MAINE ASSOCIATION OF COMMUNITY BANKS

Managing & Monitoring High-Risk Customers

Tuesday, March 9, 2010

3:00 pm – 4:30 pm Eastern

WEBINAR – ON-DEMAND WEB LINK & FREE CD ROM

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 will be no travel costs, no time lost from work, and no one will be 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.

PLEASE NOTE: Your registration fee allows you to have one telephone connection. However, as many people as you like may listen from your office speaker phone. If you register for the webinar, your registration fee also includes one internet connection from a single computer terminal.

ABOUT THE PRESENTER – Deborah L. Crawford, gettechnical inc.

Deborah Crawford is the President of gettechnical inc., a Baton Rouge-based firm, specializing in the education of financial institutions across the nation. Her 20+ years of experience began at Hibernia National Bank in New Orleans. She graduated from Louisiana State University with both her bachelor's and master's degrees.

Debbie 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.