



LouisianaBankers
ASSOCIATION

2013 Human Resources & Security Conference July 18-19, 2013 • The Ritz-Carlton, New Orleans

Conference Highlights

Joint Session:

- **Workplace Violence: Active Shooter, Hostage & Beyond - Phil Gay/National Association for Bank Security/Profit Protection, LLC - Thursday, July 18, 2013, 9:00am-10:15am**

Recent events of serious violence continue to remind even the most experienced Bank Security and HR professionals that the workplace can be a very risky business. Threats to customer well-being as well as employee/executive safety are very real! Despite best intentions and careful preparedness, confrontation and violence in the workplace is sometimes unavoidable. This session considers both the likelihood and the impact of violence in the workplace, including how to anticipate, identify, and act to defuse different types of situations and to mitigate the bank's exposure to liability – step by step.

Human Resources Tract:

- **Managing Workers' Compensation: Understanding the Basics - Dawn Boniol and Sally Nesmith/Louisiana Workers Compensation Corporation (LWCC)**

This presentation will include insight and examples of effective ways to manage workers' compensation premiums and claims. Some of the topics covered will include: understand experience modifiers, explain the importance of payroll and classification codes, describe claim reporting methods and provide strategies for claim management.

- **Sponsoring a Successful Retirement Plan - Positioning Your Bank to Compete Effectively - George Dobb/Pentegra Retirement Services**

Today all community banks share a similar goal - to attract and retain valuable employees in order to provide a high level of customer service and to enhance the growth and profitability of the institution. With a focus on best practices for community bank retirement plans, this session offers key benchmarks for evaluating your plan from a competitive standpoint, and is designed to help banks gain an understanding of metrics that should be used on an ongoing basis to measure both overall plan and participant success. Measuring your plan's success is more than simply evaluating plan deferral and participation rates, it includes measuring fiduciary responsibilities, the degree to which plans are in compliance, evaluating plan fees and evaluating overall plan design in terms of peer and competitive considerations. The session also includes an overview of investment strategy considerations, including whether to offer employer stock, retirement plan fiduciary roles and responsibilities, and an overview of retirement plan fees and expenses—a topic particularly timely in light of the recent legislation passed regarding broader fee disclosure.

- **Healthcare Reform - Eric Pearson/Gallagher Benefit Services, Inc.**

Deadlines are looming and employers must quickly determine how they will align their benefits/total rewards strategies with Patient Protection and Affordable Care Act (PPACA) requirements. Gallagher Benefit Services Area Vice-President, Eric Pearson, will provide participants critical information as they prepare for the impact of PPACA!

- **Mortgage Loan Origination Compensation - Ron Haynie/ICBA**

- **Labor/Employment Law Update - Fred Preis/Breazeale, Sachse & Wilson, L.L.P.**

In this day of ever-increasing workplace regulations by federal government agencies, it is vitally important for Human Resources Managers to keep abreast of the most recent developments. This session will cover those developments, including the latest in such areas as Equal Opportunity Employment, Affirmative Action, Wage & Hour, and other issues with which HR deals on a daily basis.

- **Roundtable Discussion -** This session will give an opportunity for conference attendees to discuss with their peers current challenges and best practices in the human resources area.



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Security Tract:

- **Identifying & Investigating Securities Fraud - Frank Panepinto/Louisiana Office of Financial Institutions (OFI)**

Bank security professionals will discover that the Louisiana Office of Financial Institutions does more than conduct bank examinations. Among other things, OFI is actively involved in the prevention, identification, investigation, and prosecution of investment fraud, specifically securities fraud. Bank security professionals, who are well-versed in pigeon-drop schemes, will learn that securities fraud is nothing more than a sophisticated pigeon-drop scheme and will learn the intricacies of Ponzi schemes from deterrence to prosecution. Topics Include: Buyer Beware: Securities 101; Schemers and Dreamers; Schemes, Scams, and Flimflams; Ponzi or Pyramid--what's the difference?; The Quest for the Truth: The Investigative Process; Seek and You Shall Find: Resources to Minimize the Risk

- **Opening & Closing Industry Standards & Best Practices: Procedures to Stay Safe, Protect Lives & Prevent Loss - Phil Gay/National Association for Bank Security/Profit Protection, LLC**

Among the most critical components of bank security are opening and closing policies, procedures, and practices. Recent reported incidents of brazen and dangerous morning glory robberies suggest a variety of concerns, along with a list of undeniable dos and don'ts. This session covers what employees and security professionals should expect, together with the invaluable benefits of a close partnership with law enforcement. It observes sound opening and closing procedures to stay safe, protect lives, and prevent loss, along with viable policy considerations and industry best practices.

