



GENERAL BULLETIN

CONNECTICUT
BANKERS
ASSOCIATION
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2010 – 22

February 9, 2010

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER
OR INDIVIDUAL ADDRESSED

CEO, CEO+, COO, Audit,
Compliance & Training
Specialists

RE: CBA Web Seminar – Levies, Garnishments & Attachments: Developing Procedures For Processing Claims On Customer Funds
Thursday, March 4, 2010 -- 2:30 p.m. - 4:30 p.m.

Banks should consistently handle claims regardless of whether the claimant is a litigant, a state or federal taxing authority, etc. It should develop records that indicate when the claim was received and to whom it was delivered for processing. It should also have specific procedures for providing notice to its customer and how the claim was handled. All of those goals can be reached through the adoption of written procedures. Using IRS levies as the example allows institutions to build their process around what is probably their most common third party claim. They can adapt that process to meet requirements of the processes used by state courts and taxing authorities. Mishandling a third party claim on customer funds can subject the bank to liability, either to the claimant or the customer. Banks need clear, consistent procedures in order to assure fairness and protect themselves from liability and this web seminar helps attendees to develop a demonstrable, consistent process for handling third party claims. It does not focus on the law of any state regarding garnishments, attachments, executions, etc. Instead, it uses the IRS levy process, one that applies to all U.S. financial institutions, as the core example.

HIGHLIGHTS

The presentation focuses on developing written procedures for handling third party claims against customer funds. Content includes:

- How to centralize claim processing
- Searching for customer relationships
- Handling variations in names and identifying numbers
- Requesting additional information from the claimant
- Reporting "no assets found"
- Handling "fishing expeditions"
- Identifying deposits subject to the claim
- Noting exemptions from claims
- Choosing between multiple deposits subject to the claim
- Sending notice to the customer
- Holding the funds
- Remitting the funds

AUDIENCE

Operations officers and auditors - specifically, employees who handle third party claims including processing the claim and providing notice to the customer. The program does not address the laws of a particular state or deal with requests for information rather than funds. **CE Applied:** 2.5 hours towards the CRCM/CFSSP designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

SPEAKER

Ken Gollither is a principal with Pegasus Educational Services, LLC. He is an experienced banker with a unique ability to reduce complex legal concepts to plain English. Prior to becoming a full-time trainer, Ken was a community banker and General Counsel for a regional consulting firm for financial institutions. He has served on Compliance Schools sponsored by the OTS and the FDIC, and he has presented banking schools and seminars in over 25 states.

WHAT IS A WEB SEMINAR?

A web seminar is an enhanced telephone seminar. The audio portion is delivered by speaker phone. However, you may now view a corresponding PowerPoint presentation using a PC or PC connected to an A/V projector. No special hardware is needed. You may still participate by phone only. The program consists of 90 minutes of instruction and 30 minutes live Q&A. Each registration provides one connection to the web seminar, materials and 30 days access to the online seminar. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a confirmation with your PIN, materials and instructions. If you do not receive a confirmation within two days of the event call 888-262-7701. You may also purchase the CD and materials.

Free 30-Day Replay - Within five working days after the broadcast, you will receive a URL providing unlimited access to a recorded copy of the presentation for 30 days. This enables you to participate in the live web seminar, train additional staff and review the material as needed.

Transmission, retransmission or republishing of the audio portion of the web seminar is prohibited. Your registration entitles you to one connection at one location with permission to make copies of materials for participants. Please complete one registration per location.

The **On-Demand Web Seminar** is a live web seminar that has been recorded and then streamed to your computer to watch at your convenience. The program can be viewed anytime 24/7. You can watch a portion, come back and pick up where you left off! Anyone at your branch may access the program from a computer using the login and password. When purchasing an On-Demand Web Seminar, you have unlimited access to the program for 6 months from the date of purchase.

REGISTRATION INFORMATION

Registrations are requested to be submitted three days prior to the date of the web seminar. On-line registrations can be made at <http://www.bankersed.com/CTBANKERS/>. For all other registrations, please complete the attached registration form and send directly to Bankers Ed in advance of the program. Fee information for this program is listed on the registration form. **Payment is expected at the time of registration unless other arrangements are made prior to the event with the CBA.**

Late Registration: Registrations are accepted until the program starts. To ensure timely delivery of materials, etc., please register online when registering **two working days prior** to the broadcast (credit cards, e-checks and invoices accepted). If you would like assistance with online registration, contact 888-262-7701.

Please do not hesitate to contact either Kathy Parks or me if you have any questions about this web seminar.

Very truly yours,

LINDSEY R. PINKHAM
Senior Vice President & Secretary

attachment

CBA WEB SEMINAR

LEVIES, GARNISHMENTS & ATTACHMENTS

Thursday, March 4, 2010

2:30 p.m. - 4:30 p.m. (EST)

REGISTER (Each registration entitles you to one connection at one location where an unlimited number of listeners may participate):

Name _____ Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

FOUR WAYS TO REGISTER FOR CBA WEB SEMINARS:

Prior to February 24th

Mail: Complete this form, include payment and **mail it to:** Bankers Ed: 5700 S. Mopac, #C310, Austin, TX 78749

Anytime Prior to the Program

On-line: Register on-line at <http://www.bankersed.com/CTBANKERS/>

Fax: Complete the registration and credit card information below and fax to: 512-381-1571

Phone: Call 888-262-7701 with credit card information

CBA WEB SEMINAR – LEVIES, GARNISHMENTS & ATTACHMENTS

Thursday, March 4, 2010 - (Seminar code: SW2-1193)

Web Seminar/Materials (live hookup) \$255 member \$510 non-member

On-Demand Web Seminar/Materials \$275 member \$550 non-member

METHOD OF PAYMENT (check one):

Check made payable to: Bankers Ed

Discover Card

MasterCard

Visa

AMEX

Card Number _____

Exp. Date _____

Security Code (3 or 4 digits on back of card) _____

Signature _____

Amount \$ _____

For registration questions, please contact Bankers Ed customer support at 888-262-7701 or Kathy Parks at the Connecticut Bankers Association parks@ctbank.com at 860-677-5060.

*****Registrations must be sent to Bankers Ed*****

(Seminar code: SW2-1193)