**2024 Conference Topics**

Topic: **Trending Now! What Compliance Pros Need to Know**

Description: This session will discuss recent regulatory updates, including bulletins, circulars, advisory opinions and more! We’ll also cover hot topics in the compliance realm and a review of resources and support credit unions have to manage it all.

Intended Audience: Compliance Professionals, Senior Managers

Topic: **Covering Your Asterisk – Compliant Marketing**

Description: Launching a new product or service? Creating a new campaign? Compliance doesn’t have to slow the process down. This session will cover how working together can shorten a product development cycle by incorporating compliance along the way. You’ll learn what regulations apply to various product and marketing channels, tips to create effective compliant marketing and resources to streamline the process.

Intended Audience: Marketing professionals, executive management, product development teams

Topic: **The Board’s Role in Policy Review**

Description: What is the Board of Director’s role in the policy review process?  The NCUA Examination Guide instructs that “the Board adopts policies to direct the credit union’s activities.”  Those “major policies” must be approved by the Board and reviewed annually.  This session will provide an overview of those policies required by regulation and an overview of resources available to assist the Board in ensuring policies are compliant, learning best practices for a comprehensive policy manual and guidance for a successful annual review structure.

Intended Audience: Board Members

Topic: **Elder Abuse Prevention – Know the Signs, Prevent the Crime**

Description: This session will provide an overview of elder abuse, common types of financial exploitation and how to recognize the signs. Valuable resources and guidance will be a key takeaway for this training. Feel confident in protecting your elderly members from this crime!

Intended Audience: All member facing staff

Topic: **Turning Complaints into Opportunities**

Description: It takes years to build a positive reputation but only seconds to ruin it. Member complaints can affect your credit union’s reputation risk if not addressed properly. This session will cover requirements credit unions need to follow when it comes to complaints. We’ll discuss various ways members complain (and yes, social media posts count!) and best practices to track and respond in a timely compliant manner. Attendees will get an overview of resources to help as well as ideas for using complaint trends to improve products and services.

Intended Audience: Senior Managers, Operational Managers, Marketing and Communications Managers and Compliance/Risk Managers.

Topic: **Choosing Vendor Partners Wisely**

Description: You can outsource functions to third parties, but you can never outsource the compliance of your vendor program. This session will discuss the key steps in selecting and managing your third-party relationships. We’ll discuss critical elements of a strong compliant vendor management program and resources to help.

Intended Audience: Senior Management, Compliance and Risk Officers, Operations Management

Topic: **Even Congress Has a Rules Committee…Compliance Matters!**

Description: There’s nothing more fun than following the rules, right? It seems like we have laws, rules, and regulations to oversee just about everything. We don’t always like these rules, since they often mean that someone is telling us what to do or how to do it, but in the end, rules are necessary, and every organization has them…including credit unions. The regulatory environment for credit unions has changed dramatically over the years, both in the number of rules that must be followed and in the severity of consequences that come to those who don’t. Following the ever-changing rules and remaining good stewards of your credit union is a must for your members, but it can seem daunting because of the time and resources it takes to do so. The good thing is help is closer than you might think. Join us for an overview of today’s regulatory climate, upcoming changes and the many compliance resources and support you can easily access for help through the League.

Intended Audience: CEO, Executives and Board Members

Topic: **Board of Directors Duties and Responsibilities – An Overview**

Description: Being a credit union Director comes with many duties and responsibilities. This session is a great refresher for seasoned as well as newly appointed Directors. This training will review all duties, responsibilities, and best practices of highly effective boards. Learn how to avoid liability while ensuring fiduciary responsibilities are met.

Intended Audience: Board of Directors

Topic: **Compliance for Non-Compliance People**

Description: Compliance is part of every operational area of your credit union. Learn compliance basics, the difference between audits and exams (and what we can learn from them), the main areas of risk in your organization and the resources you have to ease the regulatory burden.

Intended Audience: Appropriate for any category of audience (Director, CEO, Staff)

Product Specific Training

**CU PolicyPro Training Series**

**CU PolicyPro Introduction and Tour**
Policies are an essential part of any credit union to ensure compliance with laws and regulations, provide guidance for decision-making, and establish a framework of the credit union’s philosophies, aims and objectives. CU PolicyPro includes more than 230 detailed model policies and procedures that can help your credit union manage today’s ongoing compliance and operational challenges. Because your credit union is unique, CU PolicyPro not only includes the model content, but a full policy management system that lets you customize any model policy to fit your credit union’s individual operations.

Take a tour of the many features included in CU PolicyPro, including a look at the model content and the tools available for editing, auditing, publishing, distribution, and ongoing maintenance of your credit union’s policies.