- **Payments Fraud - Billy Reed & David Payne/Southern Financial Exchange**

Payments fraud protection has never been more important. No Payment Type Is Immune. Fraud can be perpetrated on virtually any payment device. Databases, online information sharing and increased access points enable criminal gangs to steal, buy and sell information to carry on fraudulent activity from remote corners of the globe. As electronic transactions in general grow, so does ACH fraud. The ACH network has evolved from repetitive, relationship-based transactions between parties who know and trust each other to an increased number of one-time transactions between unknown parties. The transient nature of these relationships plus the growing sophistication of scammers and their ability to move from one channel to another has made fraud hard to detect. Further compounding the issues, the customer, not the bank, is most often the initial target of ACH fraud. Mitigating fraud risk becomes exponentially more difficult when the initial compromise is outside of the financial institution's direct chain of control. In this presentation, we will discuss the following topics: account takeovers, cyber-criminal tactics, skimming, phishing and spoofing, and best practices to help mitigate payment fraud.

- **Debit Card Security - Mary Yelton/Computer Services, Inc.**

Over 3 million Americans have been victims of card fraud. How do you spot fraud and how do you protect your customers? In this session we will discuss current card fraud trends, trends that are based on new criminal strategies, existing incidences and reports of fraud and relay some best practices used throughout the banking industry for reducing fraud. Topics will include: The ever changing fraud environment; The role of fraud detection; Emerging fraud trends; What you need to know and do NOW.

- **The FBI's Recent Healthcare Fraud Case & Identity Theft - Krista Bradford/FBI and Corey Harris/FBI**

- **Roundtable Discussion -** This session will give an opportunity for conference attendees to discuss with their peers current challenges and best practices in the security area.

Cocktail Reception

Following the afternoon sessions on Thursday, July 18, 2013, join us from 5:30pm-6:30pm in Crescent View on the 12th Floor of the Ritz-Carlton. Network with fellow bankers in the human resources and security areas and visit with conference sponsors.



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Thursday, July 18, 2013

Time	Human Resources Tract	Time	Security Tract
8:00am	Continental Breakfast & Registration <i>Broadmoor Foyer (1st Floor)</i>	8:00am	Continental Breakfast & Registration <i>Broadmoor Foyer (1st Floor)</i>
9:00am - 10:15am (Joint)	Workplace Violence: Active Shooter, Hostage & Beyond Phil Gay/National Association for Bank Security/Profit Protection, LLC. <i>Audubon (1st Floor)</i>	9:00am - 10:15am (Joint)	Workplace Violence: Active Shooter, Hostage & Beyond Phil Gay/National Association for Bank Security/Profit Protection, LLC. <i>Audubon (1st Floor)</i>
10:15am - 10:30am	Break	10:15am - 10:30am	Break
10:30am - 11:45am	Managing Worker's Compensation: Understanding the Basics Dawn Boniol & Sally Nesmith/Louisiana Workers Compensation Corporation (LWCC) <i>Fountainbleu(1st Floor)</i>	10:30am - 11:45am	Identifying & Investigating Securities Fraud Frank Panepinto/Louisiana Office of Financial Institutions <i>Broadmoor (1st Floor)</i>
11:45am-1:00pm (Joint)	Luncheon with Security Awards and Sponsor Spotlight <i>Salon I (2nd Floor)</i>	11:45am - 1:00pm (Joint)	Luncheon with Security Awards and Sponsor Spotlight <i>Salon I (2nd Floor)</i>
1:00pm – 2:15pm	Sponsoring a Successful Retirement Plan George Dobb/Pentegra Retirement Services <i>Fountainbleu (1st Floor)</i>	1:00pm – 2:15pm	Opening & Closing Industry Standards & Best Practices Phil Gay/National Association for Bank Security/Profit Protection <i>Broadmoor (1st Floor)</i>
2:15pm - 2:30pm	Break	2:15pm - 2:30pm	Break
2:30pm - 3:45pm	Healthcare Reform Eric Pearson/Gallagher Benefit Services, Inc. <i>Fountainbleu (1st Floor)</i>	2:30pm - 3:45pm	Payments Fraud Billy Reed & David Payne/Southern Financial Exchange <i>Broadmoor (1st Floor)</i>
3:45pm - 4:00pm	Break	3:45pm - 4:00pm	Break
4:00pm - 5:30pm	Mortgage Loan Origination Compensation Ron Haynie/ICBA <i>Fountainbleu (1st Floor)</i>	4:00pm - 5:30pm	Roundtable Discussion <i>Broadmoor (1st Floor)</i>
5:30pm - 6:30pm	Cocktail Reception <i>Crescent View (12th Floor)</i>	5:30pm - 6:30pm	Cocktail Reception <i>Crescent View (12th Floor)</i>

