



## GENERAL BULLETIN

CONNECTICUT  
BANKERS  
ASSOCIATION  
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2010 – 82

May 4, 2010

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER  
OR INDIVIDUAL ADDRESSED

CEO, CEO+, CIO, CRO,  
COO, Compliance &  
Security Specialists

**RE: CBA Web Seminar – ACH & Wire Transfer Fraud  
Thursday, May 27, 2010 -- 2:30 p.m. - 4:30 p.m.**

According to the 2010 Cybersecurity Watch Survey, Cybercrime is increasing faster than many businesses can implement defenses. The FFIEC says financial institutions should educate their customers. Institutions should evaluate their consumer education efforts to determine if additional steps are necessary. What started in 2009 is predicted to worsen in 2010 without effective controls and fraud detection says Gartner Analyst Avivah Litan. Average losses range between \$100,000 to \$200,000 per victim. The incidents are also primarily targeted at small to medium size businesses as well as government entities and school districts. Many of these unauthorized wire transfers and ACH transactions can be traced back to malware installed on the user's computers. Still others involve the use of money mules to transfer the funds to overseas accounts. The incidents are numerous and scary. Customers are suing the financial institution; the institution is suing the customer.

Is it enough to implement "commercially reasonable" security controls and have agreements in place? What are "commercially reasonable" security controls? The FFIEC says financial institutions should have made and continue to make, efforts to educate their customers. Because customer awareness is a key defense against fraud and ID theft, financial institutions should evaluate their consumer education efforts to determine if additional steps are necessary.

### **HIGHLIGHTS**

This web seminar will address:

- Overview of recent events
- Overview of how this is happening
- Importance of effective controls and practices
- Overview of types of controls that can be implemented
- Will my insurance cover these losses?

### **AUDIENCE**

Senior management, audit, compliance, risk management, operations and IT personnel. **CE Applied:** 2.5 hours towards the CRCM/CFSSP designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

## SPEAKER

Susan Orr, CISA, CISM, CRP, is an industry expert with vast regulatory, risk management, and security knowledge. During her 14-years as bank examiner, Susan held numerous lead positions including Regional IT Examination Specialist, Special Assistant to the Regional Director, and Special Assistant to the Vice Chairman of the FDIC. Susan was lead instructor for the FDIC's technology school. She currently consults for security providers and performs IT security/regulatory reviews for financial institutions.

## WHAT IS A WEB SEMINAR?

A web seminar is an online seminar featuring live audio and PowerPoint slides. Everything is delivered through your PC. No special hardware is needed; however, speakers or headphones are required. 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.

**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.

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.

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.

## 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 and e-checks 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

**CBA WEB SEMINAR**

**ACH & WIRE TRANSFER FRAUD**

Thursday, May 27, 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 \_\_\_\_\_

**THREE WAYS TO REGISTER FOR CBA WEB SEMINARS:**

**Prior to May 20<sup>th</sup>**

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/>

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

**CBA WEB SEMINAR – ACH & WIRE TRANSFER FRAUD**

**Thursday, May 27, 2010 - (Seminar code: SW2-1276)**

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: SW2-1276)