

BANKING TRADITIONS

THE MAGAZINE OF THE ALABAMA BANKERS ASSOCIATION

130th Annual Convention & Marketplace
ALABAMA BANKERS ASSOCIATION
June 11-14, 2023

Disney's Grand Floridian Resort & Spa, Walt Disney World® Resort, Lake Buena Vista, Florida



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Baker Bond School

May 10-11, 2023
Oklahoma City, OK
Omni Oklahoma City Hotel
Cost: \$495

Education is the foundation of performance for investment portfolio managers, and that is why The Baker Group has presented hundreds of seminars and conferences across the country over the last forty years. We continue to bring that history of educational experience to a bond school designed specifically for new portfolio managers and those needing to learn the fundamentals of fixed income investing. The Baker Bond School will give attendees the knowledge to better understand the various types of securities available, how to analyze them effectively, and how to use that knowledge to build and manage a high-performance investment portfolio within the framework of the entire balance sheet.

What You Will Learn

- Fundamentals of bonds and bond market investing
- Understanding the impact of the economy, monetary policy, and interest rates on the bond portfolio
- Demystifying the complex world of bond analytics including pricing, duration, convexity, and total return
- Characteristics of high performance portfolios and how industry allocations have changed over the years
- Introduction to bond types, and the pros and cons of including each in your investment portfolio
- How to develop an effective municipal credit analysis process
- Security selection techniques, and how to conduct effective pre-purchase analysis
- How to analyze bond offerings and Bloomberg screens
- Regulatory implications for the bond portfolio
- Incorporating investment portfolio management into asset/liability management

Who Should Attend

This school is designed for CEOs, CFOs, and those new to their roles in managing or working with the investment portfolio. Directors and new members of the investment and asset/liability management committees will also benefit from the Baker Bond School.



Bond School Schedule

Wednesday, May 10

- 7:00 a.m. Breakfast
- 8:00 a.m. Program
- 12:00 p.m. Lunch
- 1:00 p.m. Program
- 4:30 p.m. Adjourn
- 6:00 p.m. Dinner Included

Thursday, May 11

- 7:00 a.m. Breakfast
- 8:00 a.m. Program
- 12:00 p.m. Conclusion

Accommodations

A block of rooms will be available at the Omni Oklahoma City Hotel. Identify yourself as a Baker Bond School attendee when calling 405.438.6500. The special room rate will be available until **April 10, 2023**. Hotel price: Deluxe \$199 + tax.



12.5 hours of CPE credits will be earned for your attendance.

Register online at **GoBaker.com/bond-school-2023**. Call Skoshi Heron at 888.990.0010 for more information.



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22 Keep It Long Enough, and It Will Come Back in Fashion: Buydown Program Considerations

The early 2000s are remerging with their crop tops, low rise jeans, flip phones, and mortgage buydowns. Deja-vu! Pre-crisis' teaser rates have been reborn into mortgage buydowns, both temporary and permanent. With the housing markets remaining pricey, and rates still higher than they have been in years, many buyers are looking for assistance in any form.

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The Value of a Name

Much about America is the world's envy, including our dynamic banking system. Since the earliest days of our nation's history, banks have existed as institutions of trust with the privilege of helping individuals and businesses succeed in communities large and small. In no small way are Alabama banks proud to be part of such a vibrant industry founded on integrity, mutual trust, and hard work.

With these distinctions also comes the value of the name bank.

Today, just like in the days of the past, banks open their doors each morning to welcome customers from all walks of life to engage in commerce that fuels our local and national economies. Banks exist to serve the poor, the wealthy, the entrepreneurs, the hopefuls, the underbanked, and all people young, old, or somewhere in the middle.

Much like the diversity of our customers, our banks can also be quite different despite being so similar in many ways. Drive in almost any direction across this state, and you'll pass rural, urban, community, and regional banks with much in common. Having called on banks for more than 25 years, however, I can assure you that each has its personality and its own business model and accomplishes its mission in similar but varying ways.

Rural banks, often community banks, are privileged to know much about their customers and communities and to operate in an environment that allows for flexibility based on size and structure. Such banks operate as small businesses, often working mightily to balance customer needs and the government's seemingly unending red tape.

Larger community and regional banks tend to benefit from broader markets and economies of scale that provide different opportunities, yet often with less flexibility. While these banks are also on the receiving

end of increasing regulation, they often match the regulatory rigor with greater staffing resources.

At the end of the day, however, when the door is locked, and the balancing begins, *all bankers*, regardless of the size or location of their institution, call the day successful when customers have been appropriately served, bringing about positive changes to the lives of all who enter. Regardless of size or scope, bankers do what bankers do: help meet the financial needs of customers, individuals, and institutions.

Our team at the Alabama Bankers Association is privileged to represent Alabama banks and bankers before elected officials, regulatory agencies, and the broader constituency of Alabamians who depend on our banks each day. Guided by a solid and dedicated board of directors, the association is and will always be committed to banking and to Alabama. Simply put, we are proud of every banker and director of all our member banks.

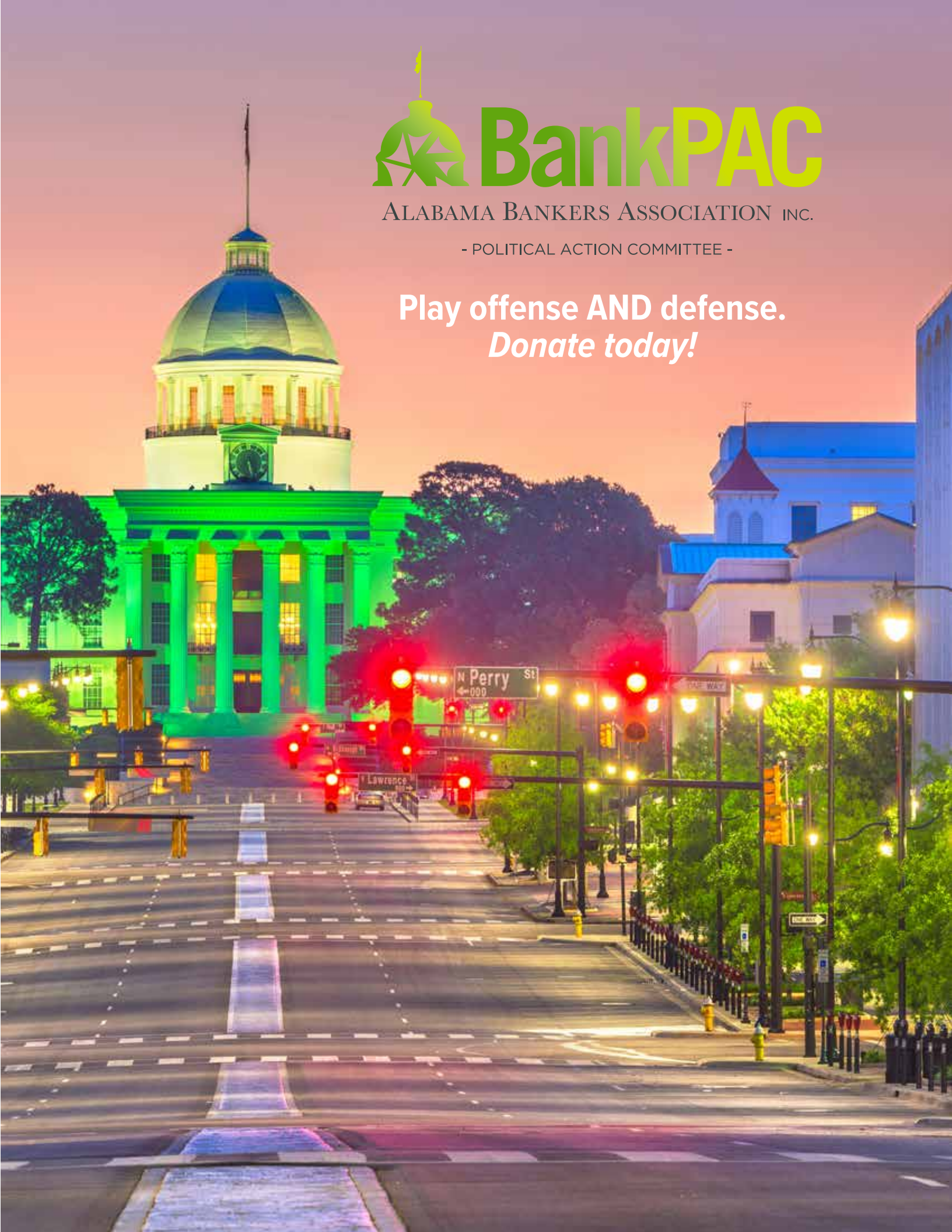
So, here's our promise. We will always strive to do the right thing, and we will always carry your message and represent you in a highly professional manner with a unified vision and indivisible strength. And we always will play for the name on the front of the jersey: bankers. After all, just like yours, it's in our name.



