

FIPCO Announces Statewide Loan & Mortgage Events

We are pleased to announce that the FIPCO Education and Training Department is leading a series of software and compliance events called *tour de Compliance Concierge™* and will be coming to a city near you.

“This spring, we’re taking our education and training back on the road, focusing on our customers and how they can optimize the innovation and power of *Compliance Concierge™*,” said FIPCO Director – Software Development and Services, [Annette Witkowski](#). “In addition to providing information, process tips and best practices for maximizing the broad range of capabilities within the loan/mortgage module of this comprehensive system, each event also provides the ideal venue for personally connecting with our local users.”

Employing a hybrid format that combines the ultimate in open Q&A, round-table discussion and traditional training formats, each one-day event will highlight new features and functionality within *Compliance Concierge™* along with the following topics:

- Real Estate FAQs – including Application, Manufactured Home, Renewal, Switch from Secondary to In-House, and GFE/HUD
- Commercial/Agricultural FAQs – including GBSA/SBSA and Paid Product Account
- Software Shortcuts
- Consumer FAQs – including Unsecured/Cross Collateralized, Deposit Account CD/CD Not Deposit Account, Special Repayment Terms, and TIL
- And perhaps a preview of TILA/RESPA changes

Seating is limited, so [register today](#) for a full day of information and networking. At just \$129 per person, this is an event you can’t afford to miss! Questions may be directed to the [FIPCO Training Department](#) at (800) 722-3498.



Registration for Deposit Compliance & Software Forum Now Open

Join fellow software users at this upcoming educational event



The 2015 FIPCO® *Compliance & Software Forum – Deposit* is quickly approaching, and we’d like to invite you to join us for this most engaging and enlightening event. Scheduled for **May 13-14** at the Holiday Inn Hotel and Conference Center in Stevens Point, you’ll walk away equipped with the skills and confidence you need to effectively manage today’s regulatory demands and maximize the use of your deposit software.

Whether you’ve used FIPCO’s *Compliance Concierge™* Deposit software suite since its launch or you’re completely new to the program, this event offers the perfect opportunity to hone your skills and enhance your knowledge of this powerful software solution. Some of the focused and timely workshops will include:

Reg E Review/Audit – FIPCO Director of Compliance Services, **Ruth Potter** will lead attendees through the maze of electronic delivery channels and discuss coverage, products, delivery methods, and social media, as well as a sample audit.

Account Opening Fundamentals – Geared towards all users, this session will focus on operating *Compliance Concierge™* to open common and complex accounts, and answer frequently asked user questions.

IRAs & HSAs Are Not As Scary As You Think – Presented by the experts at Ascensus, this session will provide a meaningful and fundamental understanding of IRA and HSA accounts.

Admin Parameters – In order to maximize your software’s precision and efficiency, it’s important for several of your institution’s staff members to understand what’s available in your system parameters. During this session, experts will lead attendees through user updates, branch information, deposit specific settings and more.

Account Maintenance Fundamentals & Upcoming Enhancements – This session is a must-attend for all participants. Software experts will demonstrate how the Account Maintenance module is designed to maintain existing accounts or complete individual forms. An open forum will follow the demonstrations including discussions highlighting future software enhancements.

[Online registration](#) is now open, so reserve your spot today! Complete session details and hotel information may also be found on the [FIPCO website](#). Questions may be directed to FIPCO Director – Software Development & Services [Annette Witkowski](#) at (800) 722-3498 ext. 238 or email the [FIPCO Training Department](#).

Is the New .bank Domain Right for Your Institution?

What to consider when deciding whether to apply for this ICANN top-level domain



With the upcoming availability (6/1/2015) of the .bank Internet domain, this new pathway is offering unique opportunities, but also

posing many questions. Is this right for your institution? Will it be required? How do you move forward with the new domain? If you

don't, will you get left behind? Before making these determinations, it's helpful to understand several key decisions in the industry that lead us to where we are today.

In 1998, the [Internet Corporation for Assigned Names and Numbers \(ICANN\)](#) was formed as the oversight body responsible for the stability and unification of the Internet, including the Internet naming system. Just ten years later, ICANN opened-up the Internet to thousands of new generic top-level domains (gTLDs) including .com and .org. In 2011, in response to what the expansion meant to financial institutions, a coalition of banks, insurance companies and financial services trade associations partnered together to establish [fTLD Registry Services](#) in order to apply for and operate the .bank and .insurance generic gTLDs. On September 25, 2014, fTLD was granted the right to operate the .bank domain.

With general availability estimated for June, the addition of .bank is poised to bring about significant changes to the Internet landscape, and is quickly coming to the forefront of discussion and debate. Applying for a .bank domain is a decision that shouldn't be made hastily, with many factors to consider when determining whether this move is right for your institution:

Identification – The .com world has become overcrowded, making it difficult for financial institutions to stand out. The .bank domain will offer an easily identifiable place on the Internet for global banking communities and the customers they serve.

