



# Credit Union Webinars

*Your Source for High Quality E-Learning Products*

## Upcoming Hot Topics

- 10 Lessons Learned When Your Member Dies
- Annual BSA Officer and Staff Training 2017
- Opening Business Accounts
- Advanced Collection Techniques That Reduce Delinquency & Loss
- Handling POA Documents on New Accounts
- Developing a Star Teller
- Alert! Regulation CC Final Amendments affecting Check Clearing
- Increasing Fee Income without Raising Fees
- Branch Manager Best Practices
- Opening Accounts for Nonresident Aliens
- 8 Keys to Teller Excellence
- Advanced Underwriting for Consumer

For a current list go to [CUWebinars.com](http://CUWebinars.com)

## Webinar Options

- **Live Plus Five Days** (includes five days of OnDemand playback)
- **Live Plus Six Months** (includes six months of OnDemand playback)
- **OnDemand Recording Only** (includes 6-months of OnDemand playback, but does not include live session)
- **CD ROM** (includes 6-months of OnDemand playback)
- **Premier Package** (includes live session, 6-months of OnDemand playback, and a CD-ROM)

## Partial Speaker List

- Deborah Crawford
- Bruce Hull
- David Carlson
- Honey Shelton
- Janice Branch
- Anne Lolley
- Kristen Tatlock
- J.T. Turner
- Chad Knutson
- Stacy Torkelson & Ryan Przybilla

## What our Customers are Saying:

*"This was the best presentation I have heard in 14 years of indirect lending."*

- Douglas Richardson, VP Training, Harborstone Credit Union

*"Agree strongly on the LISTENING part of this course. Too many times, we formulate in our minds how to respond and even interrupt the caller BEFORE they have had the opportunity to 'say the peace'. I am going to put this into practice."*

- Valerie Stumpf, VP Operations, USX FCU