

Peace of Mind with *Compliance Concierge™* and WBA Forms



Today's financial industry faces unparalleled regulatory scrutiny. The mortgage regulations that are scheduled to take effect in January 2014 are only complicating the situation by increasing the risk of litigation for institutions choosing to continue offering mortgage products that are not considered qualified mortgage loans.

While utilizing a software solution to facilitate the lending process can make operations more efficient, the biggest concern – as with any product – is compliance.

Compliance Concierge™ is the only deposit account opening and loan origination software in existence that has trusted Wisconsin Bankers Association (WBA) Forms at its core. Accepted as standard by bank regulatory agencies, attorneys and the Wisconsin judiciary, WBA Forms help ensure compliance in a volatile regulatory environment. In addition, FIPCO and the WBA Legal Department update these forms as each new regulation and guidance is issued by banking regulatory agencies. No matter how many bells and whistles a software solution may feature, if the core forms are out of date, the institution may face loss due to litigation, civil money penalties, or reputation loss due to regulatory orders and enforcement actions.

The peace of mind with *Compliance Concierge™* and WBA Forms comes from knowing that the products and customer service are local, Wisconsin-specific and carry FIPCO's long-trusted compliance record. For more information on how *Compliance Concierge™* can help your institution, please contact [Art Weber](#), [Sally Michaels](#) or the [FIPCO Customer Service Department](#).

Updates Already in Progress for 2014:

- The early ARM disclosure provided at application is under revision to reflect the new timing for future rate change notices.
- A rate change notice is being created for those loans requiring a rate change notice at closing.
- Modified Servicing Transfer disclosure (RESPA/WBA 240E)
- Modified consumer notes to provide for a 45 day look back for rate adjustments to accommodate compliance with the ARM rate change notices.
- Adding the required mortgage officer identification information to applications, note forms and security documents.

New Facility, New Spin on Training

With a new software solution, a new training space, and a host of technological upgrades, the FIPCO Training Department is thrilled to offer their comprehensive *Compliance Concierge™* training experience. As trainees enter the new facility, they're first impressed with the expansion and improvements—but it's the personalized attention and depth of knowledge from their trainers that truly leaves a lasting impression. The following are just some of the many enhancements that help maximize the *Compliance Concierge™* training experience:

- The FIPCO staff sets up defaults ahead of time, giving participants a jump-start on their training session.
- With 2-3 professional staff present during FIPCO in-office sessions, participants can enjoy the knowledge and expertise that remains unmatched in the industry.
- Institutions are offered an option for FIPCO to complete their product set-up if it was not finished prior to, or during the training session. (Institution is responsible for testing the set-up to verify it is correct.)
- With procedures available on the FIPCO website to assist IT staff in establishing each workstation, institutions



FIPCO Director of Sales, Art Weber with recent *Compliance Concierge™* trainees from Sunset Bank & Savings, Baylake Bank and TCF National Bank: Erica Fischer, Debbie Perdue, Sally Bjork, Barb Hendrickson, Trish Barbee, Jody Walker and Jodie Schartner.

can begin using *Compliance Concierge™* immediately upon return to their office.

- Trainees may participate in FIPCO webinar sessions detailing specific loans and special topics such as reports, exception tracking, auto decisioning, and analysis functions.

FIPCO's education and training courses are offered through a variety of formats to best fit your needs. Check out the [current training calendar](#) or contact the [FIPCO Training Department](#) today for more information.

Discuss Compliance Issues at Upcoming Complimentary Event

Navigating the ever-changing regulatory compliance landscape continues to be a challenge for today's financial institutions. Added complexities often require that your staff spend more time on "being compliant" rather than making loans or opening deposit accounts. What's more, many institutions operate without benefit of a central Compliance Officer, so the burden falls to staff members whose focus shifts from customers to compliance. Let us help you get back to the business of doing business.

FIPCO's **Compliance Services** effectively complement resources currently provided with practical, step-by-step process improvements, actionable recommendations and comprehensive staff training. With consulting, coaching and regulation reviews, our program is flexible and can be customized to meet your institution's specific needs.

To further augment these services, we are continuing to offer our series of **Compliance Round Table Discussion Sessions** with the next event scheduled for **October 15 in Madison**. Facilitated by FIPCO's Director of Compliance Services, **Ruth Urdike**, this free resource provides you with a forum for networking and discussing the compliance issues that affect you most. Participants are welcome to send questions ahead of time or simply come to chat and listen. Sample topics for these include:



- Compliance Management System
- Compliance Risk Assessment
- Agencies Issue Final Rule on Appraisals for Higher-Priced Mortgage Loans
- FRB Issues Final Rule on Amount of CMPs for Flood and Other Violations
- HUD Issues Temporary Waiver of FHA's Regulation on Property Flipping

Lunch will be provided following the discussion. Although this is a complimentary event, space is limited and registration is required. If you have any questions, please contact **Art Weber**, **Sally Michaels** or the **FIPCO Customer Service Department**.