ALABAMA BANKERS ASSOCIATION INC.

- POLITICAL ACTION COMMITTEE -

Play offense AND defense.
Donate today!





Making Health Insurance More Affordable

*Several years ago ABA launched an association health plan with the goal of using our collective bargaining power to offer a health insurance plan to our banks to reduce costs but enhance benefits. **For the first time since the plan was introduced rates for next year have gone down on average by more than 10 percent.***

Two of the best benefits of our plan are the Healthiest You feature and the Clever RX program. Healthiest You is telemedicine at its best. Healthiest You recently added new features to make it even more attractive to our plan participants. Now, in addition to getting treatment for general health concerns like sinus infections or other common ailments, Healthiest You gives plan participants access to on-demand mental health services, neck and back care, dermatology and nutrition.

When plan participants use HealthiestYou, there are no copays and unlimited visits. The general medicine component is available 24 hours a day, seven days a week. For the mental health option, plan participants can speak to a therapist seven days a week from wherever they are. Certified health coaches work with those who need neck and back pain relief. All that is required for help with dermatological needs is to upload a photo. A treatment plan will be available in about two days. And for nutrition, HealthiestYou pairs plan

participants with a registered dietician who can assess clinical nutrition needs and develop a personalized program including custom meal plans and shopping guides. By downloading the handy Healthiest You app, it is easier than ever to access these services.

Clever RX is our health plan's prescription discount card. This program offers discounts on more than 50,000 FDA approved medications and is accepted at more than 80,000 pharmacies nationwide. Most prescriptions are available at a lower than average cost using the Clever RX plan. We have a list of participating pharmacies and recently sent that list to the banks currently covered by our plan.

If your bank is not currently on the association's health plan and you would like more information about how to participate, simply contact me or Debbie Pharr. My email is jcox@alabama.bank, and Debbie's email is dpharr@alabama.bank. You may call us at (334) 244-9456.



Focused On You

Banks face complex business circumstances that demand the attention of a legal team with a sophisticated understanding of the financial services industry. With significant experience in mergers and acquisitions, capital activities, lending transactions, creditors' rights, corporate advice, regulatory compliance, tax planning, employment and HR considerations, and financial services litigation, we offer the proactive legal guidance that clients need to successfully navigate this landscape. At Bradley, we're focused on providing you with innovative solutions, dependable responsiveness and a deep commitment to success.



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130th Annual Convention & Marketplace
ALABAMA BANKERS ASSOCIATION
June 11-14, 2023

Disney's Grand Floridian Resort & Spa, Walt Disney World® Resort, Lake Buena Vista, Florida



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agenda

All times listed follow Eastern Daylight Time.

SUNDAY, JUNE 11

6:30 - 8 p.m. Registration & Welcome Reception in the Trade Show Area

MONDAY, JUNE 12

7:15 - 8:30 a.m. Breakfast in the Trade Show Area

8:30 - 12 p.m. General Session

7 - 9 p.m. Marketplace, Cocktails & Silent Auction

TUESDAY, JUNE 13

7:15 - 8:30 a.m. Breakfast in the Trade Show Area

8:30 - 12 p.m. Breakout Sessions & Marketplace Day

Free afternoon and evening

WEDNESDAY, JUNE 14

7:30 - 8:30 a.m. Breakfast

8:30 - 12 p.m. General Session

TBD A Magical Disney Grand Finale Dinner & Entertainment

convention events

SUNDAY EVENING

Registration & Welcome Reception

Reconnect with old friends and enjoy cocktails during our Sunday evening event. Our marketplace will be set up with our vendors ready to interact with convention attendees.

MONDAY EVENING

Silent Auction & Cocktails

Join us for our annual Silent Auction in the trade show area hosted by our Bankers 2 Leaders division! After enjoying dinner on your own in the parks or surrounding area, join us in the trade show area for cocktails and desserts during our wildly popular silent auction!

WEDNESDAY EVENING

A Magical Disney Evening

Disney is all about creating incredible experiences! Expect no less than something spectacular during our final night. After dinner guests will experience a truly magical night!

accommodations

Victorian elegance meets modern sophistication at Disney's Grand Floridian Resort & Spa. Unwind outside and watch fireworks light up the sky over Cinderella Castle. This hotel is a Deluxe Resort with many exquisite dining venues and is located in the Magic Kingdom® Resort Area.

Room rates begin at \$339 plus applicable taxes and fees. The room block expires on May 5.

All rooms in the ABA convention room block at the conference hotel are reserved for REGISTERED convention guests only.

Each room reserved in the room block must have at least one adult registered for a full convention registration.



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Associate members may stay on-site at the conference hotel, but each room must have at least one adult registered at the full associate member rate.

emphasis on education



10 Ways for Executives to Stay Cyber Safe

featuring Avani Desai

In today's digital age, personal protection and cybersecurity have become increasingly important. With the constant threat of bad actors looking to exploit vulnerabilities, it's crucial to stay informed and take proactive measures to protect yourself. That's why we're excited to invite you to join Avani Desai, CEO at Schellman, for an in-depth conference session focused on this critical topic. During this session, she will facilitate a deep-dive discussion on the top 10 ways individuals become targets for bad actors. Attendees will gain valuable insights on common tactics used by cybercriminals and learn how to recognize potential threats. Ms. Desai will provide practical tips on how to protect yourself and your personal information from cyber attacks. Additionally, attendees are encouraged to bring their personal electronic devices as Ms. Desai will provide an in-depth look for potential vulnerabilities and show you how to avoid common targeting tactics. This session is designed specifically for executives looking to improve their personal protection and cybersecurity knowledge.



THRIVE: Powerful Strategies to Turn Uncertainty into Competitive Advantage

featuring Meridith Elliott Powell

These are unprecedented times! A marketplace where disruption is happening on steroids. One where there is more change building outside of your organization than in it. And a relentless pace of uncertainty that can radically impact your ability to grow your organization and keep your team motivated. The only guarantee you have – is more change is coming. And if you're not prepared - if you don't have a plan – then research proves this level of uncertainty will negatively impact your ability to drive innovation, attract top talent and achieve bottom line results. While uncertainty can seem daunting, the truth is uncertainty has an upside – it always has an upside. In fact, it can be your greatest asset to thrive, grow and turn disruption into opportunity. But you need a plan, you need a strategy, and you need the research that shows the path you need to turn disruption into opportunity.



