally-recognized speaker, and a partner in the law firm of Reed and Jolly, PLLC. <a href="#">Read more about this session and speaker</a></p>
<p><b>Wednesday, May 23 11:00 – 12:00</b></p>	<p><b>Coaching to Gen Y</b></p> <p><b>Michael Patterson</b></p>	<p>This session will begin with coaching techniques in general and then will move onto specifics about coaching to Gen Y. Topics of discussion will include the KIMBA Principle (Knowledge, Inhibitors, Motivation, Boundaries &amp; Abilities), knowing what motivates your employee, and the ABCs of coaching.</p> <p><b>SPEAKER: Michael Patterson</b> is a speaker, trainer, author, and career coach with over twenty years banking experience. <a href="#">Read more about this session and speaker</a></p>
<p><b>Wednesday, May 23 3:00 – 4:30</b></p>	<p><b>Regulatory Compliance for Lenders</b></p> <p><b>Susan Costonis</b></p>	<p>Are your loan officers drowning in memos and information about new or revised compliance regulations? Do you know which regulations require annual training? BSA is an annually-required training topic. What should lenders understand about money laundering? What are the most-recent “hot topics” with regulators? They can range from Fair Lending issues of signature requirements to approval ratios for a “protected” class. What changes will Dodd-Frank continue to roll out in 2012? This session will identify the regulations that lenders must follow and outline some specific disclosure and timing requirements. It will cover everything from Regulation B to Z and provide a framework of the applicable requirements. Lenders will also receive an easy reference guide to help them work smarter, not harder.</p> <p><b>SPEAKER: Susan Costonis</b> is a compliance consultant and trainer who specializes in compliance management along with deposit and lending regulatory training. <a href="#">Read more about this session and speaker</a></p>
<p><b>Wednesday, May 30 3:00 – 4:30</b></p>	<p><b>Holding Your Ground with Examiners &amp; Regulators: The Credit Union Bill of Rights</b></p> <p><b>Tim Harrington</b></p>	<p>This has been a difficult time for credit unions and regulators alike. While credit unions are trying to dig themselves out of the recession, examiners are working hard to ensure that risks are understood and that credit unions are safe and sound. During times like this, there may be moments of disagreement between regulators and credit unions. While it’s in everyone’s best interest to resolve regulator disagreements amicably, it is also important for credit union boards and management teams to understand their rights when dealing with regulators. This session will look at a number of NCUA sources, how those rights have been documented, and provide awareness of credit union rights.</p> <p><b>SPEAKER: Tim Harrington</b> is a Certified Public Accountant who specializes in working with community financial institutions. <a href="#">Read more about this session and speaker</a></p>
<p><b>Thursday, May 31 11:00 – 12:00</b></p>	<p><b>Reg E: Electronic Fund Transfers</b></p> <p><b>Carl Pry</b></p>	<p>Regulation E is one of the most consumer-friendly regulations out there, and consequently it is one that frustrates compliance people quite frequently. It’s also one the examiners focus on quite often, as well, so your compliance efforts here must be focused and up-to-date. Most institutions run into trouble with the error resolution procedures, so we’ll focus on those parts of the rules, so you can learn from the mistakes of others. We’ll also talk about the (relatively) new overdraft rules that require affirmative consent.</p>

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**SPEAKER: Carl Pry, JD**, is a Certified Regulatory Compliance Manager and Certified Risk Professional who works in Lending Compliance for KeyBank in Cleveland, OH. [Read more about this session and speaker](#)

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## **A note about our distance learning event types and network providers**

**Financial Education & Development (FED) 90 minute Webinars or On Demand Link w/ free CD:** The \$200 registration fee for these Internet-based presentations includes digital handouts, one Internet connection, and one telephone connection for any number of viewers / listeners. Alternatively for the same \$200 fee, the complete recorded presentation of the live session and handouts may be ordered via an On Demand Link (ODL) complete with all audio / visual components and handouts, which will remain available 24/7 for 6 months. As an added bonus, the ODL option includes a free CD containing all content which can serve as an "off the shelf" training program for your future training needs. The registration fee for both the live webinar and the ODL with CD is \$250. Both the ODL and CD are copyrighted and restricted for use solely within your credit union.

**Illinois Credit Union League (ICUL) one and two hour QuickBites:** The \$125 or \$175 registration fee for these telephone conference calls includes digital handouts, one telephone connection for any number of listeners, and unlimited 24/7 access for up to 60 days to an Internet archive recording of the live presentation.

**Michigan Credit Union League (MCUL) Webinars:** The \$169 registration fee for these Internet-based presentations includes digital handouts, one Internet connection, one telephone connection for any number of viewers / listeners, and unlimited 24/7 access for up to 365 days to an Internet archive of the live webinar.

**AVCU's registration policy for distance learning events (QuickBites, Webinars & Webcasts):** Registration submissions [via our website](#) are preferred, but will also be accepted by email to [jcote@vcu.org](mailto:jcote@vcu.org). Please be sure to include the event title, cost, date, time, and contact person (if other than the email author) to ensure accuracy. Registrations by telephone are not accepted. Because we submit registrations to our third party network providers, we can only accept cancellations made within 24 hours of receipt of the registration. Invoices will be mailed (after the event) to the attention of the person submitting the registration unless otherwise requested. Unlikely occurrences such as a speaker cancellation or technical difficulties on the part of our network provider will be handled on a case-by-case basis in accordance with provider contractual agreements. AVCU and our providers stand behind and support the quality and value of our educational offerings.