



Hawaii Payments University Agenda – Day 1

November 2, 2020

Core Concepts

Payments Now

8:30-8:35

Welcome to Payments University – Virtual Edition

8:35-10:35

Fraud Sessions

Synthetic Identity Fraud

Mobile Payments Fraud – Who is Really Responsible?

10:35-10:45

Transition Break

10:45-11:45

Industry Update: New Decade, New Rules

This session will help you navigate through the changes taking place in the world of payments. We'll highlight upcoming and proposed changes to the rules, regulations, and requirements that govern the payments industry.

11:45-1:15

Lunch

1:15-2:15

Payments System Basics

It's hard to know where we're going unless we understand where we've been. This session will help you get started by laying the groundwork to understanding the rules and guidelines, requirements, and common technology for ACH, check, card, and wire payments.

Electronic Case Studies

What does Regulation E mean to you and your staff? This session will help you understand the requirements you have to protect your consumer account holders fully under Regulation E. You'll learn about disclosures, error resolution, liability, and more. Gain a better understanding of this very important regulation.

2:15-2:20

Transition Break

2:20-3:20

Rules and Regulations

Let's be honest...governance isn't really a four-letter word. Listen to our take on the steps to take to maintain smooth payments operations and compliance.

Advanced Risk Management

We all encounter challenging situations related to payment transactions in our daily operations. We've developed a new slate of risk case studies that addresses the issues confronting your managers, departments, and call centers every day.

3:20-4:00

Day 1 Recap

We'll end the first day with our panel of experts at your disposal. Do you have an unanswered question from one of today's sessions? Is there something that came up in your office that you weren't sure how to handle? Add your questions to the chat and we'll try to answer any that you may have!



Hawaii Payments University Agenda – Day 2

November 4, 2020

Core Concepts

Payments Now

9:00-9:05

Welcome to Day 2 of Payments University – Virtual Edition

9:05-10:15

**How Controlled are your Payments Risks and Controls?
Lessons Learned from 2020**

The way you do business has changed drastically over the past several months. Identifying, understanding and mitigating the evolving risks these changes pose to your financial institution is essential. Join in a conversation with your peers to discuss these issues, focusing on risk controls for responding to change, wire origination, online banking, record retention, and more.

10:15-10:20

Transition Break

10:20-11:20

System of Fines

Are you prepared? So far in 2020, Nacha has asked 123 FIs for proof of audit last year. Would you be able to comply with this requirement? Without it, a financial institution can be subject to the System of Fines. Have you ever wondered what happens to FIs that break the Nacha Rules? Join us for a first-hand look at actual scenarios and result to help your financial institution stay compliant!

Addressing the Pain Points of Checks

Do you know the difference between an ECI and an Electronic Check? Or maybe you just want to know about the newest RDC indemnification rules impacting image and paper check banks. Joins us for a choose your own adventure discussion on those abnormal check issues that may trip you up.

11:20-1:00

Lunch

1:00-2:00

Government Payments

We've heard a lot about government payments in the last few months. The Green Book recently underwent some updating that could change the way your FI handles post death federal government benefit payments. This session will walk through all the need-to-know information regarding these updates as well as answer your questions about SSI, SSA, VA, reclamations and more! After this session, you'll be better prepared to navigate the obstacles you may encounter in your day to day operations.

2:00-2:05

Transition Break

2:05-3:00

Talking Payments

Talking Payments is an open discussion with the experts. What do you need to know and didn't get a chance to ask during the previous 2 days? Come join the experts and get it all out in the open, what are your problem areas, what are the hard questions, see if you can stump us or hear from your peers on their special circumstances. We'd love to chat with you!