An Economic Forecast: A Return to Normalcy (?)

featuring Sean Snaith

Will 2023 be the year that the economy finally breaks free of the consequences of pandemic era policies? A likely recession in 2023 will assist the Fed in bringing inflation down, but at what cost? How will this recession measure up to recent downturns, can the supply chain stabilize, will labor shortages ease, and how hard will the housing market be hit? These and other questions will be addressed in this outlook for the U.S. economy. Sean Snaith, Ph.D., is the director of the University of Central Florida's Institute for Economic Forecasting and a nationally recognized economist in the field of business and economic forecasting. Snaith is the recipient of multiple awards for the accuracy of his forecasts, his research and his teaching.

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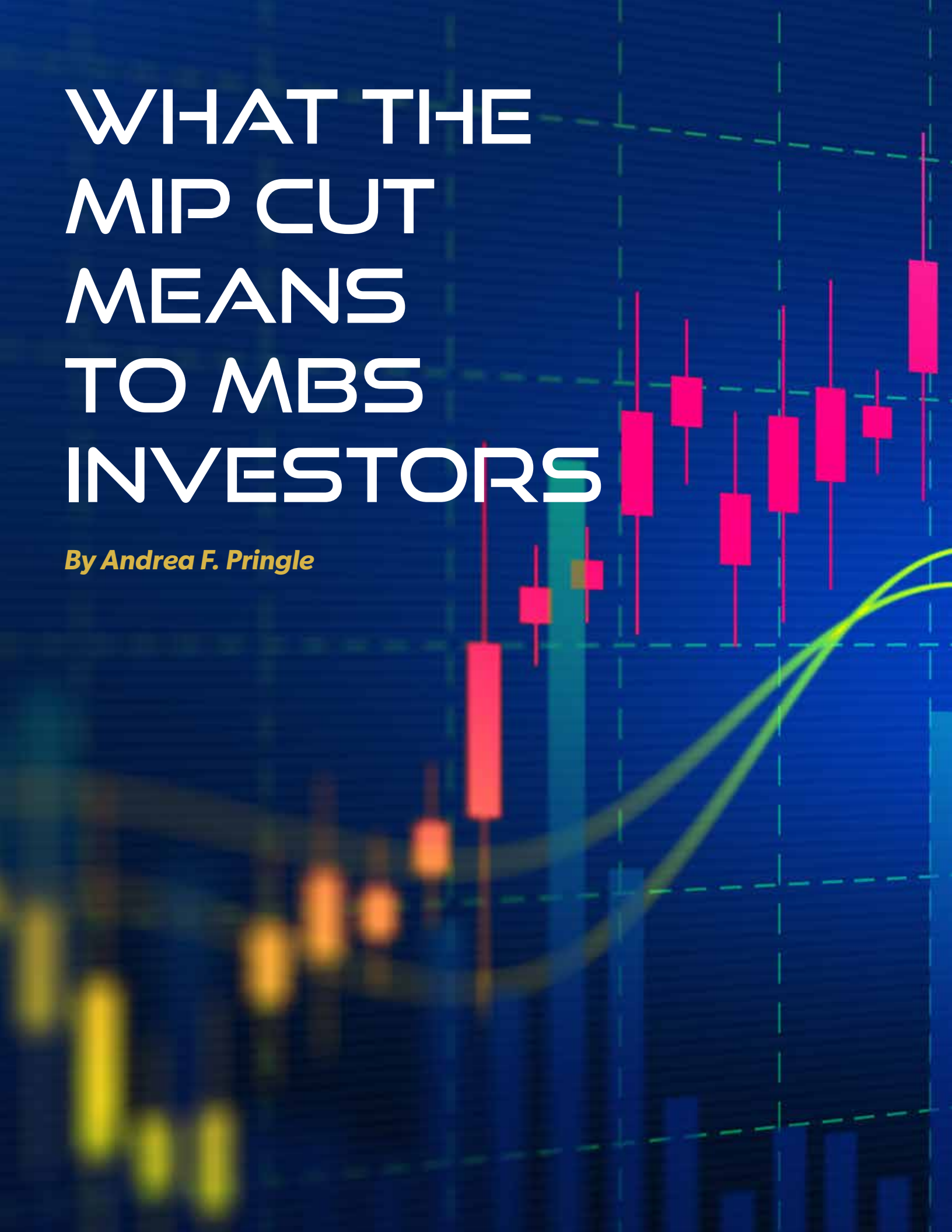
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WHAT THE MIP CUT MEANS TO MBS INVESTORS

By Andrea F. Pringle



The Federal Housing Administration (FHA) recently announced a decrease to the annual premium charged to borrowers with FHA-backed loans. The reduction goes into effect for newly-originated purchase or refi loans endorsed on or after March 20. This annual premium, called the mortgage insurance premium (MIP), is a monthly fee that FHA borrowers pay into the fund that insures FHA-backed mortgages, the Mutual Mortgage Insurance Fund (MMIF).

This fund exists to guarantee lenders against loss for loans made under the FHA mortgage program. FHA mortgages are considered higher-risk because the program permits low down-payments and less stringent credit qualifications than conventional home loans backed by Fannie Mae and Freddie Mac. The guarantee gives lending institutions comfort extending credit to borrowers who might not otherwise qualify for a home loan and enables them to offer these borrowers better terms.

In order to fund the MMIF, FHA borrowers pay a monthly fee: the Annual MIP * their loan amount (divided by 12 to arrive at a monthly amount). Prior to the recent cut, the annual premium was between 80-105 bps, based on the size of the loan and the Loan-To-Value (LTV) ratio. The new premium is 50-75 bps, a 30 bp decrease across the board. For most borrowers the fee is either 50 or 55 bps. These fees amass in the MMIF

and in the event of default by an FHA borrower, MMIF capital is used to cover any losses.

This was especially important when a wave of mortgage defaults associated with the Great Financial Crisis hit the fund beginning in 2008. By 2009, the fund's capital ratio fell below its statutory minimum of 2% and stayed below that level until 2014. Since then, the MMIF has grown substantially, especially over the last few years when record home price appreciation, a housing boom, and significant refinance activity drove more funds into the system. By November 2022, the MMIF reported a record 11.11% capital ratio, significantly above the 2% threshold mandated by Congress.

Speculation about a cut to the MIP had been swirling for more than a year as the fund got larger and larger. By late-February 2023 when the cut was announced, the move had been well telegraphed to the market and the cut largely priced in. Given how well advertised the cut was and how little of the mortgage universe is in-the-money to refinance, the cut may not mean much to Mortgage-Backed-Securities (MBS) investors in the near term.

In a more normal interest rate environment, the effect of reducing the MIP would be faster prepayment speeds on Ginnie Mae MBS (FHA mortgages are securitized into Ginnie Mae MBS). This is because borrowers would be incentivized to lower their monthly mortgage payment by taking out a new FHA mortgage tied to the lower MIP and using the proceeds to pay off their existing mortgage tied to the old/higher MIP (aka refinancing). However, today's prevailing mortgage rates are so much higher than most existing mortgages, which were originated with historically low rates over the last few years, that this exercise will not save most borrowers money. A 30 bp cut to the MIP simply is not enough to offset 300+ bps higher mortgage rates. Further, in order to qualify for a streamlined refinance

of an FHA loan, a borrower's new all-in payment rate (mortgage rate + MIP) must be at least 50 bps below their current level. That simply is not possible for most FHA mortgages in existence today.

