Scenes from Compliance & Software Forum

Compliance Concierge™ – Deposit software users gather for a highly successful event.

Did You Miss the Forum?
You can still benefit from the event's valuable information.

Whether you've been using FIPCO's *Compliance Concierge™* Deposit software suite since its launch or you're new to this innovative software solution, the 2017 Deposit Compliance & Software Forum notebook can serve as a valuable informational resource for you. Helpful information on a wide variety of topics is provided, including *Compliance Concierge™* Account Opening, Account Maintenance, and Parameters, as well as HSAs, and Legal/Compliance Q&A. Order your notebook today, or contact the FIPCO Customer Service Department at (800) 722-3498.

Participants benefit from annual Deposit event.

Software users gathered from across the state to participate in our 2017 Compliance & Software Forum – Deposits. Along with a wide variety of informative presentations focusing on *Compliance Concierge™* software, attendees took part in many networking opportunities to discuss industry hot topics with financial experts, peers, and the FIPCO professional staff.

Focused on getting the most out of your deposits software, while successfully

Participants took advantage of the many opportunities for networking and discussion throughout the forum like FIPCO Assistant Director – Deposit Products and Services, **Nancy Hamele**, along with FIPCO Software User Committee Members **Julie Davis**, **Michelle Ponkauskas**, and **Tammy Eid**.

managing today's compliance demands, this event delivered practical information and immediate takeaways. One participant commented, "I learned a lot and I'm excited to get back to the office and apply what I learned today." Another stated, "I always learn new ways of doing something, and I always walk away with a better understanding."

We thank you for your feedback, and we look forward to seeing you at future events!

New Deposit Account Operations Made Easier

Compliance Concierge™ – Deposit was designed to improve efficiency and compliance in your deposit account opening and maintenance operations. Did you know, *Compliance Concierge™*…

- Is the only platform to include trusted Wisconsin Bankers Association (WBA) forms built right in the system.
- Includes TISA Disclosures for inquiries and CD renewals.
- Includes Customer Summary Reports for customer due diligence (BSA).
- Offers Ascensus IRA, HSA, and CESA forms completed with WBA account opening documents.
- Offers FIS QualiFile interface to verify customer does not have a history of negative banking relationships.
- Provides various Account Maintenance options such as suspicious activity report, wire transfer requests, hold notices, and more.
- Comes with the best service around! You'll speak immediately with one of our knowledgeable staff, or receive a callback within the hour for quick, friendly, and accurate compliance support.

> For more information about FIPCO or any of our products and services, contact us today at (800) 722-3498.

Since 2011, FIPCO has had a partial ownership position in our *Compliance Concierge™* software solutions. As of first quarter of 2017, FIPCO has obtained 100% ownership of the software and complete control over all development including various features, enhancements, and interfaces. We believe this position will allow us to respond more proactively and timely for our clients. For further information about *Compliance Concierge™*, or any of our products and services, contact us today at (800) 722-3498.

2017's Top Cybersecurity Threats

By Ken Shaurette

As security professionals, we all have the challenging task of living within a budget while protecting our institutions from every possible attack threat. One strategy is to use historical attack trends to prioritize protections against attacks that are the most highly probable. Forrester Research[1] recently released the common attack patterns responsible for breaches in 2016 that could be used to facilitate this approach.

According to Forrester, 49% percent of decision-makers reported at least one breach during the past 12 months. Fifty-five percent had suffered some manner of internal incident involving their own employee or third-party business partner. This seems to flag that you can't forget the inside as a key threat; it isn't just the outside that is the source of all evil. The malicious insiders can also work with external threat actors. Of those who suffered at least one breach, 56 percent found the cause as external threat actors.

Forrester identified the following as the top methods of infiltration:

1. Exploit Kits, Getting To The Soft, Chewy Center Since 2006
2. Social Engineering Demonstrates It's Just Easier To Attack Human Insecurity
3. Credential Stuffing, Or How Someone Else's Breach Hurts You
4. The Web Application Paradigm
5. Cybercriminals Have Weaponized The Internet Of Things (IoT)

We've written articles in the past about "Zero Trust" (*Wisconsin Banker*, Nov. 2010). Zero Trust, per Forrester, requires our institutions to rethink security from the perimeter to be more data-centric. As I identified in the past, "Zero Trust" means that end users are no more trusted than outsiders. As such it is important for organizations

(continued)

Data Integration Key to Efficient Operations

Automated systems are instrumental in streamlining productivity and reducing the potential for lending and compliance mistakes. These efficiencies can be enhanced even more when the systems used are able to share data between them. As a result of FIPCO's strong relationships with various service providers and host vendors, *Compliance Concierge™* can do just that through its robust interfaces.

