



ARKANSAS BANKERS ASSOCIATION

BAD ACTORS ON THE RISE

May 15, 2020

8:45 a.m. - 12:00 p.m.

Customers are bringing in stimulus checks to be cashed. We are working remotely and often in shifts. Guess what? Bad actors are increasingly preying on our customers and our banks. During this session, we will focus on the top three areas of fraud to be aware of as a result of the Pandemic. Best practices will be shared for combating these bad actors.

WHO SHOULD ATTEND

- All bank employees
- Frontline and Retail Teams
- BSA and Compliance Team Members
- Anyone responsible for ensuring customer protection and safety

LED BY

Dianne Barton and Trina McCoy of Performance Solutions, inc. (PSi), a training and consulting company that specializes in providing solutions to the key challenges facing banks in attracting and building relationships with customers. PSi's training programs are designed to "close the gap" between the banks' needs and employees' skills. Her trademark "real world" scenarios give participants insight into the practical application of new skills and knowledge.

WHERE

Comfort of your desk – One connection for your bank means training opportunities for multiple employees.

REGISTRATION FEES

ABA Members:

Registration Price: \$170 for first connection; \$50 for each additional connection

Non-Members:

Registration Price: \$340 for first connection; \$50 for each additional connection

Note: Please contact Kami Coleman at kami.coleman@arkbankers.org for additional connection registrations.

Each site license entitles you to one phone and one Internet connection at one location. An unlimited number of your employees may attend at that location. You must provide an e-mail address in order to receive webinar instructions.

CANCELLATION

Full registration fees will be refunded if a cancellation is received before May 1. No refunds will be given for cancellations made after May 1. All cancellations must be submitted in written format prior to the event.

VIRTUAL LIVE FORMAT

Attendees will need Internet access and a standard web browser to join this video and web conferencing. They will receive an email with a link to join the virtual meeting, handouts, and any addition information a few days before the Forum.

The "Virtual Live" training day will be:

8:45 a.m. - 9:00 a.m.

Log In and Registration

9:00 a.m. - 12:00 p.m.

Virtual Training Session

You do not need your own Zoom account. You will use the link, meeting ID and password we provide.

- You can log in on a desktop computer, laptop or download the Zoom app on your smart device.
- Internet access
- Audio on computer or a phone line

Arkansas Bankers Association Professional Development Department

1220 West Third Street | Little Rock, Arkansas 72201 | (501) 376-3741 | www.arkbankers.org

BAD ACTORS ON THE RISE

May 15, 2020

REGISTRATION INFORMATION

Registrant #1 Name _____

Title _____

Email _____

Registrant #2 Name _____

Title _____

Email _____

Registrant #3 Name _____

Title _____

Email _____

Bank/Company _____

Address _____

City _____ State _____ Zip _____

Billing Contact _____

Phone _____

PAYMENT INFORMATION

Charge my: Mastercard  Visa 
 American Express  Discover 

Account Number _____

Name on Card _____

Expiration Date _____ CSC Number _____

(3-digit security code on back of your card)

If you would prefer to give us your credit card information over the phone, please call the ABA Professional Development Department at (501) 376-3741. Please do not email credit card information.

Note: Non-Members must pay with credit card or check prior to the event.

Email: kami.coleman@arkbankers.org

Fax: (501) 376-9243

Mail: Check Payable to
Arkansas Bankers Association
Professional Development Department
1220 West Third Street
Little Rock, AR 72201

ABA USE ONLY:

Registered: _____

Amount: _____

Received: _____