As a result, the impact on prepayment speeds for Ginnie Mae MBS will be minimal, at least for now. The landscape will certainly change if rates fall materially in the future but we should not expect to see a significant impact on prepayment speeds in the near term. Instead, the most consequential outcome of the MIP cut may be a marginal shift in production from conventional loans to FHA loans.

In January, Fannie Mae and Freddie Mac announced a range of pricing changes applicable for conventional loans that will become effective in May 2023. Some borrowers' costs will be reduced while others will go up. The MIP cut, which reduces monthly payments for all FHA borrowers across the board, combined with the pricing changes on conventional loans will make FHA loans comparatively less costly than conventional loans for a swath of borrowers, those with FICO scores between 680-760 and LTVs below 95. As a result, we could see some loans that would have otherwise been securitized into Fannie or Freddie MBS shift into Ginnie MBS. That would translate into a marginal increase in the supply of Ginnie MBS at the expense of Fannie and Freddie MBS.

This should not have a material effect on valuations or demand but would swing the supply needle further towards Ginnie Mae production at a time when their market share is already rising. As persistently high home prices and rising mortgage rates have eroded affordability, many borrowers have fallen out of conventional loan eligibility and sought refuge in the looser credit qualifications of FHA loans, a trend which may only be exacerbated by the MIP cut. The upside for investors is slightly faster prepayment speeds

if rates fall and potential for increased supply of loans available for pooling into attractive Ginnie CMO structures with 0% risk weighting.

Andrea F. Pringle is a financial strategist and MBS analyst at The Baker Group. Andrea worked on the Capital Markets Sales and Trading Desk at Fannie Mae for five years before returning to Oklahoma to work in corporate finance. Andrea joined The Baker Group in 2020, and her work focuses on mortgage products. The Baker Group has been an endorsed partner since 2010.



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Bank Executive Leadership Certification Program Launches its Fourth Class

In 2016 at a strategic planning retreat, the Bankers 2 Leaders Board of Directors developed a plan to shape the industry's future leaders.

The goal: bring the best and brightest to train a select group of bankers from across the state to change the leadership landscape of the financial services industry for the better. The type of training that alone only the largest of banks could afford, but together would make such training available to bankers across the state.



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From that retreat, the Bank Executive Leadership Certification Program was born. Since then, three classes have completed the 18-month program and last fall the fourth class was chosen.

The 35 members of the class of 2024 kicked off their journey with an opening retreat held in December and led by Allison Black Cornelius. Participants completed several leadership assessments so that they could begin to learn about leadership styles and personality profiles.

The group met for its second session in Opelika in January to hear from Dr. Randy Ross who spoke about Relationomics. Ross taught participants how to communicate with vision and purpose and explored expressive and persuasive techniques as well as conflict resolution and how to deliver and receive feedback.

In late April, the group will gather again in Huntsville to hear from Alyson VanHooser about leading through the change. She will discuss foundational characteristics of change and how to manage fear and the role of stress on high performance teams.

The class will continue to meet about every other month and graduation will be held in July of 2024 in conjunction with the Bankers 2 Leaders Summer Leadership Conference. For more information about the program, contact **Ashley Thomas**, vice president of leadership engagement, by emailing her at athomas@alabama.bank.





Keep It Long Enough, and It Will Come Back in Fashion:

Buydown Program Considerations

The early 2000s are reemerging with their crop tops, low rise jeans, flip phones, and mortgage buydowns. Deja-vu! Pre-crisis' teaser rates have been reborn into mortgage buydowns, both temporary and permanent. With the housing markets remaining pricey, and rates still higher than they have been in years, many buyers are looking for assistance in any form.

As the refinancing market cools down, mortgage originators are becoming increasingly more creative finding innovative ways to bring business through the door. And this has led to lender, builder, and seller concessions to help close deals.

Buydowns generally refer to when a borrower pays “points” upfront to reduce the mortgage rate to a level that places their monthly payments in a range they can afford. It is thought that the rate has been “bought down” from its original rate for

the entirety of the mortgage by paying a lumpsum upfront. The more recent trend has been for these to be seller-paid rate buydown concessions, with the seller offering to reduce to buyer’s mortgage interest rate for either the first few years (temporary) or for the duration of the loan (permanent). The seller is either contributing to the buyer’s closing costs or paying for a temporary rate buydown.

What the market is seeing now is an influx of temporary buydowns, with the most common ones being a “2-1” and “1-0,” meaning a 2-percent interest rate reduction in the first year and a 1-percent interest rate reduction in the second year, or a 1-percent interest rate reduction in the first year only, respectively. Sellers, builders, lenders, or a combination of all three put-up money to cover the difference in interest rate payments between the original mortgage rate and the reduced mortgage rate. So for a 2-1 example, the mortgage rate is reduced by 2% for the first year and then will step up by 1% in the second year, and another 1% in the third year to reach the actual mortgage rate at origination. It essentially works as a subsidy for the first two years of the mortgage before reverting to the full monthly payment. And the benefits are there for consumers—it can make purchasing a home more affordable

(even if temporarily) and can “buy time” for borrowers to refinance into a lower rate should interest rates fall.

With permanent rate buydowns, generally, it will be a seller paying a portion of the buyer’s closing costs that are used towards buying mortgage discount points, with each point reducing the rate on average by about 0.25 percentage points, costing 1% of the loan amount. So if a borrower bought a \$500,000 home with a 20% down payment, the mortgage amount would be \$400,000, with each point costing \$4,000. With permanent buydowns, borrowers are historically slower to refinance given the cost/benefit decisions taking place with recouping upfront money put down for the loan versus refinancing costs associated with a new loan.

But one of the biggest issues with buydowns, either temporary or permanent, is proper disclosure on the Loan Estimate (LE) and Closing Disclosure (CD). For disclosure purposes, there are specific Regulation Z contemplated buydowns: third-party buydowns reflected in a credit contract; third-party buydowns not reflected in a credit contract; consumer buydowns; lender buydowns reflected in a credit contract; lender buydowns not reflected in a credit contract; and split buydowns.

Regulation Z provides numerous scenarios that determine whether the terms of the buydown should be reflected in the LE and CD. Generally, the following buydowns are reflected in the disclosures: third-party buydowns reflected in a credit contract; consumer buydowns; lender buydowns reflected in a credit contract; and split buydowns (consumer portion only). Otherwise, a third-party buydown not reflected in a credit contract, a lender buydown not reflected in a credit contract, and a split buydown (not third-party e.g.- seller’s portion) are not included.

With most of the criteria for determining whether a buydown is reflected on the LE and CD being dependent upon a credit contract, it is important to note that Regulation Z does not define a credit contract. But it is stated as being a contract that forms a legal obligation between the creditor and the consumer, as determined by applicable State law or

other law. So whether or not a buydown agreement would be considered a credit contract or legal obligation between the creditor and consumer depends upon what “State law or other law” consider to be a legal obligation. Whether a buydown agreement is actually modifying the terms of a note or contract is going to depend on how it is structured and whether that note or contract ultimately is reflecting that lowered interest rate. Counsel should be included in any final determinations, as well as investor requirements.

So where should the terms of the buydown be reflected in the LE and CD? Unfortunately the commentary does not provide an “item-by-item” list of what parts of the LE and CD the buydown should be reflected in. The key requirement to remember is that if the buydown is required to be reflected, it must be reflected in the finance charge and all other disclosures affected by it. That includes the “Finance Charge” on page 5 of the CD (except for seller-paid buydown fees as those are considered seller’s points); the “Annual Percentage Rate” on page 3 of the LE and page 5 of the CD; the “Projected Payments” table on the first page of the LE and CD; and the “Product” on the first page of the LE and CD reflecting a step rate.

