



SAFE DEPOSIT OPERATIONS VIRTUAL

LEARN MORE ABOUT SAFE DEPOSIT OPERATION GUIDELINES FOR BETTER BANKING

REGISTER NOW

WHEN

Tuesday, August 15, 2023

9:00 a.m. – 3:00 p.m.

WHERE

Comfort of your desk or anywhere with an internet connection.

WHO SHOULD ATTEND

Retail/Branch Team Members (Customer service and new account representatives, universal bankers, branch/retail leadership) Retail banking operations, compliance officers, trainers, and those persons required to service any aspect of safe deposit operations.

If just ONE customer claims the bank took contents out of his/her safe deposit box, what is the bank's liability? UNLIMITED!

Today's banking environment requires solid internal controls, policies, procedures, and training to minimize risks. With risk management a high priority in banking today, safe deposit operation guidelines are critical for both liability concerns as well as safety and soundness compliance.

Awareness, knowledge, tools, and cautions are continuous and never-ending for safe deposit box operations. This is a comprehensive, relevant, fast-paced program designed as a safe deposit operation learning tool and a refresher. Participants will acquire timely tools, job aids, and a reference notebook.

TOPICS OF DISCUSSION:

- Compliance responsibilities of safe deposit operations – rental agreements and the rights and duties as a lessor, renting and accessing a safe deposit box, key controls, records and file management, and more
- Basic operating procedures and guidelines for safe deposit operations – surrender procedures, delinquent billing, decedent boxes, abandoned property, responding the legal claims for contents, auditing procedures, and disaster recovery
- Uniform Unclaimed Property Act and the tools needed to evaluate its procedures for dormant accounts, unclaimed property, and escheatment
- State legalities of safe deposit boxes
- Impact of the Patriot Act, BSA, and SARs reporting requirements on safe deposit operations
- Sample training tools for educating employees on safe deposit operations
- Recurring safe deposit box questions and recommended responses
- Safe deposit court cases and “lessons learned”



Arkansas Bankers Association | Professional Development Department

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

About the Instructor



DIANNE BARTON is president 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.

REGISTRATION FEES

ABA Members:

Early Registration Price: \$340; After July 18: \$390

Non-Members:

Early Registration Price: \$680; After July 18: \$780

CANCELLATION

Full registration fees will be refunded if a cancellation is received before August 1. No refunds will be given for cancellations made after August 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 additional information a few days before each event.

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

SAFE DEPOSIT OPERATIONS

AUGUST 15, 2023

Bank/Company Name _____ Phone _____

Registrant Name _____ Title _____ E-mail _____

Registrant Name _____ Title _____ E-mail _____

Address _____ City _____ State _____ Zip _____

Registration Contact _____ Phone _____ E-mail _____

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)

Billing Zip Code _____

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: _____