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## TeleCourse: September 22, 2010 Account Administration (Member Service)

**11:00 a.m. – 1:00 p.m. EST**

**Speaker: Carol Bertoux**

Do you have new Member Services staff or others who need a review of the laws and regulations governing share accounts? Do you have staff that needs to be aware of recent changes in federal law? This session is for all of them - a seminar that addresses many issues your credit union faces in administering share accounts.

Topics will include the following:

- Forms issues
- Ownership issues
- Dealing with agents, custodians, guardians, trustees and representative payees
- Death of a fiduciary or authorized signer

**Speaker:** Carol Bertoux is the Associate General Counsel for the Illinois Credit Union League. In addition to assisting the general counsel and chief operating officer of the League in general legal matters, she also analyzes state and federal laws, rules and regulations that affect credit unions and provides assistance and advice to credit unions and their retained counsel. The League's legislative program greatly relies on Carol for her valued technical and legal input. Carol received her law degree from DePaul University and in 1987 joined the ICU System.

**Location: Via Telephone** (11:00 a.m. to 1:00 p.m. EST)

**Educational Investment:** \$159.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

**\*\*\*You must be registered for this session to hear the audio-recorded version and receive handouts.\*\*\***

**AUDIO ARCHIVE!** Can't tune in today? This session will be available on-line for **30** days after activation.

**To enroll**, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to [mzelinsky@njcul.org](mailto:mzelinsky@njcul.org)**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.