There are different ways proper disclosure can be done dependent upon the specific loan scenario. Sometimes a buydown is money going to the borrower from the seller, while other times it is money going to the bank from the seller. These would be disclosed differently. So, the first question to ask: Who is giving money to whom, and for what purpose?

A more common scenario for temporary buydowns is where the buydown is seller paid and is not being reflected in the note or credit agreement as it is contracted for between the buyer and the seller. How is this properly disclosed? Well, the most common way to disclose this, since it is not reflected in the note or credit agreement, is to disclose this as a Seller Credit. Since this is not considered discount points that either the buyer or the seller is paying to the bank, the bank would not disclose in Section A. The bank is not involved in the scenario where a buydown agreement is solely between the borrower

and the seller. Rather, the regulation and commentary do not specify that this must be disclosed in any particular way, so it is viewed generally as just a concession from the seller, which has multiple ways of compliant disclosure. Disclosing as a Seller Credit as noted above being the more common. This would be found in the Calculating Cash to Close Tables (LE & CD) and also in Section L on the CD, as it is not a credit that is paying any specific fee listed on page 2 of the disclosure. It could also be disclosed in Section N of the CD as a seller credit due at closing.

If it is a situation where the buydown funds are from the seller to the bank, it would be disclosed in Section A in the Seller Paid column, and not Section H because the recipient of Section H fees are third parties, and the bank is the one receiving the fee. In this instance, the money from the seller is specifically being used to buy down the rate, which is a Section A fee, since that is paid to the bank.

There are other arrangements in which the seller just gives the borrower some money to make up the difference in what the borrower is paying between Rate A and Rate B with no

actual buydown of the rate taking place. This is a Section N disclosure. But in the instance in which the bank will actually be the recipient of the fee, and the fee from the seller is to pay for a specific loan cost, it should be disclosed in Section A.

The remix is happening—the early 2000s are repeating themselves. But even more so now with the increased examiner focus and scrutiny on consumer harm, it is important to make sure the bank is aggressively reviewing its buydown loan programs for the risks they can bring: reputational, compliance, legal, credit, and fair lending, and diligently documenting justifiable business decisions, reviewing investor requirements, and examining for proper disclosure and fair lending implications.

As the vice president of compliance operations and deputy general counsel of Compliance Alliance, Elizabeth Madlem, oversees C/A's Products and Services and plays an important part in all operational areas of C/A.



DC FLY IN
September 18-20
The Willard Hotel, Washington, D.C.



EDUCATION SPOTLIGHT

IRA WORKSHOP

A total of 56 people from all over the state traveled to Birmingham to participate in ABA's annual IRA Workshop! Both seasoned and new IRA bankers were welcomed at this event that featured a team of speakers from Convergent.





PERSONNEL

Bank Independent

headquartered in Sheffield congratulates four team members on their recent promotions.

Tim Singleton has been promoted to executive vice president and will continue to serve as eastern region president and senior commercial lender. He joined Bank Independent in 2014 as area president serving the Huntsville and Madison County communities. **Stacy Suggs** has been promoted to executive vice president and will continue to serve as chief operations officer. She was appointed chief operations officer in 2017 but her career with Bank Independent spans three decades beginning in 1988 with her first role as a proof operator. From that initial role, she moved into auditing, credit analysis, regulatory compliance, information security, and into her previous role as senior vice president of risk management, which she held from 2006 to 2017. **Janice Pride** has been promoted to senior vice president – team member care. She joined Bank Independent in 2013 as the employee assistance manager with human resources before developing the bank's focus on professional and personal development with team member care. **Samantha Hayes** has been promoted to the title of accounting officer. She began her career with Bank Independent as a roving, part-time teller in 2011 before



Tim Singleton



Stacy Suggs



Janice Pride



Samantha Hayes

moving to accounting. Her previous role was accounting manager.

Brantley Bank & Trust

promoted nine employees effective Jan. 1. Congratulations to the following team members: **Travis Colquett** to president and CEO; **Stuart Mash Jr.** to executive vice president, senior loan officer; **Chelsea Norris** to executive vice president, chief operations officer; **Samantha Warr** to senior vice president, human resource officer; **Rayni Homes** to senior vice president, information security officer; **Stephen Walker** to vice president, senior credit officer; **Kristie Silva** to vice president, loan operations officer; **Eric Lee** to vice president, marketing officer; and **Hillary Hermeling** to assistant vice president, deposit operations manager.



Travis Colquett



Stuart Mash Jr.



Chelsea Norris



Samantha Warr



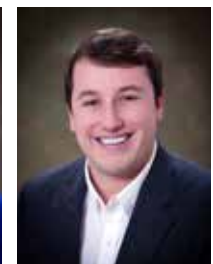
Rayni Homes



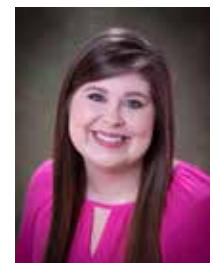
Stephen Walker



Kristie Silva



Eric Lee



Hillary Hermeling

STATEWIDE ROUND UP

newsline

PERSONNEL • DIRECTORS • RETIREMENTS • OBITUARIES • BANK NEWS



CB&S Bank

headquartered in Russellville congratulates **Barry Harp** on his promotion to first vice president, branch sales manager, retail manager of the bank's Pike Road branch. Harp has 23 years of experience in the banking industry. CB&S welcomes **Andrea McCain** to its staff as a community development officer for the Montgomery region. McCain is a 37-year veteran of the banking industry.



Barry Harp



Andrea McCain

Community Bank

headquartered in Flowood, Miss. welcomes **Paige Ward** who joined the bank as a vice president in the bank's Coast Region. A native of Wetumpka, Ward has 25 years of banking experience. In her new role, Ward will grow her loan and deposit portfolio, focusing on consumer/commercial lending and business development in the South Baldwin County market. The bank also announced the promotion of **Jack Speetjens** to credit officer. A native of Daphne, Speetjens recently served as credit analyst and has seven years of banking experience. In his new role, Speetjens will underwrite and prepare loan packets for commercial and consumer loans.



Paige Ward



Jack Speetjens

Community Spirit Bank in Red Bay congratulates **Phyllis Haithcock** on her promotion to vice president/loan operations manager.

First Southern State Bank in Stevenson announced a number of promotions.

James Easterling

was promoted to vice president and director of information technology. He began his career as an information security officer and loan officer at Vantage Bank of Albertville and Crossville



James Easterling



Kyle Edmonds



Barry Kennedy



Walter Vinson

where he served until the merger with First Southern State Bank in 2020. Easterling previously served the bank as a loan officer, IT technician and systems administrator. **Kyle Edmonds** has been promoted to vice president and branch manager of the main office in Stevenson. He began his career at First Southern in 2009 at the loan department and later served as a loan officer. **Barry Kennedy**, CPA, has been promoted to executive vice president and chief financial officer. He joined the bank in 2020, having previously served as a shareholder of CK Business Solutions, P.C. in Albertville, an affiliation that spanned 27 years. Second-generation banker **Walter Vinson** has been promoted to executive vice president. Much like his father who worked for First Southern for 45 years, Vinson has worked as a community banker for 23 years with 20 of those at First Southern. His primary concentrations at the bank include residential, consumer, agricultural and commercial lending.



newsline

STATEWIDE ROUND UP

PERSONNEL • DIRECTORS • RETIREMENTS • OBITUARIES • BANK NEWS

River Bank & Trust

headquartered in Prattville announced the addition of four new members to its team in its Coastal Region.

