

Look to FIPCO's Loan Processing Central

Disasters, staff shortages or unfamiliarity with a particular loan type don't have to slow you down

Your institution's profitability depends on the speed and accuracy in which your loans are closed. But when you're faced with high volumes, staff shortages or even disaster, completing these loans quickly and accurately can challenge even the most experienced processor. With the right tools at your disposal, like FIPCO's Loan Processing Central, your institution can remain on track and never miss a beat.

Should unforeseen circumstances occur within your institution, or if you could simply use some backup support, we can help with your loan documentation. Whether assisting with your entire loan portfolio, or with specific loans that may be unfamiliar to your staff, the FIPCO professional staff will work to ensure the utmost precision and efficiency in closing your loans. And leveraging the power of the Internet and WebEx technology allows for instantaneous, real-time communication between you and our expert staff.

When you utilize Loan Processing Central, you'll have your completed and correct loan document package ready for printing within 48-72 hours* of initial receipt of the completed application and loan write-up sheet. What's more, you can:

- Be sure that you'll never have to turn away business if your staff is unfamiliar with a particular type of loan.
- Lower your operating costs when less staff-time is required to process documents.
- Appreciate the flexibility, as you can utilize our services according to your volume needs.
- Value FIPCO's experienced loan processing staff promise of a 48-72-hour file turn around.
- Trust that documents are transmitted by an electronic secure document delivery service.
- Be confident, as FIPCO uses trusted Wisconsin Bankers Association (WBA) forms that have been accepted as standard by bank regulatory agencies, attorneys and the Wisconsin judiciary.

And as with all our products and services, the FIPCO Loan Processing Central team works under a strict code of ethics to protect your financial institution's and customers' data. We will deliver accurate documentation in a timely manner so you can focus on building your loan portfolio and closing loans quickly. For further information about this beneficial service, please contact the [FIPCO Customer Service Department](#) at (800) 722-3498.

**48-72 hour guarantee hours: 8 am – 4 pm Monday - Friday and when using an electronic secure document delivery service to deliver documents. Courier delivery takes additional time.*

Compliance & Software Forum Quickly Approaching

We hope you can join us November 5-6 for this informative event

Changes in regulation continue to burden the financial industry. Learn how to face these challenges head-on this November 5-6 at the [FIPCO® 2014 Compliance & Software Forum – Loan and Mortgage](#). From the novice to the expert, FIPCO software users of all levels can learn tips and tricks for increasing productivity and profitability throughout the 2-day event.



Nov. 5-6 - Holiday Inn Hotel and Convention Center - Stevens Point

Here's what a software user just like you had to say about last year's conference:

"This was a great introduction to Compliance Concierge, and the tips and tricks are always beneficial. The Legal Q&A and compliance discussions are always great – especially in today's ever-changing world of rules and regulations."

– **Derrick W. Hermann**, Assistant Vice President, Waldo State Bank

What truly elevates this forum above others is the expertise of the FIPCO Professional Staff. With their exclusive knowledge of the *Compliance Concierge™* system, the FIPCO team imparts a level of experience and understanding that remains unmatched in the industry.

Don't delay –this event is quickly approaching! Complete conference information, session descriptions and [online registration](#) can be found on the FIPCO website. Questions may be directed to the [FIPCO Software Support Department](#) at (800) 722-3498, and hotel reservations should be made directly through the Holiday Inn at (715) 344-0200.

FIPCO's Three-Tiered Approach to Compliance

If your latest experience with compliance consulting resulted in nothing more than a list of potential problems for your institution to address, consider turning to [FIPCO Compliance Services](#) for a more comprehensive experience. Rather than offering just a cookie-cutter report; the FIPCO Compliance Services team employs a three-tiered approach to their compliance coaching.



COMPLIANCE

Your institution will receive a detailed risk assessment covering the entirety of your current compliance plan, followed by specific coaching based on your individual needs. Finally, you can elect to pinpoint specific regulations to review that your institution needs to focus on. The end result is a customized experience that offers real solutions to your institution's specific struggles.

Compliance Risk Assessment

The first service institutions can utilize to address their overall compliance structure and strategic plan is the Compliance Risk Assessment. This service provides a "big picture" look at your entire compliance program, focusing on missing elements or places that need reinforcement. These areas are identified through an extensive question and answer process as well as form reviews and other analysis. The assessment culminates in a report offering actionable recommendations for improvement and ideas for implementing those solutions.

Compliance Consulting and Coaching

The Compliance Consulting and Coaching element provides more specific, in-depth coaching. It includes policy reviews, process and procedure examinations, exam/audit remediation and anything else your institution needs to overcome specific compliance challenges. Through this review of your unique compliance management system, the consulting and coaching process helps you identify areas that need improvement. This customizable experience is designed to pinpoint the needs of your institution rather than simply offering generic advice.

Customized Regulation Reviews

Finally, the Customized Regulation Reviews target individual regulations

FIPCO's Art Weber congratulates prize winner **Shona Davis** of Coulee Bank at the WBA LEAD360 conference.



