Bank Security & Risk Management Conference

Nashville Airport Marriott Hotel
Nashville, TN
November 2 & 3, 2017
Who Should Attend
This conference is developed for security officers, security assistants, compliance officers, human resource managers, training managers, boards of directors, auditors, retail operations managers, facilities managers, or any bank personnel dealing with security or risk issues.

Pocket agenda sponsored by eSentire, New York, NY
Pens & notepads sponsored by CBSi ( Consolidated Banking Services, Inc.), Cumming, GA

Thursday, November 2

8:00 a.m.  Registration
9:00 a.m.  Welcome and Introductions
9:05 a.m.  National Security Update
   Arvin Clar, CFE, Consultant, & Barry Thompson, Managing Partner, Thompson Consulting Group, LLC, Oswego, NY

Security issues and priorities change daily, requiring the security manager to remain informed, assess the impact, and adjust the security model for the entire institution. This session contains briefing information about new and emerging events that will likely affect the security function.

9:15 a.m.  Incentives Gone Wrong!
   Barry Thompson, Managing Partner, Thompson Consulting Group, LLC, Oswego, NY

We do everything we can to prevent internal embezzlements. You wouldn’t expect having to teach your staff right from wrong. However factors such as unrealistic sales goals, a recessive economy, or compensation relying too much on incentives can produce the motivation for fraud. In this session, Barry Thompson will show what can cause these problems to develop and how to avoid these situations so they do not happen to you.
10:30 a.m.  Break

10:45 a.m.  Workplace Violence: Is It Time to Duck?
Arvin Clar, CFE, Consultant, Thompson Consulting Group, LLC, Oswego, NY

Workplace violence covers a multitude of subjects from anonymous letters and harassing emails to extreme physical abuse. Chances are high that you have witnessed the signs without knowing what they mean. Do you know people in your workplace who abuse drugs or alcohol or are narcissistic in nature? If so, workplace violence is closer to you than you think. Arvin Clar will familiarize you with the profile of an abuser along with the foundation to protect your business.

12:00 p.m.  Lunch

1:00 p.m.  Elder Fraud: The Baby Boomers’ Nightmare
Arvin Clar, CFE, Consultant, Thompson Consulting Group, LLC, Oswego, NY

As the baby boomer generation ages, elder fraud is likely to be the biggest growing segment for crime in our country! Criminals know who they want to target and have found ways to get close to their victims. They know exactly how to manipulate their target and don’t care what happens to them after the scam. After gaining control of your account holder, the weakest link at your institution becomes the target.

In this session, Clar will help you will learn how your loan function can be a rewarding experience for these criminals. Many of those who become victims will not admit it or be unwilling to prosecute the criminals—they don’t want anyone to know they were deceived. He will review how the attacks work as well as how to get the victims help.

2:00 p.m.  State Update on Elder Financial Exploitation Laws
Amy Heaslet, Senior Vice President and Deputy Counsel, Tennessee Bankers Association, Nashville, TN

The TBA has been at the forefront of helping banks prevent and detect financial exploitation against vulnerable and elderly customers. In this session, Amy Heaslet will cover recent changes to state law made by TBA that give bankers additional tools and greater flexibility to help protect their elderly or vulnerable customers when they suspect financial exploitation has occurred or is being attempted.

2:15 p.m.  Break
2:30 p.m. **Board Reporting: The Security Perspective**  
*Barry Thompson, Managing Partner, Thompson Consulting Group, LLC, Oswego, NY*

Regulations specify that the security officer must report to the board annually. The regulations require that a report be made to address the implementation, administration, and effectiveness of the security program. However, what exactly the security officer should report is not clearly identified. In this interactive session, Thompson will review best practices for training, inspections, and foreseeable events that should be reported to your board.

3:45 p.m. **Wrap Up/Questions**

4:00 p.m. **Adjournment**

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**Friday, November 3**

8:00 a.m. **Registration**

8:30 a.m. **Welcome & Introductions**

8:35 a.m. **Call Center Security: Dialing for Dollars**  
*Barry Thompson, Managing Partner, Thompson Consulting Group, LLC, Oswego, NY*

Criminals view call centers as the weakest link in the security armor of financial institutions! It is easy for the social engineer because they don’t have to enter your bank—they can email, chat, or call you on the phone. No one will have their picture, so the worst that can happen to them is for you to hang up. If your institution prides itself on customer service, not knowing the techniques that organized crime employs, you will take losses. Thompson will show you how call center attacks are designed and review actual case histories that educate everyone to the intricacies of this evolving wave of call center attacks.