Britni Rivers-Robinson

joined the bank as vice president and mortgage lender. With a decade of real estate lending experience, Rivers-Robinson will provide home financing assistance to clients

throughout the Coastal Region. **Rachel New**

joins the team as vice president and treasury management officer. The Saraland native will help area businesses improve their profit strategies and streamline their operations with custom treasury management solutions and personalized support. **Dawn Finch** comes aboard as assistant vice president and relationship manager. Long-time area banker **Ed Ferniany** was hired as a senior vice president and relationship manager.



Britni Rivers-Robinson



Rachel New



Dawn Finch



Ed Ferniany

Two ServisFirst Bank

employees in Huntsville were recently promoted. Congratulations to

Elizabeth Jacobus who was named assistant vice president, commercial banking officer, and to

Drew Jones who will serve as branch operations manager, bank officer. Both Jacobus and Jones joined the bank as interns in 2016. In Montgomery, **Christian Ware** received a promotion to executive vice president, commercial banking officer.



Elizabeth Jacobus



Drew Jones



Christian Ware

Ware began his banking career at ServisFirst in 2007.

Troy Bank & Trust welcomes Michelle Ward

as its human resources director. Ward previously served as vice president of human resources for Dixie Electric Cooperative in Montgomery.



Michelle Ward

DIRECTOR NEWS

Synovus welcomes **Leigh Davis** and **Jess Vogtle** to its Birmingham Advisory Board. Davis serves as vice president for economic and community development at Alabama Power Company. Vogtle is a lawyer and partner at Waller Landsden Dortch & Davis, a nationwide law firm with offices in Birmingham.

RETIREMENTS

Patty Hill retired as senior vice president and human resources director for **Troy Bank & Trust** in December. Hill worked for the bank for 29 years and spent a total of 40 years in the banking industry. Hill became a grandmother for the first time in December and says her plans for retirement involve caring for baby Samuel when her daughter returns to work.



Patty Hill

Dianna Lee also retired from **Troy Bank & Trust** in December after 25 years of service to the bank. Lee served as the bank's marketing and public relations officer. Lee cited teaching financial literacy in classrooms across southeast Alabama and raising money for numerous charities among the things she most enjoyed during her tenure at the bank. Her plans for retirement include sleeping in, getting her house organized and tackling some Pinterest projects.



Dianna Lee



AuburnBank Announces Leadership Changes

Robert W. (Bob) Dumas retired as president and CEO of AuburnBank at the end of December after a 39-year tenure at the bank. He will continue to serve as chairman of both the bank and the holding company. On Jan. 1, **David A. Hedges** succeeded Dumas as the ninth president of AuburnBank since its founding in 1907. Hedges has been at the bank for 17 years most recently serving as the bank's executive vice president and chief financial officer. Hedges will also serve as a member of the board of directors for both the holding company and the bank.

James Walker succeeds Hedges as senior vice president and chief financial officer having previously served as senior vice president and chief accounting officer. Walker has been with the bank for eight years. Before joining the team at AuburnBank he enjoyed a 20-year career in accounting focused on audits and financial services.



*Pictured from left are: **David Hedges**, president and CEO; **Bob Dumas**, chairman; and **Jeremy Walker**, senior vice president and chief financial officer.*

"AuburnBank is a special institution with a rich history of service to the community," Hedges said. "I appreciate the confidence that Mr. Dumas and the board of directors have placed in me, and I am honored to work with such a dedicated group

of officers and employees. I look forward to working with Mr. Dumas, James Walker and our talented leadership team and employees who are committed to serving our customers, shareholders and communities."

SEND US YOUR NEWS!

**Do you have information for
Banking Traditions
magazine?**

*If so, send it to **Shelley Hildebrand** by emailing her at shildebrand@alabama.bank. We want to hear about what is going on in your bank, and how your bank is impacting the community! Other items to share include personnel changes, director changes, and retirements. Feel free to send high resolution photos with your news items! Information is accepted all year long. **Questions?** Email Shelley at shildebrand@alabama.bank.*



Summer

LEADERSHIP CONFERENCE

JULY 13-15, 2023 | THE HENDERSON BEACH RESORT | DESTIN, FLORIDA

Leadership Workshop

featuring **Brad Lomenick**

The Catalyst Leader

Your legacy, regardless of where you are in your leadership journey, starts now. Leading well now means finishing well later.



We need great leaders. More than ever we need authentic, collaborative, inspiring men and women of integrity at the helm of society- and too often our leaders fall short. Some focus on personal success, alienating those they lead. Others shift their principles when it is convenient.

There is a better way. You can energize and inspire the people around you. You can be a catalyst leader.

Brad Lomenick describes the skills and principles that define a true change maker. This workshop offers eight key essentials by which a leader can influence others and make a difference, laying out the path to the keys for becoming an effective leader.

Lomenick shares wisdom, practical knowledge, and stories of success and failure from his own journey of running Catalyst, one of America's most influential leadership movements. Leading can be a difficult road, and many choose to follow. You can take a better path. Good leadership inspires and innovates, while poor leadership leaves us hopeless, frustrated and regretful. Begin your journey to becoming a Great Leader- a true catalyst leader.

Lomenick is a leadership consultant, speaker, founder of BLINC, and author of *The Catalyst Leader* and *H3 Leadership*. He writes about leadership, the next generation, creativity, innovation, social media, teamwork, and personal growth.

THURSDAY, JULY 13

- 12:30-1 p.m. Registration
- 1 - 5 p.m. **GENERAL BUSINESS SESSION**
 - Leadership Panel
 - Crafting your Social Media & Digital Marketing to Work for You, *Makenzie Miley*
 - Building Resiliency & Choosing a Positive Life Perspective, *Ashlee Leppert*
 - Mad Minutes

FRIDAY, JULY 14

- 7:30-9 a.m. Breakfast Buffet
- 8 - 11:45 a.m. **LEADERSHIP WORKSHOP: The Catalyst Leader**
Brad Lomenick
- 10 - 11 a.m. Family Bingo
- 11:45 a.m. - 1 p.m. Burgers & Brews

SATURDAY, JULY 15

- 7:30 - 8:30 a.m. Breakfast Buffet
- 8 - 11:45 a.m. **GENERAL BUSINESS SESSION**
 - Economic Affairs and Governmental Update
 - Breaking Through Ceilings, *Adam Stephens*
 - Human Potential: A State of Mind, *Ed Hubbard*
- 10 - 11 a.m. Family Bingo
- 7 - 9:30 p.m. Pool Party, Drinks & Dinner



First Bank of Alabama Celebrates 175th Anniversary



First Bank of Alabama held its annual shareholder meeting in early February to celebrate its 175th anniversary. The bank was founded in 1848 and is the oldest bank in the state of Alabama. The event featured several notable guests including **Gov. Kay Ivey** and **Alabama Banking Superintendent Mike Hill**. Gov. Ivey presented the bank with an official commendation celebrating the milestone. **Rep. Mike Rogers** sent a certificate of recognition from the U.S. House of Representatives as well.

First National Bank of Hamilton Introduces New Mascot and Hosts Blood Drive

The **First National Bank of Hamilton** introduced a new mascot named Firsty! The bank says the purpose for this mascot is to inspire our employees and connect with our community. Firsty is a walking, dancing personification of everything the bank represents. Why a mascot? Accord-



ing to the bank it's a way to show the great communities its caring and fun-loving spirit. In early January, First National Bank of Hamilton partnered with LifeSouth Community Blood Centers. At least 72 lives will be saved thanks to the blood donations made that day.