Security – In order to better promote a confidential and trusting exchange with customers, .bank will be equipped with enhanced security controls exceeding those of most existing and new top-level domains. In addition to strict registration requirements, the new domain will provide a higher level of encryption to help prevent users from being redirected to fraudulent websites. What's more, fTLD will demand compliance with a set of requirements that are not currently

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New .bank Domain

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mandated by the operators of other commercially available gTLDs. In addition, experts suggest that owning a top-level domain could also offer access to useful analytics about traffic within that domain. But such benefits do not come without a cost:

Expense – Because .bank operates in a protected and more secure manner, the operational costs are significantly greater than traditional domains. Recent estimates for the application fee, as well as potential maintenance, consulting and legal fees indicate that expenses could easily reach over \$200,000.

Many institutions have already invested considerable sums in branding and marketing based on their current web addresses and don't want to spend additional dollars by starting over with a new address. The ABA says that the heightened security features of .bank will translate to a higher cost, but the actual cost for .bank domains is still being determined.

Continuity – Because .bank domains are awarded on a first-come, first-served basis, it's important to understand that institutions utilizing a .com address are not automatically entitled to register the same name with .bank. An overhaul of your web address to incorporate the .bank domain could result in customer confusion and may require additional informational and marketing initiatives.

Reports indicate that Credit Union National Association (CUNA) will offer .creditunion domains only to credit union-related businesses. CUNA intends to provide regulation of the application process to ensure that the proper safeguards are in place.

Although the cost and commitment in moving to a .bank domain appear significant, the prospective benefits also appear substantial. Regardless of your institution's decision, it's important to fully-understand your options. For more information, please contact FIPCO Director – IT services [Ken Shaurette](#) or the [FIPCO Customer Service Department](#) today at (800) 722-3498.

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From the President



Pamela Kelly

Addressing today's compliance demands continues to be a daunting task for our customers and the financial industry. To help you manage these requirements efficiently and effectively, our legal and development teams are committing an enormous number of hours preparing **Compliance Concierge™** for regulation changes like the upcoming TILA RESPA August 2015 requirements.

It is this proactive expert care and precision that sets our modular loan origination and deposit account opening suite, and our professional staff above the rest. Based on the comments we've received from customers, we believe we are continuing to meet your needs and serve our mission to our customers.

Dawn Thrun, Assistant Vice President for The International Bank of Amherst recently shared the following: "I've been using the loan software system for over 20 years, and I continue to believe that the organization has their banks' best interests as one of their core objectives. They listen to our suggestions and work to implement changes that make the system user friendly."

Similarly, **Annie Zellmer** from the Bank of Deerfield stated that "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, and handling multiple businesses and multiple guarantees will be a lot easier with this program."

As the *exclusive* provider of all Wisconsin Bankers Association (WBA) Forms, **Compliance Concierge™** also offers **unique customization capabilities**. Whether an institution-specific document or one within the WBA forms library, **form customization** can help end the cumbersome and lengthy process of completing forms manually, and improve your loan and account opening processing efficiency. And with superior data integration functionality, there are a host of **interface options** to help you maximize your institution's accuracy and productivity.

And, most importantly, the **FIPCO Professional Staff** remains committed to serve you each step of the way. If you have personnel changes or new staff on board, our training experts can help your team get up to speed quickly and with ease. From hands-on **product training**, to issue-specific **webinars**, our goal is to provide you

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Optimize Your Success with FIPCO® Training

Registration is just a click away for upcoming events

Arm yourself with the tools you need for optimal success. Whether you're looking for hands-on training, instructional webinars or customized training options, our **Education and Training** courses are offered through a variety of formats to provide you with the most convenient and beneficial education experience possible. Upcoming opportunities are just a click away:

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

April 7, 9am-11am:	Commercial & Ag Webinar
April 9, 9am-Noon:	Real Estate Webinar
April 10, 9am-10:30am:	Consumer Loans Webinar
April 14, 9am-Noon:	Deposits Webinar
April 15-16, 8:30am-4pm:	2-day Loan/Mortgage Training

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

From the President

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with the tools you need. And we feel that ongoing education is so important that we'll even come to you. Whether it's an upcoming **Software & Compliance Forum**, a customized training session at your institution's specific location or one of our spring **tour de Compliance Concierge™** events, we've got the information you need, when you need it.

For nearly three decades, our mission has centered on being your proactive and trusted resource, providing advice and helping solve your compliance challenges with innovative solutions. In order to do the best possible job for you, we want to know what you think. If there's a way we can serve you better, please let us know so we can effectively and thoroughly address your concerns. And if you're happy, we'd like to know that too! We always welcome your **comments** and we appreciate your continued support.

Pam Kelly is President of FIPCO and can be reached at pkelly@fipco.com.