



Deposit Services – Managing the Risk

The registration fee is \$725 (1.5 days) – includes: course materials, coffee break refreshments on day one and on day two, muffins, lunch and coffee break refreshments.

Day 1 registration begins at 12:45 p.m. and the course runs until 4:30 p.m.

Day 2 course begins at 8:30 a.m. and runs until 4:30 p.m.

Location and Date:

Regina – The Atlas Hotel (formerly the Travelodge Hotel)
October 7th (pm only) & 8th, 2020

Introduction:

The purpose of this training is to provide credit union staff with a course focused on issues encountered on a daily basis on the deposit side of credit union operations. There are risks inherent to the financial services industry. This course will help staff to identify and manage those risks. Much of the course is spent on providing information on how the law impacts day-to-day deposit services, operations processes and decisions.

Who Should Attend:

- Credit Union frontline staff and their supervisors
- Internal audit/risk management staff

Course Outline:

Deposit Services – Managing the Risk training is intended to provide participants with a well-rounded education of the law applicable to the deposit services. This training will assist you in meeting the daily challenges of credit union deposit services operations.

Information will be provided on how the law impacts:

- Day to day operations
- Operational processes
- Decision making

Other topics covered include:

- Product Delivery Practice and FAQs
- Specific Account Issues – Joint, Youth, Trust and Estate Accounts
- Other Issues – Powers of Attorney, Guardianship Orders, Financial Abuse of Vulnerable Adults
- Cheque Related Issues
- Garnishee Summons, Requirements to Pay and Third Party Demands

Delivered by lawyer **Pat Quaroni, Olive Waller Zinkhan & Waller LLP**, the course will be a combination of lecture and group work.