First Metro Bank Makes List of Best Companies to Work For



First Metro Bank was recently named one of the Best Companies to Work for in Alabama by *Business Alabama Magazine* and Best Companies Group. Headquartered in Muscle Shoals, First Metro Bank currently has 140 employees working at their 10 branches throughout North Alabama. "From the beginning, First Metro Bank has been blessed with a great staff of employees who take our bank with a neighbor slogan to heart," says **Rodney Howard**, First Metro Bank President and CEO. "In return, we strive to provide a second-to-none work environment."

First Metro Bank offers a generous benefits package and allows flexible work schedules for working parents and caregivers. Employees also have ample opportunities to improve their professional skill sets through industry-certified training programs and internal programs such as the First Metro Bank Certified Banker Program. Annually, the bank honors and recognizes its team with events such as Employee Appreciation Week and an Employee Christmas Breakfast.



Peoples Bank of Alabama Opens Branch in Trussville



Peoples Bank of Alabama is pleased to announce its continued expansion in Jefferson County with the opening of its Trussville branch located at 305 Main Street.

“Having a full-service banking location in Trussville allows the bank another opportunity to expand our presence in the Birmingham metro market and continue to grow our brand in the neighboring

communities. We are excited for the opportunity to prove to the Trussville community that our personal approach to banking sets us apart from every other bank,” **Brian Bertella**, Jefferson County Regional Market President, said.

Chuck Herndon, Peoples Bank President, echoed Bertella’s comments. “We are honored to grow our footprint in the Birmingham market with this new location

on Main Street in Trussville. Our board and executive management team are committed to delivering a differentiated banking experience and we invite you to visit this new location and meet our associates. We have invested in a first-class team of bankers who really care about people and stand ready to service the needs of our clients by developing relationships that last a lifetime,” Herndon said.

ASSOCIATE MEMBER NEWS

Saltmarsh, Cleaveland & Gund announced that they have won the Best of Accounting Award for providing superior service to their clients. ClearlyRated’s Best of Accounting® Award winners have proven to be industry leaders in service quality based entirely on ratings provided by their clients. On average, clients of 2023 Best of Accounting winners are more than 70% more likely to be satisfied than those who work with non-winning firms. Saltmarsh received a Net Promoter® Score of 75.9%, significantly higher than the industry’s average of 39% in 2022.



Regions Bank and Regions Foundation Announce Tornado-Recovery Plan

The Regions Foundation is a nonprofit initiative funded primarily by **Regions Bank**. The foundation's services include supporting disaster recovery in ways that meet short- and long-term needs. The foundation will provide a series of grants totaling at least \$75,000 for organizations coordinating disaster relief in Selma and Dallas County, Alabama, as well as impacted communities in nearby Autauga County.

From the initial \$75,000 total, grants will be divided among:

- **Edmundite Missions:** For over 85 years, Selma-based Edmundite

Missions has served the Deep South by providing food, clothing, and shelter for people in need. Immediately after the storms passed on Jan. 12, the Edmundite team was on the ground serving people around Selma. The Regions Foundation is supporting this ongoing work through a grant of \$50,000.

- **Central Alabama Community Foundation:** Shortly after Selma was impacted, a separate tornado tore through Autauga County. Damage was widespread and was particularly severe in the Old

Kingston area and communities to the northeast. The Central Alabama Community Foundation is serving people and families who are facing a lengthy recovery. The Regions Foundation is supporting this work through a grant of \$25,000 to CACF.

- **Long-Term Needs:** In addition to the initial \$75,000 total, the Regions Foundation is prepared to allocate up to \$25,000 in further grant funding to help community partners meet longer-term storm-recovery needs that emerge in the coming weeks and months.

United Community Bank and Progress Bank Complete Merger

United Community Banks, Inc. completed its merger with **Progress Financial Corporation** in early January. Progress will now operate under the United brand. Progress is headquartered in Huntsville, Alabama and operates a 14-branch network in Alabama markets including Birmingham, Daphne, Decatur, Florence and Tuscaloosa; and on the Florida Panhandle from Destin to Panama City. Progress has organically built a valuable franchise with a focus on providing excellent service and growing deep customer relationships in its fast-growing southeastern markets. As of Sept. 30, 2022, Progress reported total assets of \$1.7 billion, total loans of \$1.4 billion, and

total deposits of \$1.5 billion.

"We are very pleased and grateful to be able to welcome this group of talented bankers to the United team. Progress has a culture much like ours with a commitment to community engagement, customer service, and the employee experience," said **Lynn Harton**, chairman and CEO of United. "Chairman and CEO **David Nast** founded Progress in 2008 with a goal of providing the products and services of a larger bank, but with the attention and local service that customers deserve—the same model we strive to execute at United. We look forward to continuing to grow together."

Nast agreed with Harton's comments. "We are excited to be joining United, where we can continue with our founding principles and dedication to community service and relationship banking. We have growth opportunities, including many from new offices and markets added over the past two years, that we know will accelerate with United," Nast said. "Our partnership provides us the immediate benefit of being able to better serve our customers with a larger balance sheet and expanded products and services. I am proud to be a part of the United team and look forward to leading the Alabama and Florida Panhandle markets."

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BOARD BRIEFS

Avoiding Wire Transfer Pitfalls: Five Lessons from *In re Citibank*

by Michael Odom, Phelps Dunbar

The banking industry wires an estimated \$5.4 trillion each day. Banks have policies and procedures in place to protect against erroneous wires, but sometimes those systems fail. A recent example of an erroneous wire is found in the case of *In re Citibank*.

Revlon took out a syndicated loan with Citibank serving as the administrative agent for the lenders. In 2020, Revlon directed Citibank to execute a rollup transaction with some of the lenders that involved payment of accrued interest to all lenders. In attempting to make the interest payments, Citibank mistakenly wired the full amount of the outstanding principal balance owed to all of the lenders, three years prior to the maturity date. Citibank discovered the error the next day and demanded the return of the funds wired in excess of accrued interest. Although some of the lenders returned the mistaken payments, other lenders who received approximately \$500 million refused to return the money and Citibank filed suit to recover the funds.

The trial court, applying New York law, ruled that the lenders were not required to return the money to Citibank. On appeal, the Second Circuit Court of Appeals reversed the trial court's decision. The appeals court held that the lenders should have made reasonable inquiry after receiving Citibank's recall notices and reasonable inquiry would have revealed that the payments were made in error. The appeals court also reasoned that the lenders were not entitled to keep the erroneous payments because the loan did not mature for another three years.

Citibank's error occurred despite following its process of having three people review the payments before they were sent. After the trial court's decision, many institutions began to include "erroneous payment provisions" which aim to protect administrative agents by providing a

direct contractual right for an agent to seek the return of erroneously paid money. Even after the reversal of the trial court's ruling, erroneous payment provisions are still recommended.

Had the trial court's decision stood, it would have increased the potential liability for payments made in error. Even though the decision has been vacated, banks can still take precautions to reduce the chance of future error and minimize liability resulting from any errors. Below are steps that banks can take to avoid wire transfer pitfalls:

1. Review policies and procedures and consider broader internal review of payments over established amounts.
2. Ensure key employees are adequately trained on software systems used to process payments.
3. In extraordinary transactions where there might be a heightened risk of error, notify the payee before initiating the payment of the amount intended to be paid, and that any additional amount paid is in error.
4. Encourage employees to elevate extraordinary transactions or requests to superiors before processing.
5. Review participation agreements to ensure that they have appropriate claw-back provisions that obligate the participants to cooperate in returning funds in the event of a mistaken payment.

