



**Delaware Credit Union League
Distance Learning
February 2012 QuickBites
TELECONFERENCE OFFERINGS**

Audio archive included with each registration available for 60 days after activation!

**ONE HOUR/\$99/TELEPHONE
CONNECTION**

**90 MINUTES/\$129/ TELEPHONE
CONNECTION**

2 HOUR/\$169/TELEPHONE CONNECTION

February 2, 2012	IRA Essentials
11 a.m. – Noon	Registration Deadline: 1/26

This seminar includes some information on distributions and death distributions. Seminar attendees will leave with less apprehension about their responsibilities and compliance issues for opening IRAs at their credit union.

What you will learn:

- Product review
- Rollovers and Transfers
- Basics on Premature Distributions
- Basics on 70 ½ Distributions
- Inherited IRAs
- Compliance
- Reporting

Speaker: Christy Crawford is the Assistant Vice President with gettechnical inc. in Baton Rouge, LA. Formerly a trainer for Wal-Mart Corporation, Christy brings her eight years of sales and training expertise to your financial institution.

February 7, 2012	The Ins and Outs of Paid Advertising on the Internet
11 a.m. – Noon	Registration Deadline: 1/31

The Ins and Outs of Paid Advertising on the Internet covers tips and strategies for getting started with online advertising and getting the most out of your online ad budget. The program also looks at which venues make the most sense for a credit union, which ones to stay away from, and the dos and don'ts of online advertising.

This presentation covers:

- The variety of options available for Internet advertising
- Key considerations when deciding whether or not to advertise online
- A closer look at Google advertising, website media placement, and social media advertising
- Tips for optimizing your budget

Speaker: Pat Price



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February 15, 2012 11 a.m. – 12:30 p.m.	Introduction to Lender Flood Compliance <i>Registration Deadline: 2/8</i>
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This session will introduce attendees to the National Flood Insurance Program and how it works; its compliance history, and the basics of the mandatory purchase requirements as established by the National Flood Insurance Reform Act of 1994.

This fast-paced session will specifically address the following:

- When and where flood insurance coverage is mandatory.
- How much insurance is required.
- How to conduct proper notification procedures.
- Elements of a well-documented loan portfolio.
- How to avoid common compliance problems.
- How to correctly use and re-use the Standard Flood Hazard Determination form.
- Discuss escrow requirements and penalties for non-compliance.

Speaker: Rich Slevin is a senior territory training manager for the Federal Emergency Management Agency's (FEMA) training contractor, H2O Partners/SumTotal.

February 22, 2012 11 a.m. – Noon	Internet Lending <i>Registration Deadline: 2/15</i>
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Internet Lending Channel of Choice - Just read the writing on the wall.

This session will present trends in the financial area that reflect the consumer's preference in doing banking. As a matter of fact, Ally Bank, ING and USAA have already positioned themselves nicely for capturing future business have you? This session will give ideas and best practice programs that allow for your members to find remote channels (Call Center and Internet) to be a great solution for "time starved" individuals just like you and most of America.

Speaker: Pierre Cardenas has 26 years in the financial industry at both credit unions and banks. He has held executive level positions in organizations from \$140 million to over a billion in assets.



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February 23, 2012

11 a.m. – Noon

On-Line Banking Risks

Registration Deadline: 2/16

This session will include an overview of the following:

- How cyber thieves infect computers with banking Trojans
- Updated authentication issued by the Federal Financial Institutions Examination Council
- Mobile banking
- Loss case studies

Speaker: Ken Otsuka is a Risk Manager in the Credit Union Protection Risk Management Department for CUNA Mutual Group. In this role, Ken assists credit unions in identifying areas of risk in their operations and recommends best practices to reduce loss exposure. He also provides training for credit union employees. He is based in Chicago, Illinois.



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Quickbites

This training method allows unlimited listeners on your office speaker phone. Registrants receive a toll-free number and pass code that will allow entrance to the teleconference. Seminar handouts will be sent prior to the session via e-mail along with dial-up instructions.

Take advantage of audio archive included with each registration available for 60 days after activation! All you need is a PC with Internet access, speakers or a headset.

****You must be registered for this session to hear the audio-recorded version and receive handouts.**



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REGISTRATION INFORMATION

Credit Union

Phone number

Date	Title	Price	Registration Deadline	\$99/Connection One Hour CHECK	\$129 /connection 90 minute ONLY	\$169/connection for 2 hour ONE
2/2	IRA Essentials		1/26			
2/7	The Ins and Outs of Paid Advertising on the Internet		1/31			
2/15	Introduction to Lender Flood Compliance **90 Minutes**		2/8			
2/22	Internet Lending		2/15			
2/23	Online Banking Risks		2/16			
Subtotals						
Total						

Session Title: _____ (see above list)

Site Contact Name _____ Register for Audio Archive available 30 days after live session

Phone # _____

Email Address _____ (handouts will be e-mailed) # staff listening in _____

Session Title: _____ (see above list)

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Phone # _____

Email Address _____ (handouts will be e-mailed) # staff listening in _____

Payment Method: _____ Invoice the credit union _____ Share draft mailed (must be received prior to QB teleconference)
 Share draft made out to Delaware Credit Union League. Send to:
 4 Quigley Boulevard, New Castle, DE 19720

Cancellations are not accepted since audio archive is available for 30 days.

Fax or mail completed Registration Form to above address.
 For more info... call Bernadette Hines at 302-322-9341
 or e-mail Bernadette@dcu.org Fax: 302-322-9354