

100+ Attend 2019 tour de *Compliance Concierge*™ Regional Events

The FIPCO Professional Staff recently traveled throughout Wisconsin and Iowa for the **2019 tour de *Compliance Concierge*™**. Sessions throughout the “mobile classroom” educational events offered valuable tips, tricks, and best practices for *Compliance Concierge*™ **Loans and Mortgage**, addressed common support questions, and highlighted the solution’s newest enhancements.

With over 100 attendees participating in five cities, feedback was overwhelmingly positive, including the following comments:

- >> “I learn so much from every meeting. The interaction with peers is great. I never walk away from a FIPCO training feeling like it was a waste of time or money. That says so much about this company!”
 – **Jamie Knipfer**, Richland County Bank
- >> “I love the in-person training. It allows for my staff to stay focused and avoid the day-to-day interruptions when doing this training in our own office. I especially like the open forum to express wish list items, or enhancement ideas.”
 – **Vicki Yenter**, Community First Bank, Stevens Point
- >> “It’s great to learn about new forms and programming. I’m very excited to be able to tell my team about some of the new updates and forms. I appreciate it when [FIPCO] makes an effort to have programming questions answered in the same day.”
 – **Erika Gerasimow**, Waukesha State Bank
- >> “Key issues were discussed and gone over, which was very beneficial, and cleared up my questions. A good amount of information was covered during the meeting.”
 – **Shelby Price**, Peoples State Bank Prairie du Chien
- >> These meetings are always helpful in learning new or updated materials, along with reminders or refreshers on current and past use of programming.”
 – **Robbin Jacobson**, Shell Lake State Bank

Thank you for being a part of these amazing events. We look forward to seeing you again soon!



Photos from the Des Moines, IA and La Crosse, WI tour de *Compliance Concierge*™ events. Sessions were also held in Madison, Green Bay, and Rice Lake, WI.



» *tour de Compliance Concierge*™ **Notebooks Available...**

Even if you were unable to participate in the May tour de *Compliance Concierge*™ events, you can still benefit from the information provided to participants. Now available in PDF format, the 2019 “tour” notebook is available exclusively for current FIPCO *Compliance Concierge*™ Loans and Mortgage software users. Contact the **FIPCO Customer Service Department** at (800) 722-3498, ext. 238 for complete pricing and ordering details.

Is Your Organization Adequately Prepared for a Cyber Attack?



Did you know that 90% of all cyber breaches are successfully executed by targeting employees who are not cyber-prepared? We understand the importance of educating your staff on today’s greatest threats, which is why we’ve recently partnered with **ThreatAdvice** to help you protect your organization and your customers.

By assessing your risk environment, and providing real-time threat intelligence, ThreatAdvice can help you and your team stay ahead of today’s cyber threats. With an affordable, best-in-class cyber education, awareness, and intelligence platform, this innovative solution will help you understand the vulnerabilities and risks your financial institution faces, and will arm you with the knowledge and tools you need to protect what matters most. Some of the many benefits of ThreatAdvice include:

- Cybersecurity Education Platform
- Phishing Simulation
- NxtQ Trivia and Gamification
- Cyber News/Alerts/Updates
- Self-Assessment Tools
- Policies and Procedures Library
- Awareness Campaigns
- Cybersecurity Best Practices
- Risk Analysis
- Mobile-Friendly Interface

Learn how ThreatAdvice can benefit your organization by contacting FIPCO Director – InfoSecurity and Audit, **Ken Shaurette** at (800) 722-3498, ext. 251.

A Central Hub for Compliance and Board Training

Keeping up with compliance is an ongoing challenge, which is why our newest relationship with **FiHub Premium** is great news for you and your organization. FiHub Premium's online education solution provides financial institutions with a central hub for obtaining compliance and board training, accessing educational webinars, learning from weekly newsletters, and staying up-to-date on all things compliance.

FiHub Premium's online compliance training library includes over 100 courses, certificates of completion, and CRCM credits, along with regulatory updates that include recommendations for policy and procedure changes based on regulatory changes, a rule/regulation change warning system, an implementation checklist, training webinars, and additional documentation to train employees on regulatory changes. In addition, FiHub's online board training solution includes recorded board training by Blair Rugh on BSA, Reg. B, UDAAP, and Reg. O, as well as certificates of completion. FiHub premium includes:

- Weekly Compliance Newsletter
- Monthly Conference Call with notable compliance specialists
- 24/7 Access to FiHub Website
- Online Compliance Educational Learning Management System
- CommitteeLink – software for all types of committee meetings
- Online Recorded Board Training
- Regulatory Updates
- Additional Recorded Training Webinars

For more information, contact FIPCO Director – InfoSecurity and Audit, [Ken Shaurette](#) at (800) 722-3498, ext. 251.

