



COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

Webinar – On-Demand Web Link

Managing & Monitoring High-Risk Customers

Tuesday, March 9, 2010

2 - 3:30 p.m.

**New Registration
Options!**

The requirements of the Bank Secrecy Act make identifying, managing, and monitoring high-risk customers **PRIORITY ONE** in 2010. You may have customers identified as high risk based on their profile, that are not risky at all. Others become high risk due to their activity. How do we determine a customer's risk category and then manage and move that level up or down? How can we identify the owners of business accounts with multiple tiers? Who has the final say on whether we open foreign accounts? There is a great deal to consider when formulating a flexible, meaningful program to protect your bank from money laundering and other types of financial crimes. Learn all this and more with this informative webinar.

HIGHLIGHTS

- How to identify high-risk customers
- Using geography, products, services, and industry codes
- When does an ordinary customer move to a "red" file?
- When does a potentially high-risk customer move down to a "yellow" file?
- How do you monitor, manage, and change risk ratings on an on-going basis?
- For small banks, how do you track customers manually? For larger banks, what are your resources?
- Working closer with the security officer, law enforcement, etc.
- Filing a SAR, repeated SAR filing, and account closing dos and don'ts
- Practical tips for determining who owns the business or multi-tiered business accounts
- Foreign companies and paperwork

WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to train BSA and security staff on high-risk customers. You may train as many individuals as you like for one set price. There are no travel costs, no time lost from work, and no one is required to leave the institution.

WHO SHOULD ATTEND?

This informative session is directed to BSA officers/staff, security personnel, customer service representatives, branch managers, trainers, and anyone who monitors customer and risk assignment.

ABOUT THE PRESENTER

Deborah Crawford is the president of gettechnical inc., a Baton Rouge-based firm, specializing in the education of financial institutions across the nation. Her more than 20 years of experience began at Ilibernia National Bank in New Orleans. She graduated from Louisiana State University, Baton Rouge, with both her bachelor's and master's degrees. Crawford specializes in the education of financial institution employees and officers in the area of deposit account laws, new account documentation, insurance, complex compliance regulations, and IRAs.

NEW! THREE REGISTRATION OPTIONS

1. LIVE WEBINAR

The LIVE WEBINAR registration option allows you to have one telephone connection for the audio portion and one internet connection (from a single computer terminal) to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that allows entrance to the seminar. The session is approximately 90 minutes, including question and answer sessions. Seminar materials are sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions, and handouts are e-mailed to you. You need the most current version of Adobe Acrobat Reader available free at www.adobe.com.

2. ON-DEMAND WEB LINK**

Can't attend the live webinar? The ON-DEMAND WEB LINK** is a recording of the live event including audio, visuals, and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within five business days following the webinar, you are provided with a web link that can be viewed anytime for the next six months. This link expires six months after the live program date.

3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK**

Includes options 1 and 2 above.

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AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE.

REGISTRATION FORM

Managing & Monitoring High-Risk Customers Webinar
March 9, 2010 2 - 3:30 p.m.

Choose Your Training Option:

Purchase (Check one)	Training Options <i>(Registration includes one location hook-up)</i>	CBAI Member	Non-Member*
	Live Webinar	\$245	\$395
	On-Demand Link**	\$245	\$395
	Special Pricing for Live Webinar & On-Demand Link	\$345	\$495
	Special Pricing for Additional Live Webinar Location	\$235	\$385

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Material Delivery Options

Check here if you are unable to receive your hook-up instructions and materials via the Internet and hard copies will be mailed to you.

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Please note: On-demand link is available five days after the webinar date and expires six months after.