Lost in Translation: The Importance of First-Person Training and Education

Did you ever play "telephone" as a kid? The premise of the game is that a simple message is sent from one person to the next until it returns full-circle back to the message originator. What usually happens is that a little bit of information gets lost at each step along the way until the message becomes something altogether different from the original. Although humorous as a child, in the business world, the "telephone phenomenon" is no laughing matter. More than just a kid's game, it's something we continue to experience as oftentimes, receiving messages second-hand leads to incomplete or misunderstood information.

Corporate education and training—including courses conducted throughout the financial industry—is not immune to this phenomenon. Here's what can happen: An organization sends an individual to attend training with the intention that he or she will train additional staff upon their return. But, according to the American Society for Training and Development, if that individual does not use their newly-attained skills by the time they return to the job, they may only retain a mere 10% of what they learned. If that same individual is tasked with training additional employees within that institution, you can see just how quickly the decay of information can compound.

> **December Educational Events**
> (All events are *Compliance Concierge™* training courses.)
> Dec. 8, 9-10:30am: Consumer Loans Webinar
> Dec. 9, 9am-noon: Deposits Webinar
> Dec. 10, 9am-noon: Real Estate Webinar
> Dec. 11, 9-10:30am: Commercial/Agriculture Webinar

COMPLIANCE CONCIERGE™

With this in mind, the FIPCO Education and Training Department encourages all software users to participate in our comprehensive hands-on software training. "There's really no substitute for the personalized attention our participants receive," said Director – Software Development and Services, **Annette Witkowski**. "As developers of *Compliance Concierge™*, our trainers possess a depth of knowledge that just can't be replicated second-hand."

Witkowski also stated that reinforcement of skills learned is equally important. "We encourage our trainees to frequently practice what they learn in class, while arming them with the tools they need to get the most out of their software." To optimize information retention, participants are given access to the password-protected information portal of the FIPCO website to access training materials, manuals, release notes and much more. To learn how you can benefit from FIPCO software training, visit the FIPCO website, or contact the FIPCO Training Department today at (800) 722-3498.

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Hassle-Free Insurance Rate Changes

Effective January 1st, credit life rates will change. Many institutions are also changing their accident and health rates to concur with the 1/1/15 effective date. Whether you plan on making these modifications yourself or would prefer some assistance, you can count on FIPCO to make it an easy and hassle-free process.

A host of beneficial information is posted to the FIPCO website for institutions modifying rates in-house. Simply log-in and select "Software Support" followed by "Software Updates & Notices." There, select the Credit Life Insurance option to view detailed instructions for changing the rates.

As a worry-free alternative, the FIPCO Software Development and Support Staff can make your institution's changes for you. All you have to do is provide your insurance rates and schedule a time for us to connect via the Internet and we'll take care of the rest. (Nominal fee applies.) To access the Insurance Rate order form, log-in to the Software Support portion of the FIPCO website and select "Software Updates & Notices", followed by "Notices." There, select the November 17th Notice and complete the form. Don't delay! Rate change requests and insurance rates must be submitted by December 12th. Questions may be directed to the FIPCO Software Support Department at (800) 722-3498.

Instant Answers to Commonly-Asked Questions

SOFTWARE SOLUTIONS

We pride ourselves in providing accurate and timely software and technical support to our valued customers. To augment these services, we also offer a wealth of beneficial information within the Software Support section of the FIPCO website. Answers are easy to find with the Q&A outline format, or use the helpful keyword or category search features when researching a more specific topic. You'll find answers to many commonly-asked questions like the following:

Q: Sometimes when using "Print All" the data I input on the PDF ends up on other PDFs. Why is this happening?

A: This can occur when the same field number is on multiple documents. For example, when field 13 is edited, the data may go to field 13 on other documents. We recommend using "Print All" only when printing documents that you do not plan to edit as a PDF. Prepare Print Package individually for documents when you will be editing the PDF. FIPCO has begun changing field numbers so that there is not an overlap between documents. There is also a software change that will allow more input in Additional Data fields so the data is saved. The anticipated release of the software change is by 2nd quarter, 2015.

Q: The first time I previewed a form on a PC, I got kicked out of the system. What happened?

A: Most likely a Pop-up Blocker is set on your browser and/or toolbar. Check with your IT department to change this setting.

Q: How do I add a year to the HELOC Early Disclosure historical table?

A: In the Loan LOV's area, click on the Details button next to the Index to be edited. Highlight the oldest year (1999) and click the Remove (paper with X) icon. At the bottom of the list add the next year (2015).

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HUD's Servicemembers Civil Relief Act Notice Disclosure

Please be aware that HUD's Form-92070, Servicemembers Civil Relief Act (SCRA) Notice Disclosure has an OMB expiration date of 11/30/2014. Certain protections were extended for within one year after the servicemember's military service. However, this one-year extended time period expires December 31, 2014.