Michael Odom is a partner at Phelps Dunbar. He represents clients in a broad variety of real estate and finance transactions. He brings his experience in litigation and an eye on the long term to his work with clients, offering insight into what could go wrong down the line and structuring deals to minimize the chance of future issues. But if disputes do arise, Michael is a seasoned litigator well-prepared to help clients find practical solutions.



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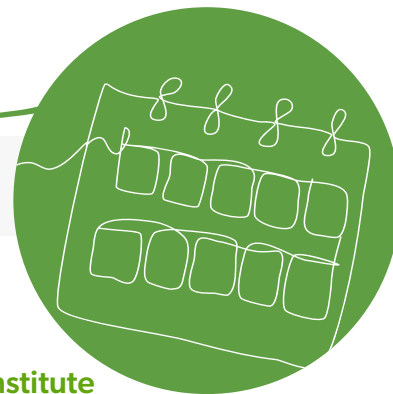
The Independent Community Bankers of America is the only national organization that exclusively represents the interests of community banks. With effective advocacy, best-in-class education, and quality products and services, helping your community bank reach its full potential is our passion.

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Legislative Day

Montgomery

APRIL 24-28

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Gulf Shores

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Annual Convention & Marketplace

The Grand Floridian
Orlando, Fla.

JULY 13-15

B2L Summer Leadership Conference

The Henderson Beach Resort & Spa
Destin, Fla.

AUGUST 3-5

CEO, Bank Exec & Directors' Conference

The Grand Hotel
Point Clear

SEPTEMBER 18-20

DC Fly In

The Willard
Washington, D.C.

SEPTEMBER 18-22

Advanced Compliance College

The Lodge at Gulf State Park
Gulf Shores

SEPTEMBER 26-27

The IGNITE Experience

The Westin
Huntsville

OCTOBER 2-6

Advanced Lending Institute

The Lodge at Gulf State Park
Gulf Shores

October 19-20

Trust & Wealth Management Symposium

Vestavia Country Club
Birmingham

October 22-27

Alabama Banking School

Renaissance Montgomery Hotel
Montgomery

LIVE SEMINARS

MAY

10

Title Insurance 101

Prattville

16-17

Credit Essentials Workshop

Montgomery

31 - June 1

**Lenders Guide to Mortgage
Loan Compliance**

Birmingham

ALABAMA BANKERS ASSOCIATION EDUCATION

WEB & TELEPHONE *seminars*

REGISTER TODAY! For more information or to register for a seminar, visit www.alabama.bank/edu. Visit www.alabama.bank/edu to confirm times. ABA's webinar and telephone seminar provider is Total Training Solutions/Bank Webinars. In addition to live and on-demand webinar access, the company also offers webinars on CD-ROM. Questions about the provider? Contact Elizabeth Bailey by email at ebailey@alabama.bank.



APRIL

- 10 Five Best Practices for Reg E Disputes (1:30 p.m.)
- 11 Fair Lending Seminar OnDemand with Live Streaming (9 a.m.)
- 11 CECL Adoption: Common Questions and Real-World Examples (10 a.m.)
- 11 Business Continuity Management: A Comprehensive Program to Exceed Regulatory Expectations (1:30 p.m.)
- 12 BSA/AML & OFAC Compliance - Part 1 (10 a.m.)
- 12 Excel Explained: Building Error-Proof Spreadsheets (1:30 p.m.)
- 13 Mastering Participation Agreements: Unlocking Advantages, Managing Risks & Navigating Negotiations (10 a.m.)
- 13 Commercial Loan Defaults: Waivers, Workouts and Amendments (1:30 p.m.)
- 14 Bank Accounting: Beyond the Basics - Part 2 (10 a.m.)
- 18 Overdraft Requirements & Best Practices
- 18 Top 10 Common Interest Reporting Errors on Nonresident Alien Accounts (1:30 p.m.)
- 19 Navigating the Complex World of Commercial Loan Compliance (10 a.m.)
- 19 New Compliance Officer Training Part 1: Compliance 101 (1:30 p.m.)
- 19 New Compliance Officer Training - 3 Part Series (1:30 p.m.)
- 20 Demystifying Trusts: A Guide to Establishing Deposit Account and Loans (10 a.m.)
- 20 Secrets to Being a Great Call Center Agent (1:30 p.m.)
- 21 Bank Accounting: Beyond the Basics - Part 3 (10 a.m.)
- 24 New Compliance Officer Training Part 2: BSA 101 (1:30 p.m.)
- 25 Reporting Critical Information Security Areas Upstream (10 a.m.)
- 25 Annual Deposit Regulation Training (1:30 p.m.)
- 26 Security Assessments: The How & Why (10 a.m.)
- 26 New Compliance Officer Training Part 3: Conducting a Compliance Audit/Review (1:30 p.m.)
- 27 BSA/AML & OFAC Compliance - Part 2 (10 a.m.)
- 27 Adding the "WOW Factor to Credit Analysis (1:30 p.m.)
- 28 Bank Accounting: Beyond the Basics - Part 4 (10 a.m.)

MAY

- 1 CRE Lending: Cash Flow Analysis & Cap Rates (1:30 p.m.)
- 2 Opening New Accounts - 3 Part Series (10 a.m.)
- 2 Opening New Accounts Part I: Personal/Consumer Accounts (10 a.m.)
- 2 Annual Staff Training for BSA and OFAC (1:30 p.m.)
- 2 ECOA Small Business Lending Data Collection (10 a.m.)
- 3 Opening New Accounts Part II: Business Accounts (10 a.m.)
- 3 Elder Financial Exploitation (1:30 p.m.)
- 3 TRID All Day Live Streaming (9 a.m.)
- 4 Opening New Accounts Part III: Trust and Fiduciary (10 a.m.)
- 4 High Performance Leadership: How to Have Blazing Productivity Without Burning Out (1:30 p.m.)
- 5 Call Report for Beginners - 5 Part Series (10 a.m.)
- 5 Call Report for Beginners - Part 1 (10 a.m.)
- 8 Unlocking Your Team's Full Potential: Cutting-Edge Strategies for Employee Engagement and Retention (1:30 p.m.)
- 9 New Banker Training (1:30 p.m.)
- 9 Cyber Regulatory Compliance in 2023: What Do You Need to Know? (10 a.m.)
- 10 BSA/AML & OFAC Compliance - Part 3 (10 a.m.)
- 10 HMDA and Its Data Points (1:30 p.m.)
- 11 CRA Essentials (10 a.m.)
- 11 Coaching Tellers to Excellence (1:30 p.m.)
- 11 5 Proven Secrets to Mastering Communication for Better Results (10 a.m.)
- 12 Call Report for Beginners - Part 2 (10 a.m.)
- 15 Motivate Your Bank Team from Good to Great (1:30 p.m.)
- 16 CTR Line by Line (1:30 p.m.)
- 16 Why Your Institutions Need a Strong Complaints Management Program (10 a.m.)
- 17 Dormant Accounts and the Escheatment Process (10 a.m.)
- 17 How to Write an Effective Credit Memorandum (1:30 p.m.)
- 18 CRE Lending: Property Types, Lease Structures and Other Non-Financial Risks (1:30 p.m.)
- 18 Mastering Appraisals: How to Navigate Regulations and Requirements (10 a.m.)
- 19 Call Report for Beginners - Part 3 (10 a.m.)



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- QUALITY ENDORSEMENTS -



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