Three-Tiered Approach

(continued)

identified as problematic for your institution. HMDA/Reg C, the Flood Disaster Protection Act, RESPA/Reg X and Truth in Lending/Reg Z are just a few of the regulations available under this service. This service offers an alternative to countless hours struggling to master each complex regulation while simultaneously performing all of their other duties. With more than 30 years in the financial industry, our team has in-depth knowledge of the regulations you need to understand.

Regulatory compliance is complicated enough without adding unnecessary procedures and products. The ultimate goal of FIPCO Compliance Services is to deliver the results your institution needs without muddying the waters with extraneous add-ons that you don't. However, you will receive recommendations to help you hone your institution's compliance management system into a well-oiled machine. The end result: Practical solutions that address your specific concerns.

Contact FIPCO Director of Compliance Services [Ruth Updike](#) today at (800) 722-3498.

"I am pleased with the level of caring that comes from the FIPCO staff and the fact that they'll always see any problem through to the very end and even check in after the fact to make sure that everything is okay."

– Kristina Anderson
Loan Administration Officer
McFarland State Bank



FIPCO Holiday Support Hours

In observance of the Thanksgiving holiday, the FIPCO and Wisconsin Bankers Association offices will be closed on Thursday and Friday, Nov. 27-28. Please note that FIPCO will provide on-call software support service by dialing (800) 722-3498 on the following days:

- Friday, Nov. 28 from 8am – 8pm
- Saturday, Nov. 29 from 8am – 12pm

We will resume regular customer service hours on Monday, Dec. 1, 2014. Questions regarding holiday support hours may be directed to the [FIPCO Software Support Department](#) at (800) 722-3498. The FIPCO professional staff extends warm wishes for a Happy Thanksgiving and joyous holiday season.

You've Been Breached! – Why Monitoring is Critical

Have you ever heard the statement “you don’t know what you don’t know”? As technology continues to change at such a rapid pace, this sentiment is becoming more and more common. In fact, one of today’s biggest concerns about the cyber environment is that feeling of “not knowing” and having no real way to stay apprised of the day-to-day, minute-to-minute operations of your computing environment. And in the financial industry, where third-party vendors are commonplace, the challenge is even greater. Even if you do *your* best vendor diligence you still can’t fully control who the third parties hire themselves. And remember that many of the recent breaches were not the result of traditional hackers who found a vulnerability in the firewalled perimeter to exploit. There is greater potential that the exposure may be those who are already close to your data and have been given privileged (i.e. administrative) rights. In order to know where your points of control are, proper visibility into your institution’s key cyber infrastructure and systems is critical.



FIPCO’s **Ken Shaurette** discusses information technology hot topics during a recent event.

Without effectively monitoring your computing environment, it’s impossible to know if an employee or support vendor is committing fraud or an attacker has exploited the human firewall to install malware. Even if the network is locked down tight with a firewall, combating digital fraud has become a business issue and presents risk for any organization with online operations. The challenge is having enough knowledge of what is going on inside your network to have a chance to respond. Consider improving your internal level monitoring and not just of the network (wire). The systems, databases and applications inside your network are still exposed to internal and possibly 3rd party vendors.

Although it is impossible to block every attack, there are several standard layers of protection for your computing environment that should be put into place. These include anti-virus protection, a firewall if you are connected to the Internet, access controls, and

(continued)

You've Been Breached!

(continued)

the right people are able to access based on controls.

The National Association of Corporate Directors (NACD) recently published a “CyberRisk Oversight – Executive Summary” and documented several principles for information security professionals to apply:

- Promote education and awareness – with an understanding that information security (CyberSecurity) is an enterprise-wide risk management issue, and approach it as more than just an IT issue.
- Remember that there are legal considerations of risk from cyber attack.
- Provide adequate expertise for information security - ensuring that information security is given adequate time and discussion on every board meeting agenda.
- Attend regular training - budget and staffing will always be important to managing an enterprise-wide information security risk management framework.
- Evaluate how the board will manage risk – will they avoid, accept, mitigate by implementing controls, or transfer the risk by purchasing insurance?

To help you define a plan for managing your security risks, look to the [FIPCO IT Audit and Security Department](#). Contact FIPCO Director of IT Services, **Ken Shaurette** at (800) 722-3498 or visit the [FIPCO website](#) for more information.

Registration for November Training Events Just a Click Away

With in-house, online and customized training options available, FIPCO education and training courses are designed to best fit your needs. [Register today](#) for the following sessions and much more:

- (All events are *Compliance Concierge™* training courses.)
- Nov. 12, 9am - noon: Deposits Webinar
 - Nov. 13, 9am - noon: Real Estate Webinar
 - Nov. 18, 9am - 10:30: Commercial & Agriculture Webinar
 - Nov. 19, 9am - 10:30: Consumer Loans Webinar

For detailed course descriptions, scheduling, and pricing information, visit the [FIPCO website](#), or contact the [FIPCO Training Department](#) at (800) 722-3498.