To date, HUD has not released an updated version of the notice and has not provided information on how creditors should comply with HUD's SCRA notice requirements despite the forthcoming changes in protection. As HUD's Form-92070 is a prescribed notice, FIPCO will continue to provide the current 11/30/2014 version until such time as HUD provides a revised form and/or further guidance. **Please refer to the Software Support email dated 11/24/14** or contact the FIPCO Software Support Department for complete details.

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Q: When not using Quick App, how do I return to the Origination phase?

A: In the Closing phase, Closing Information screen, highlight the "Closing Date" and press the Delete key on your keyboard. Use the red X stop sign to close out of the Closing Phase. From the Main Menu click the Origination button and pull the loan out of the database to make edits.

As always, please feel free to contact the FIPCO Software Support Department with any additional questions you may have at (800) 722-3498.

Holiday Software Support/Customer Service Reminder

Please note the modified schedule to FIPCO software support and customer service during the upcoming Holiday season:

- **Wednesday, Dec. 24th** – Regular software support services from 8am – noon. FIPCO will provide on-call software support service from noon – 5pm by dialing (800) 722-3498.
- **Thursday, Dec. 25th** – Offices closed. No software support or on-call services.
- **Friday, Dec. 26th – Wednesday, Dec. 31st** – Regular weekday software support and evening/weekend on-call support services.
- **Thursday, Jan. 1st** – Offices closed. No software support or on-call services.

FIPCO will resume normal software support and customer service hours again on Friday, Jan. 2nd, 2015. Questions regarding FIPCO's Holiday support hours may be directed to the FIPCO Software Support Department at (800) 722-3498. We wish you all the best this Holiday season!

"Being a Financial Link®/LoanCalc processor since Jan. 1994, I must admit I was nervous about changing to Compliance Concierge™. The support provided by FIPCO is just as good today as it has been all of these years. I always feel confident that I will get an answer to any question or problem that I may have. Our bank is very comfortable with Compliance Concierge™ and we feel that it is working well for our bank. Thanks to all support people. You are all very kind and helpful."

– Debbie Kreibich
Black River Country Bank, Melrose

FIPCO's Loan/Mortgage Compliance & Software Forum Successful Event

> *"Thank you for your effort to provide us with as many hints and best practices that you can for using the software."*
>
> *– Nicky Simpson*
> *Loan Assistant*
> *River Falls State Bank*

FIPCO Software User Committee member and event emcee, **Derrick Hermann** of Waldo State Bank during FIPCO's November 5-6 Loan/ Mortgage Compliance & Software Forum.

FFIEC Releases Cybersecurity Assessment Observations, Recommendations

Federal Financial Institutions Examination Council (FFIEC) has released observations from its recent cybersecurity assessment and recommended regulated financial institutions participate in the Financial Services Information Sharing and Analysis Center (FS-ISAC). (Read the FFIEC Press Release here.) The report provides themes from the assessment and suggests questions that chief executive officers and boards of directors may consider when assessing their institutions' cybersecurity preparedness. The FFIEC also recommended that financial institutions of all sizes participate in the FS-ISAC as part of their process to identify, respond to, and mitigate cybersecurity threats and vulnerabilities.

In August, FIPCO's Director of IT Audit & Security, **Ken Shaurette** published a comprehensive whitepaper regarding the FFIEC's vulnerability, risk-mitigation assessments and regulatory

Round Table Event Focuses on Information Technology Hot Topics
FIPCO's IT Experts, Resources are Available to You

Information Technology has become a major area of risk for today's financial institutions. FIPCO's IT Audit and Security Services experts work with you to identify and manage risk to reasonable and accepted practices and most importantly examiner expectations. To augment these services, we are continuing to offer our series of IT Round Table events. Facilitated by FIPCO's Director – IT services, **Ken Shaurette**, these sessions offer an opportunity to discuss technology hot topics, such as the FFIEC CyberSecurity Assessments, in a relaxed environment.

Events such as these offer an easy and timely way for you to gain insight into regional

FIPCO® IT Round Table Events

threat information and methods for showing examiners how you're staying current on today's CyberSecurity threats. **As an added bonus, you'll receive 2 hours of continuing education credit for information security training when you attend**.

We hope you can join us December 11th in Madison or January 15 in West Bend. At just $29 per attendee, this is one event you can't afford to miss. Register today as space is limited and will fill quickly.

FFIEC Cybersecurity
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self-assessment of supervisory policies and processes. With content that continues to be exceptionally beneficial, the full whitepaper, titled "FDIC CyberSecurity Assessments – What Do I Need to Know?" is available exclusively for FIPCO client use and can be found under the IT Audit & Security "Value Added Resources" tab on the FIPCO website. For more information, you may also contact FIPCO's IT Audit & Security Services Department at (800) 722-3498.