

## Training Begins on New FIPCO® Software



*Compliance Concierge™*, the new loan origination and account opening software suite from FIPCO, is in the final stages of development and ready for rollout. The first training sessions for the deposit and loan modules began last month, with the mortgage module following quickly thereafter.

As a modular loan origination and deposit account opening suite *Compliance Concierge* centrally manages workflow and facilitates documentation across multiple locations, loan teams, lender functions and levels of authority. While the debut of this carefully developed, user-driven platform is near, the real excitement centers on the distinct benefits FIPCO Customers will enjoy—ones that simply cannot be found with any other competing systems on the market:

- We'll be with you each step of the way as you move to *Compliance Concierge*, and our expert staff will work diligently to make the transition as seamless as possible.
- As owners of the software, we're equipped to be more responsive to customer enhancements than ever before. Unlike previous software products, where outside developers controlled this process, *Compliance Concierge* allows for a prompt response to industry needs. "We are no longer at the mercy of outside developers," said FIPCO President, **Pam Kelly**. "As hands-on owners, we can affect change more rapidly."
- *Compliance Concierge* is the only software with Wisconsin Bankers Association (WBA) forms built-in. No other system has access to these tested, trusted and compliant forms.
- Most importantly, only *Compliance Concierge* comes with our respected and highly-regarded customer service and support. We will continue to offer the dependable, steadfast expertise you've come to know and trust for over 25 years.

If you haven't had the opportunity to see *Compliance Concierge* in action yet, we encourage you to contact the **FIPCO Customer Service Department** to schedule a personalized demonstration.



## Compliance Consulting Round Table Discussion Session Successful

After taking part in FIPCO's recent Compliance Consulting Round Table Discussion Session, many area financial institution executives are now feeling a bit more knowledgeable—and perhaps even more comfortable—when it comes to addressing today's compliance requirements. The first of its kind, this interactive session followed the same format as FIPCO's IT discussion sessions, offering participants an opportunity to network with their peers and share insight about the compliance issues currently affecting the industry.

Led by **Ruth Updike**, FIPCO's Director - Compliance Services, session topics focused on compliance management system, compliance risk assessment, and fair lending risk assessment, as well as current CFPB, FRB and HUD issues. Based on participant feedback, this 3-hour session was well-worth the time. "Compliance requirements are continually changing, so it's important for our customers to have a forum for sharing their concerns and having their questions answered." Updike said. "We're pleased to facilitate these worthwhile and beneficial engagements."

Watch for details regarding future compliance discussion sessions coming to a city near you.

For a free, no-obligation assessment of your specific compliance needs, contact the **FIPCO Customer Service Department** today at (800) 722-3498.

*"I can't express how helpful this session was. Being able to network with other institutions to discuss specific problems and scenarios was especially beneficial, and receiving definitive answers from Ruth was absolutely invaluable."*

– LaRue C. Wills | Mayville Savings Bank

## Join the RDC Revolution

As Remote Deposit Capture (RDC) continues to revolutionize the often antiquated process of depositing checks, financial institutions across the nation are leveraging the power of technology to electronically clear truncated check items. In utilizing this sophisticated solution to scan and transmit check images for posting and settlement, these institutions are saving countless hours of administrative time and expense, while reducing the potential for human error.

Adopting RDC technology within your institution, like that offered through **iStream Financial Services**, can bring new levels of efficiency to your overall process of managing and processing deposits. As you remove the requirement to physically present items for deposit, you'll benefit from the technology to deliver quicker settlement and availability. What's more, RDC offers another product/service offering to your commercial customers and positions your institution as a value-added service provider.

Unlike hours or days associated with other time-consuming systems, iStream can have your commercial customers up and running in minutes. The process is simple:

1. After installing a scanner and the web-based application, the customer simply gathers all check items together and scans them using the scanning device.
2. Using the online deposit slip, they submit the deposit to your institution via a secure, encrypted Internet connection.
3. Once proofed, the deposit is processed for payment and valid deposits are posted within hours. The customer can then review deposit account activity in real time without going to the financial institution, and without the worry of deposit deadlines, employee security or the cost of hiring a courier.

For more information, please contact **Art Weber, Sally Michaels**, or the **FIPCO Customer Service Department**.



## Protecting Private Data and Customer Information: You Can't Afford to Compromise

*Find out what you can do to protect your customers and your institution.*

Information Technology continues to present significant Risk for today's financial institutions. Compromising on the safety and security of private data and customer information can result not only in a loss of reputation and integrity, but substantial legal and financial exposure as well. **FIPCO's IT Audit and Security Services** experts work with you to identify and manage risk to reasonable and accepted practices as well as examiner expectations. Compliance is our paramount priority. We combine our experience and expertise with industry accepted practices to deliver actionable results that you can trust.

And to help you manage in a constantly changing IT environment, we are continuing our series of Round Table Discussions. You won't want to miss this opportunity to gain insight from your IT peers and FIPCO's Director of IT Services, **Ken Shaurette**. Ideally-suited for IT personnel who want to share their knowledge and benefit from the expertise of others in their field, upcoming sessions are scheduled for:

**May 16 - Drummond**  
**June 27 - Stevens Point**  
**July 18 - West Bend**  
**August 22 - Rice Lake**  
**September 26 - New London**  
**October 24 - Madison**

Although there is no charge to participate in this event, registration is required. [Register online](#) or contact the **FIPCO Customer Service Department** at (800) 722-3498.

## Proper Financial Link® Training: Important to Your Institution's Compliance

While we will no longer act as a reseller of the Financial Link® product, we will continue to support and update Financial Link for existing customers until Feb. 25, 2014. During this time, it is still important that you and your staff are properly trained on the use of your institution's vital software. To promote correct document usage, and to help ensure your institution's overall compliance, be sure you register for Financial Link® software training by contacting the FIPCO Training Department at (800) 722-3498.

## Look to FIPCO® for Your Teller and Counter Supplies



As an industry leader, FIPCO continues to set the standard in providing high quality products and services for the financial industry. And as we move forward, we will continue to proactively identify solutions to effectively address the ever-changing demands of technology and compliance. Our products are customizable to your specific requirements and are designed to complement your institution's core systems and streamline your operations.

Look to FIPCO for:

- **Cash Tickets & General Ledger Tickets**
- **Check 21 Products**
- **Counter Forms and Financial Envelopes**
- **Holiday Collection**
- **Item Processing Products**
- **Notices**
- **Official Checks: SecureStar® Program**
- **Teller Receipts & Drive-up Envelopes**

For further information, product or pricing details, please visit the **FIPCO website** or contact the **FIPCO Customer Service Department**.

## 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 FIPCO's web address and add any of the following extensions:

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

## 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:

<a href="#">Update Release Notes</a>	<a href="#">Loan Software</a>	<a href="#">Tech Tips and Feature Technical Articles</a>
	<a href="#">Mortgage Software</a>	<a href="#">Answers to Software FAQs</a>
	<a href="#">Deposit Software</a>	<a href="#">Training and Events Calendar</a>

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

► **Be sure to check out photos from previous FIPCO events. From the FIPCO website, select "Training & Events" followed by "History of Past Events".**

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