Discuss Current IT Issues at Upcoming Peer-Group Event



To help your organization best prepare against today's cyber threats, we're continuing our series of IT **Threat Intelligence Briefings** and invite you to join us for our next peer-group discussion session [June 27th in New Berlin, WI](#). Facilitated by FIPCO's Director – InfoSecurity and Audit, [Ken Shaurette](#), each event presents a unique opportunity to discuss the most current issues and concerns centering on cybersecurity, risk management, audits and exams.

For complete [pricing and registration details](#), contact us at (800) 722-3498.

Congratulations, Mark!



Mark Stoffel of Welcome State Bank was the winner of FIPCO's \$100 VISA gift card at the Minnesota ICBM Connect Conference held April 24th. FIPCO's **Amy Karl** and **Terry Hoyum** participated as event exhibitors. Thank you to all who attended!

Tips for Improving an Ergonomic Workspace...Without Busting Your Budget

Give your workspace a makeover to help promote a healthy environment

In the evolution of office ergonomics, we've come a long way. So if you sit behind a desk for hours at a time, the good news is that you're not doomed to a career of neck and back pain, or sore wrists and fingers. Proper office ergonomics can help you and your joints stay comfortable all day.



But how do you improve your work area on a tight budget? The following tips can help you create a comfortable work space to help you feel your best, at little to no cost:

- **Monitor** – Place directly behind your keyboard, about an arm's length away, with the top of the screen at or slightly below eye level. If you wear bifocals, lower the monitor an additional 1 to 2 inches for more comfortable viewing.
- **Chair** – Adjust the height so that your knees are about level with your hips, with your feet resting flat on the floor. If you need to raise your feet and don't have access to a footrest, get creative with items you've got around the office—a small stool, cardboard box—even sturdy books work well too!
- **Keyboard and mouse** – Both should be placed within easy reach and on the same surface. When using the keyboard, be sure your wrists are straight, with your hands at or below elbow-level.
- **Phone** – If you frequently talk on the phone and type at the same time, place your phone on speaker, or use a headset if available.
- **Key objects** – keep frequently-used objects close to your body to minimize excessive stretching.
- **You!** – Take regular breaks, and change your posture when working for long periods of time.



Deposit Software & Compliance Forum a Success!

The FIPCO Professional Staff would like to thank the many users of *Compliance Concierge™ – Deposits* who attended this year’s annual Software & Compliance Forum. Focused on getting the most out of your deposits software, while navigating through ongoing compliance demands, the May 14th event delivered practical information and immediate takeaways for participants to utilize right away. Participant response was overwhelmingly positive, and included the following comments:

- >> “Very helpful! Things were brought to my attention that I didn’t even think of.”
— **Sue Kaufman**, Peoples State Bank, Bloomington
- >> “I always learn something new each year— whether it’s an added efficiency or a new compliance procedure.”
- >> “Helpful for learning new efficiencies.”
- >> “The Hemp discussion was very helpful.”
- >> “Great info on HSAs.”
- >> “Loved the Q&A...learned awesome info!”
- >> “Always very interesting and useful materials!”
- >> “Everything was interesting, and a great refresher/learning opportunity!”
- >> “Very informative, easy to understand.”
- >> “Learned a lot! Great speaker! All was great!”

We thank you for your feedback, and we look forward to seeing you at future events!



Congratulations to the Deposit Software & Compliance Forum prize winners: **Theresa Wilson**, Union State Bank, West Salem; **Dawn Scharf**, TSB Bank, Lomira; **Julie Davis**, Woodford State Bank, Monroe; **Kim Zettle**, Woodford State Bank, Monroe; **Judy Lee**, Jackson County Bank, Black River Falls; **Susie Lynch**, Woodford State Bank, Blanchardville; and **Theresa Maves**, International Bank of Amherst.

Deposit Software & Compliance Forum Notebooks Available

Missed the Forum? *Compliance Concierge™* software users can still benefit from a host of valuable information, even if you were unable to attend the event. Now available in PDF format, the 2019 conference notebook is a must-have resource for your institution. This offer is available exclusively for current FIPCO *Compliance Concierge™ Deposits* software users.

Contact the [FIPCO Customer Service Department](#) at (800) 722-3498, ext. 238 for complete pricing and ordering details.

June Software Training

We offer courses that are designed to best fit your needs— online, in-house, and customized options as well. Upcoming [FIPCO Education and Training](#) courses are scheduled for:

(All events are *Compliance Concierge™* training courses.)

June 10, 9-11am:	Basic Consumer Loans Webinar
June 10, 1-4pm:	Deposit Accounts Webinar
June 11, 9-11:30am:	Real Estate Purchase Webinar
June 11, 1:30-3:30pm:	Real Estate Refinance Webinar
June 13, 9-11am:	Commercial Webinar
June 13, 1:30-3:30pm:	Ag Loans Webinar

For complete details and pricing information, contact the [FIPCO Training Department](#) at (800) 722-3498, ext. 233.