

JANUARY

- 1/12 IRA/HSA Review & Update 2011 Tax Year Webinar
- 1/18 The How and Wow of Customer Service Quickbite
- 1/19 ACH Rules Update: Including NSF Fees & the New ACH Rule Webinar
- 1/26 CU Actions for Debit Card Interchange Rules Webinar

FEBRUARY

- 2/2 Minor Accounts: Legal Ownership, Debit Cards & Access Webinar
- 2/7 CUnext Young Professionals Meet Up - Topeka
- 2/15 Tax Refunds: Posting & Exceptions Webinar
- 2/16 Credit Union Basic Training - Wichita
- 2/28 Identifying & Preventing Elder Financial Abuse Webinar

MARCH

- 3/6 Mitigating Plastic Card Fraud Quickbite
- 3/7 Overdraft Protection Update: Regulations, Lawsuits and Guidance Webinar
- 3/21 Unclaimed Property-Issues You Need to Know Quickbite
- 3/21 Head Teller Training: Improving Teller Performance Webinar

APRIL

- 4/5 Cross Selling Quickbite
- 4/18 Service EXTRAordinaire: Increasing Member Profitability & Loyalty Webinar
- 4/19-21 KCUA Annual Meeting & Convention - Wichita
- 4/20 CUnext Young Professionals Meet Up - Wichita
- 4/24 Understanding & Navigating the ACH Rules for the RDFI Webinar

MAY

- 5/10 Sales Culture Revolution Quickbite
- 5/10 When an IRA Member Dies Webinar
- 5/15 Trust Accounts Quickbite
- 5/16 Handling Check Exceptions & Returns Webinar

JUNE

- 6/7 Teller Skills TeleCourse
- 6/27 How to Talk to Members: Handling Difficult Members & Situations Webinar
- 6/28 Negotiation Skills to Capture Higher Rates & Fees TeleCourse

JULY

- 7/11 Understanding & Navigating the ACH Rules for the ODFI Webinar
- 7/18 10 Lessons Learned on Deceased Accounts Webinar

AUGUST

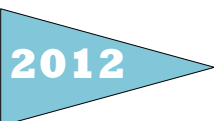
- 8/8 Check Fraud Quickbite
- 8/15 Signature Card Danger Zones: Account Titling, Ownership & Access Webinar
- 8/21 Garnishments, Subpoenas, Summonses, Levies: Getting it Right! Webinar

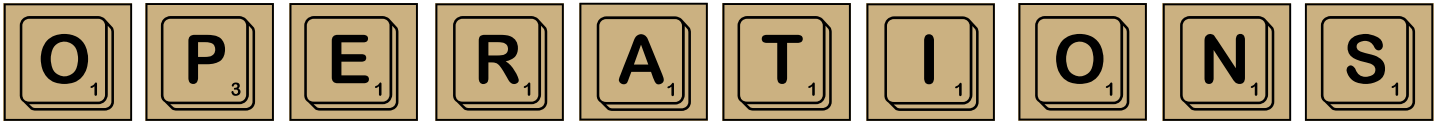
SEPTEMBER

- 9/5 The Legal Side of Dealing with Power-of-Attorney & Living Trust Documents Webinar
- 9/6 Opening Donation, Memorial & Other Accounts for Non-Profit Organizations Webinar
- 9/12 Credit Union Basic Training - Wichita
- 9/25 Notary Essentials & Legalities for CUs Webinar
- 9/25 IRA Essentials - Wichita
- 9/26 IRA Advanced - Wichita
- 9/26 Account Administration TeleCourse

OCTOBER

- 10/3 Computer Security for All Staff Webinar
- 10/10 Telephone Skills to Develop CU Relationships Quickbite
- 10/11 SARS: The Form, the Narrative, the Crimes & Law Enforcement Webinar
- 10/16 Safe Deposit Boxes: Drilling, Death & Unclaimed Property Webinar
- 10/30 Business Accounts: Who is Authorized to Open, Close and Transact? Webinar





NOVEMBER

- 11/8** ACH Exception Handling: Returns, Reversals, NOCs & More TeleCourse
- 11/13** Conducting the 2012 ACH Audit Webinar
- 11/20** The Member is Always Right-NOT! Quickbite
- 11/27** Debit Card Error Resolution & REG E Investigations Webinar
- 11/29** Robbery Preparedness for All Staff Webinar

DECEMBER

- 12/5** Opening Trust Accounts Webinar
- 12/12** Legal Update-Deposit Operations: 2012 in Review Webinar
- 12/19** Effective Listening Skills Quickbite