Compliance Concierge™ is able to integrate with a variety of other financial solutions, including host accounting systems, CRA and HMDA reporting systems, credit bureaus, Freddie Mac and Fannie Mae underwriting, ULDD delivery and more. For further information, visit the FIPCO website or contact the FIPCO Sales Department; **Art Weber** or **Sally Michaels** at (800) 722-3498.

Share a Little…Gain a Lot

FIPCO's peer group session highly beneficial to IT personnel.

Faced with protecting an institution's most valuable assets, IT personnel are frequently challenged with increased information security and compliance burdens, along with a constantly changing IT environment. To help ease this burden, we are continuing to provide you with opportunities to connect with,

IT Threat Intelligence Briefings

and gain insight from your peers during an upcoming IT Threat Intelligence Briefing June 15th in Madison and August 15th in Marion.

Facilitated by FIPCO's Director – IT Audit, Ken Shaurette, this event is conducted in a relaxed environment and is designed to give you a forum for networking and discussing current IT issues, with an emphasis on sharing experiences and learning from your peer group. What's more, you'll receive two hours of continuing education credit for information security training when you attend. Space is limited, so be sure to register today.

Cybersecurity Threats *(continued)*

to monitor everyone, especially those "trusted" inside-outers that manage our networks, the third parties. Ask the question whether it is independent to use a tool provided and configured by the third-party to monitor their activities, which is total trust not "Zero."

Forrester identifies three concepts for InfoSec:

1. Verify and secure all resources and data assets regardless of location;
2. Enforce access control across all user populations, devices/channels, and hosting models; and
3. Log and inspect all traffic, both internal and external.

Seriously consider user behavior analytics for detection of unusual activity. Today our threat landscape is full of password reuse and frequent data breaches; credential stuffing[2] is an immediate concern. We need to detect activities that show when any user's activity is outside the norm. This can quickly be an indication of compromise and our actions will limit financial and reputational damage.

Shaurette is FIPCO Director – IT Services, and can be contacted at (800) 722-3498.

(Endnotes)

[1] *Forrester Research: Top Cybersecurity Threats in 2017*

[2] *Credential stuffing is the automated injection of breached username/password pairs in order to fraudulently gain access to user accounts.*

Maximize Your Software Investment to Maximize Your Staff

Your employees are your institution's most valuable resource, and for your team to truly deliver, it's important to give them the tools they need to succeed *and* the proper instruction for using those tools. Comprehensive training for use of FIPCO's software solutions allows your institution to be on the cutting edge, with a staff that possesses the knowledge and skills necessary to compete in an aggressive marketplace.

With nearly a century of combined experience in the financial industry, our Software Training Department prides itself in giving you the information you need, in the educational environment that suits you best:

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

June 1, 1pm – 4pm:	Deposits Webinar
June 12, 1:30pm – 3:30pm:	Basic Consumer Loans Webinar
June 13, 9am – 11am:	Real Estate Purchase Webinar
June 14, 9am – 11am:	Commercial Webinar
June 15, 1pm – 4pm:	Deposits Webinar
June 19-22, 8:30am – 4pm:	Loan & Mortgage 4-day Training

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.

☑ Are you new to *Compliance Concierge*™ Parameters (administration)? Does your system administrator need a Parameters refresher? If you answered "yes" let's get started and schedule a customized training session. Contact FIPCO Training Coordinator, Alice Hamilton at (800) 722-3498, ext. 233.

Shop Local.

The dollars you spend with FIPCO comes back to your institution in the form of low Wisconsin Bankers Association (WBA) membership dues, WBA government lobbying on behalf of the industry, and free access to WBA's legal department.

Recent ***tour de Compliance Concierge*™** educational events were held in Madison, Rice Lake, Black River Falls, Wausau, Appleton and Prairie du Chien. "What an amazing experience!" said FIPCO Director – Software Development and Services, **Annette Witkowski** (*above, right*). "It was so great to be able to connect with our software users during these informational events." We hope you were able to participate, and look forward to seeing you at future events!

Electronic Satellite Forms Manual Offers One-Click Access to Essential Information

When you subscribe to the Wisconsin Bankers Association (WBA) Forms Electronic Satellite Manuals, the *volumes* of comprehensive compliance and documentation information that once required exorbitant amounts of shelf space are available online. Just a click away, eSatellite Manuals offer the ability to view WBA forms and their corresponding instructions in a user-friendly, electronic format. Your annual subscription provides you with access for unlimited users from multiple locations, as well as email notifications when new forms are available. Features of this outstanding resource include capability to:

- View forms and instructions online
- Print a sample document
- Search for forms by WBA Forms Number, Form Type, Stock Number or by Manual Type including Real Estate, Consumer, Commercial, Agriculture, Deposit/ Operations, Municipal, and Safe Deposit
- Eliminate the need to update hard copy manuals

For more information, visit the FIPCO website or contact the FIPCO® Customer Service Department at (800) 722-3498.