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Friday, July 19, 2013

Time	Human Resources Tract	Time	Security Tract
8:00am	Continental Breakfast <i>Broadmoor Foyer (1st Floor)</i>	8:00am	Continental Breakfast <i>Broadmoor Foyer (1st Floor)</i>
9:00am - 10:15am	Labor/Employment Law Update Fred Preis/ Breazeale, Sachse & Wilson, L.L.P. <i>Fountainbleu (1st Floor)</i>	9:00am - 10:15am	Debit Card Security Mary Yelton/ Computer Services, Inc. <i>Broadmoor (1st Floor)</i>
10:15am - 10:30am	Break	10:15am - 10:30am	Break
10:30am - 12:00pm	Roundtable Discussion <i>Fountainbleu (1st Floor)</i>	10:30am - 12:00pm	The FBI's Recent Healthcare Fraud Case & Identity Theft Krista Bradford/FBI <i>Broadmoor (1st Floor)</i>
12:00pm	Conference Adjourns	12:00pm	Conference Adjourns

Who Will Benefit

Human Resources Managers/Directors; Additional Human Resources Staff; Security Officers; Security Staff

Thank you to our Conference Sponsors!





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Name

Email Address

1. _____

2. _____

3. _____

4. _____

Bank _____

Address _____

City / State/ Zip _____

Phone _____ Fax _____

Payment Options

Check (Made payable to the Louisiana Bankers Association)

Visa MasterCard American Express

Card # _____ Expiration Date _____

Credit Card Billing Address: _____

Name on Card (Please Print) _____

Signature _____ Amount to be charged _____

Registration Fee

\$350 members / \$650, nonmembers

Submit registration and view rosters in the Education Section of LBA's website, www.lba.org

Louisiana Bankers Association
5555 Bankers Avenue
Baton Rouge, LA 70808
225-387-3282 (Phone)
225-343-3159 (Fax)

Location & Hotel Accommodations

The Ritz-Carlton, New Orleans
921 Canal Street
New Orleans, LA 70112

Please make your hotel reservation at the Ritz-Carlton, New Orleans before **July 1, 2013** to ensure availability and to receive the LBA's discounted rate of \$129+tax. Please call 1-800-241-3333 and mention the Louisiana Bankers Association Human Resources & Security Conference, or visit <https://reservations.ritzcarlton.com/ritz/reservation/availability.mi?propertyCode=MSYRZ&groupCode=RAJRAJA> enter your dates, and enter the Group Code under Special Rates, **RAJRAJA**. Check in time is 4pm. Check out time is 12:00 pm.

Cancellation Policy:

*Due to the commitments we must make, if you must cancel your registration, please do so by **July 11, 2013** to avoid a \$150 cancellation fee. Substitutions are welcome at no additional charge.*