**CU PolicyPro Training Overview**
Learn how to get the most from CU PolicyPro, an online resource with more than 230 credit union specific model policies and procedures. Because your credit union is unique, CU PolicyPro not only includes the model content, but a full policy management system that lets you customize any model policy to fit your credit union’s individual operations.

Many credit unions have already registered for CU PolicyPro and have accessed the model content.  The session is designed to help users to take full advantage of CU PolicyPro’s policy management system. Take this time to learn how to customize model content for your credit union including defining key fields, best practices for formatting, and how to publish and share policies and procedures with your staff, board members, and examiners. The session will also include a question and answer session to allow you to ask your questions about specific ways to best use CU PolicyPro in your credit union.  This is a great workshop for users new to the policy management system or those who need a refresher on adding and editing content in CU PolicyPro.

**CU PolicyPro Policy Management Training**
Ready to take the next step in managing your policies? The hour-long session focuses on the tools available in CU PolicyPro to keep them up to date.  Covered in this session are best

practices for using editor notes effectively and understanding the available date fields.  We will also take an in-depth look at the content update process and how to use the CU Policies Report to audit your policies and keep them up to date.  Please note: this session does assume that users have a good working knowledge of the CU PolicyPro system. If you haven’t had the chance to take a new user training course, please plan to watch the [New User Training video series](http://www.leagueinfosight.com/Training) prior to this session.

**CU PolicyPro & RecoveryPro – Moving Content from Word**
While many credit unions are using CU PolicyPro and RecoveryPro to access the model content, not all have adopted the content management system within the system. For many credit unions the barrier is that their existing policies and procedures or BCP plan are in Word and moving the content can be a daunting task. Covered in this session are best practices for copying and pasting existing content from Word, including understanding how the formatting of the Word document can affect the formatting and how best to mitigate formatting issues.

**InfoSight Introduction and Tour**
(usually added in with another session)

Today's compliance needs are more complex than ever, and your credit union must be diligent in its efforts to remain compliant with changing regulations.  You need current compliance information on a daily basis and InfoSight can provide the comprehensive information and assistance you need to help you remain compliant. InfoSight provides easy to understand summaries of today’s most important compliance topics, as well as checklists, FAQs, links to laws and regulations, links to related resources, and operational tools such as the Check Deposit Notice Generator and the Account Insurance Estimator.

This informational session will walk you through InfoSight and its resources so you can become familiar with navigating the website and take advantage of everything InfoSight has to offer.  Learn how this resource was developed, how and when updates are distributed, and how InfoSight can help you stay on top of the ever-changing laws and regulations.

**Compliance Resources at a Glance: What are you Missing?**
Today’s credit union compliance professionals are faced with long to-do lists and the burden of keeping up with ever changing laws and regulations. There is certainly no lack of resources available, but as compliance professionals, we often find ourselves pulled in many directions – staying on top of ever-changing compliance rules and regulations, training staff, updating policies and procedures, and the many, many things we do in between, that finding time to research and filter through the numerous compliance resources can sometimes feel overwhelming.  We often know there are resources we are missing, but the day-to-day demands of our jobs simply don’t allow for the time we need to find the resources that make a real difference. It’s easy to fall back on “what we’ve always done” instead of moving forward with a better solution.

Your League has an abundance of Compliance Resources available for its member credit unions to help ease the compliance burden! In this session we are going to take a closer look at 10 specific tools and resources that are often overlooked and underutilized. There will be something for everyone to uncover!

**RecoveryPro Introduction and Tour**

RecoveryPro is an online Business Continuity Planning tool that guides credit unions through the creation of a robust Business Continuity Plan (BCP). RecoveryPro helps organize key information in one place so credit unions can quickly respond to developing events and begin the process of restoring services after an unexpected incident.  RecoveryPro comes in an easily customizable format to help you get critical information assembled and readily available when you need it most.

Take a tour of the many features included in RecoveryPro, including model BCP content as well as guidance on what key information is needed for plan development, the publishing tools which allow selected plan content to be compiled into a printable document for your staff or board, and sample forms and other tools to help make developing and managing your BCP a little easier.

**Sales/Field Staff Training**This can be adapted to a single product

When your field staff have a working knowledge of League InfoSight suite of compliance products, they can help promote product awareness as well as direct credit union staff how to get access, where find compliance and policy information, and understand how to get additional training. This session provides field staff training to cover basic information about InfoSight, CU PolicyPro, and RecoveryPro, including how to register for each, how to retrieve a password, how to find and print compliance information or policy content, where to access additional training, and a few frequently asked questions related to each product.

**CU PolicyPro and RecoveryPro Combination**

CU PolicyPro and RecoveryPro have recently been integrated into one platform, offering streamlined technology and a new user interface.  This session will showcase both products and demonstrate how credit unions can leverage the features of each product to structure their systems and maximize the benefits of the new technology.