



GENERAL BULLETIN

CONNECTICUT
BANKERS
ASSOCIATION
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2010 – 84

May 6, 2010

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER
OR INDIVIDUAL ADDRESSED

CEO, CEO+, COO, Branch
Admin, Retail & Training
Specialists

RE: CBA Web Seminars -- Two-Part Series: Safe Deposit

PART I -- POLICIES & PROCEDURES -- WEDNESDAY, JUNE 2, 2010

Safe deposit is the greatest source of liability for financial institutions - it is unlimited. Proper access and handling requires a thorough understanding of policies, procedures, and rules and regulations behind them. To avoid pitfalls and potential lawsuits, institutions must be proactive in educating personnel. This session provides information critical to understanding the contractual legal relationship, access procedures and the unlimited liability responsibilities of the institution. At the end of the program participants will be able to:

- Recognize a sound legal contract
- Select the appropriate contract determined by the relationship
- Grant access based on sound procedures to avoid lawsuits
- The importance of granting access during appropriate hours only
- Provide ultimate security when granting access
- Understand liability involved in working with safe deposit
- Recognize responsibilities in providing privacy and security

AUDIENCE

Anyone working in the safe deposit area - full time and part time attendants, tellers, CSRs, supervisors, managers, operations officers, auditors and any other employees assisting with safe deposit. **CE Applied**: 2.5 hours towards the CRCM/CBT/CCSR/CPB designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

PART II -- LEGAL DOCUMENTS & ISSUES -- WEDNESDAY, JUNE 9, 2010

At the mention of legal documents and issues most employees panic. What are the consequences if I make a mistake? Will I be terminated? Provide confidence for your employees by training them to handle these difficult situations. This program provides the information needed to act in a responsible way and limit liability. Whether your institution is faced with legal documents and issues on a regular basis or only sporadically, Joyce McLin will deliver concise, up-to-date information that will help you handle the situation knowledgeably and professionally. Attendees will learn about:

- Types of Legal Documents: Court Orders, Bankruptcy Notices, IRS Levies, Search Warrants, Powers of Attorney
- Living Trust
- USA Patriot Act
- Suspicious Activity Report
- Americans with Disabilities Act: Deaf, Blind, Handicapped
- Insurance
- Drilling safe deposit boxes
- Unclaimed Property

AUDIENCE

Safe deposit attendants, supervisors, new accounts, CSRs, auditors, compliance officers, training directors, branch managers, assistant branch managers, and regional managers. **CE Applied:** 2.5 hours towards the CRCM/CBT/CCSR/CPB designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

SPEAKER

Joyce McLin, was Executive Director of American Safe Deposit for 22 years. She is now a safe deposit consultant working with banking associations and financial institutions across the country. Joyce has 15 years experience as a bank training director, security officer, marketing specialist, HR director and safe deposit manager. Thirty six (36) years of experience with safe deposit contributes to McLin being called the EXPERT in safe deposit. She has contributed many articles and interviews regarding safe deposit policies, procedures and security.

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, 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

CBA WEB SEMINAR

TWO PART SERIES -- SAFE DEPOSIT

Part I: Wednesday, June 2, 2010

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

Part II: Wednesday, June 9, 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 25th (Part I) and June 1st (Part II)

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 – PART I – POLICIES & PROCEDURES

Wednesday, June 2, 2010 - (Seminar code: SW2-1011)

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

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

CBA WEB SEMINAR -- PART II – LEGAL DOCUMENTS & ISSUES

Wednesday, June 9, 2010 - (Seminar code: SW2-1011)

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 or 860-677-5060.

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