9:30 a.m. **Break**

9:45 a.m. **The Future is Now, How Do You Survive?**  
*Barry Thompson, Managing Partner, Thompson Consulting Group, LLC, Oswego, NY*

In this interactive session, Thompson reviews problems financial institutions are facing with new technologies, operational changes, and working with law enforcement. He will familiarize you with teller pods, cash recyclers, cash dispensing devices, and automated interactive tellers. These new devices provide the security officer, management, and staff with new problems to resolve. Among them are how to design your lobby, operational changes, and security procedures that must be reviewed.

10:45 a.m. **Wrap Up/Question**

11:00 a.m. **Conference Adjourns**
Conference Speakers

Arvin Clar, CFE  
CFE, Consultant, Thompson Consulting Group, LLC, Oswego, NY

Amy Heaslet  
Senior Vice President and Deputy Counsel, Tennessee Bankers Association, Nashville, TN

Barry Thompson  
Managing Partner, Thompson Consulting Group, LLC, Oswego, NY

Additional Information

Delivery Method: Group-Live  
Prerequisites: There are no prerequisites for this program  
Advance Preparation: No advance preparation is required for this program  
Program Level: Intermediate to Advanced

Please visit TNBankers.org/education/events for information on attire, special needs, inclement weather policy, continuing education credit information, photo policy, and antitrust policy.

Cancellation Policy: Cancellations received in the TBA office 5 business days prior to the scheduled program will be refunded in full. Due to commitments with hotels, cancellations received less than 5 business days prior to the scheduled program are not refundable. Substitutions are welcome. Registrants who do not attend the program or send a substitute will be responsible for the entire registration fee.

Thank You to Our Sponsors

CBSi  
(Consolidated Banking Services, Inc.)  
Cumming, GA  
Pens and Notepads

esentire  
New York, NY  
Pocket Agenda
Hotel Information

Location: Nashville Airport Marriott Hotel (600 Marriott Drive)

TBA has arranged for a limited number of rooms at a special group rate of $161 per night single/double occupancy. Call 615-889-9300 or 800-228-9290 to make reservations and ask for the Tennessee Bankers Association Bank Security & Risk Management Conference block of rooms for the special group rate.

The reservation deadline for our special group rate is Wednesday, October 11. When the allotted room block is sold, the room rate will return to standard prices on a space-available basis, even if it is before the October 11 deadline. All unreserved rooms will be released for general sale at midnight on October 11. Reservations received after that date will be accepted on a space-or rate-available basis. Because this is during CMA Week, please make your overnight arrangements early to assure you receive the special TBA rate.

Parking: Hotel self-parking is complimentary.

Registration Information

Cost includes instruction, instructional materials, lunch on Thursday, and continental breakfast and refreshment breaks on both days.

Please register early. Day-of-program registrants will be assessed an additional $50 late registration fee.

No written confirmation of seminar registration will be sent from the TBA.

Participation in TBA programs is limited to members, associate members, and nonmembers from an eligible membership category at applicable member or nonmember rates.

Continuing Education Credit

Attendees qualify for 10 hours of Continuing Professional Education (CPE) credit in the area of Business Management and Organization. In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour. For more information regarding administrative policies or complaints, please contact our offices at 615-244-4871.

This program has not been pre-approved for ICB CE credits. Attendants who require ICB credits should go to http://www.aba.com/icb/membercereview for further instructions.

For additional continuing education credit information, call the TBA education department at 800-964-5525 or 615-244-4871.

For more information contact

Susan Taylor, CMP
Senior Vice President of Professional Development
staylor@TNBankers.org
800-964-5525 or 615-244-487
www.TNBankers.org
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November 2 & 3, 2017 • Nashville Airport Marriott Hotel • Nashville, TN

Please print or type.

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Company __________________________________________________ Address _________________________________________________
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2 WAYS TO REGISTER!
1. Register online with a credit card or ACH at www.TNBankers.org.
   Early registration deadline is October 19.
2. Mail this form, along with a check, to the address on the right. Please make check payable to Tennessee Bankers Association.

Mail form and payment to:
Tennessee Bankers Association
Attn: Monique Jenkins
211 Athens Way, Ste 100
Nashville, TN 37228-1381
615-244-4871 or 800-964-5525
www.TNBankers.org