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Quick Bite: October 27, 2010 Emerging Trends & Risks – Serving Members Remotely

11:00 a.m. – 12:00 p.m. EST

Speaker: Ken Otsuka

Credit unions continue to offer new products and services to members, including new ways to serve members remotely. To stay competitive with banks, credit unions are introducing new convenience services through their web sites as well as depository services through online banking channels. This session will address online account opening and funding along with two depository services, remote deposit capture and online deposits.

In this QuickBite:

- Participants will develop an understanding of the risks associated with offering remote deposit capture service to consumers and business members along with risk mitigation strategies.
- Participants will develop an understanding of the risks associated with offering online deposit service along with risk mitigation strategies.
- Participants will develop an understanding of the risks associated with offering online account opening and funding through their web sites along with risk mitigation strategies.

Speaker: Ken Otsuka is a Risk Manager in the Credit Union Protection Risk Management Department for CUNA Mutual Group. In this role, Ken assists credit unions in identifying areas of risk in their operations and recommends best practices to reduce loss exposure. He also provides training for credit union employees. Ken joined Risk Management in 1990 after spending eight years as an auditor at another insurance company. A graduate of Northern Illinois University, Ken earned a Bachelor's Degree in accounting and a Certified Public Accountant designation in 1982.

Location: Via Telephone (11:00 a.m. to 12:00 p.m. EST)

Educational Investment: \$109.00 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**. 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.