Web Solutions for the Financial Industry

Since 1994, **VGM Forbin** has positioned itself as one of the most experienced and respected web design development, hosting and networking firms in the Midwest, offering award-winning web design and hosting, search engine and social media marketing, and network services for the financial industry.



As a recent FIPCO/Wisconsin Bankers Association (WBA) endorsed vendor, VGM Forbin's financial websites feature functional tools such as tracking, updateable content management systems, and custom financial calculators, all utilizing responsive design technology for mobile applications. The company has extensive knowledge in compliance guidelines for websites and FDIC advertising rules for web marketing, and their integrated team structure of designers, programmers and copywriters allows for the development of exciting and fresh products to fit the individual needs of your financial institution.

To find out how VGM Forbin's web-based financial products and services can benefit your institution, please contact WBA's **Joe Schwartz** at (608) 441-1220.

Check out our **History of Past Events** soon to view photos from our recent Loan & Mortgage Compliance and Software Forum!



New Links to Make Ordering Even Easier

As a preferred provider, FIPCO® continues to set the standard in providing high quality products and services for the financial industry. Designed to complement your institution's core systems and streamline your operations, our extensive product catalogue offers a vast array of solutions that can be customized for your financial institution.

And now, we've made it even easier to access just what you're looking for. With our newly-redesigned and streamlined website, your ordering experience is now even easier! Simply use the links below, or visit the [FIPCO website](#) where the products and services you need are just a click away.

- [Hard Copy Forms](#) | [Mortgage Booklets](#) | [Safety Paper/Card Stock](#)
[Thumbprint Signature Supplies](#) | [Financial Directory](#) | [Coin & Currency Supplies](#)

From the President

As development and rollout of **Compliance Concierge™** nears completion, I am pleased to report that training and installation continues at a healthy rate. From initial concept to the present, the evolution of our loan origination and account opening software suite has taken us to new heights, and as you move to **Compliance Concierge™** we'll continue to be with you each step of the way. Your loyalty, support and feedback throughout this process has been tremendous. We believe in the strength of this innovative system, and it's evident that you do too. The following are just a few of the most recent comments you've shared with us:



Pamela Kelly

"I'm very excited about the whole program. It's much more features-based with many built-in facets that help from loan to closing. With more commercial loans coming in to our institution, I was very pleased to learn that **Compliance Concierge™** keeps a running log of 10 years of financial data. Not only does it have the ability to generate balance sheets, income statements and debt service coverage ratios, but it'll also complete a global analysis of the borrower which aids in the underwriting process tremendously. And FIPCO's ownership in the program and the fact that support is just a phone call or email away is huge. This just makes sense."

– **Jeff Marsho**, Assistant Vice President
 Bay View Federal Savings & Loan Association, Milwaukee

"It's great to be able to use a product where the people at FIPCO we have direct contact with have a say in how it works and can steer program development in a way that will be beneficial. **Compliance Concierge™** is very intuitive in helping with the complex commercial loans we deal with here. Handling multiple businesses and multiple guarantees will be a lot easier with this program."

– **Annie Zellmer**, Loan Services, Bank of Deerfield

We appreciate your feedback and welcome you to [share your comments](#) anytime. If you haven't yet had the chance to see what **Compliance Concierge™** can do for you, please [contact us](#) today for a personalized demonstration.

Quick Links: FIPCO® Products and Services

Quick and easy access to information about our products and services may be accessed by using the links provided below. Simply type www.fipco.com and add any of the following extensions:

Compliance Consulting	/compliance
Credit Bureau Reporting	/cbr
Deposit Origination	/deposits
Document Imaging	/imaging
Enterprise Risk Management	/erm
Integrated Risk Management	/irm
Inventory Management	/im
IT Audit and Security	/it
Loan Origination	/loans
Mortgage Origination	/mortgage
MICR Encoding	/micr
Office Supplies	/supplies
On-Line Lending	/online
Remote Deposit Capture	/rdc
Teller Supplies	/teller
Vehicle Registration	/vehicle

Web Connections

The FIPCO® Software support staff consistently exceeds the needs and expectations of our customers by providing the highest level of product training and support in a timely and professional manner. In this section, you'll find instant access to:

Update Release Notes

[Loan Software](#) | [Mortgage Software](#) | [Deposit Software](#)

[Tech Tips and Feature Technical Articles](#)
[Answers to Software FAQs](#)
[Training and Events Calendar](#)

Your FIPCO user ID and password are required to access this secured area of our website. Need a log-in? [Click here.](#)