Mobile Banking: Education and Awareness

Policies promoted within your institution carry through to your customers

In today's fast-paced marketplace, mobile banking is quickly becoming the norm. And, while beneficial for both your institution and your customers, it does not come without potential risk. From hacking and SMiShing to data hijacking and more, the potential for breaches in security is becoming more prevalent and cannot be ignored.

Are your customers being adequately made aware of the dangers associated with conducting banking on their mobile devices? This issue has been addressed in previous columns, but it bears repeating. The dangers are not necessarily an issue directly associated with just the customer's decision to have mobile banking on their phone or other mobile device, but that poor practices could put their mobile banking at risk. As outlined by the 2011 Authentication Guidance to better educate customers, the awareness of safer banking practices is now your institution's responsibility.

So the question becomes a matter of what type of awareness training is needed, and how much is enough. If you present it as a one-time or "annual" activity, chances are it will result in wasted time and resources. Merely reviewing best practices and dangers with employees and customers only once, or using only one format, is a short-sighted—and potentially ineffective approach. When did you last read the added brochures stuffed in your statements with your utility bill or others? Not a very effective method for delivery.

A better strategy for encouraging a change in individual behavior and a cultural change in your institution as a whole, involves repeatedly presenting best practices in confronting potential threats. By offering employees best practice skills you are essentially training the trainers in their role to use good behavior on a daily basis. What's more, as you promote and enforce policies within your institution, those reasonable and accepted practices will carry through to your customers as well.

Make sure to remain vigilant in your reminders of security and safety policies, and include the messages of *why* specific restrictions are in place. Despite the inconvenience, the reason should not be "because regulators are making us do it." It is for the protection, safety and the overall good of the customer.

Consider leveraging existing technology solutions to provide the necessary and frequent security reminders to employees and customers. And keep your message fresh, while focusing on the specific threats coming in throughout the year. Although it may seem overwhelming at the outset, it doesn't have to be. With a sound plan and a solid information foundation, you can move ahead with confidence.

For more information, contact FIPCO's IT Audit and Security Services team. We can provide you with an understanding of the real-world risks to your institution, and offer solutions that provide proven testing and training for your staff. Contact FIPCO's Ken Shaurette or the FIPCO Customer Service Department today at (800) 722-3498 or visit us online.

> *"I would like to take this opportunity to tell you what a positive experience our FIPCO audit has been. Our Compliance and IT departments feel the audit was thorough, insightful and very educating. We have already adopted many of your recommendations. We have been given new perspectives on tired old subjects and feel like you were really working on our behalf to make us more effective. We thank you!"*
>
> *– Katie Thorson, Information Technology Security Officer First National Community Bank New Richmond*

Make Security Part of You and Your Institution's DNA!

IT AUDIT

FIPCO® Year in Review

Through the development, marketing and support of compliant and user-friendly business platforms, FIPCO continues to help financial institutions operate in a more effective, efficient and profitable manner. As we begin the next fiscal year, it is our unremitting goal to provide you with products and services to help you provide exceptional service to your own customers. Over the past year, we've celebrated many accomplishments and are proud to share some notable statistics with you, our valued customers:

- Released *Compliance Concierge*™. The software system is fully functional, allowing the documentation of all deposit and loan transactions.
- Released 77 new/revised forms to keep institutions in compliance.

> *"[The FIPCO Staff] are all delightful and don't make us feel like they are answering the same question over and over again from different callers."*
>
> *– Tony Smyrneos
> Farmers Exchange Bank,
> Redgranite Branch*

- Conducted 3,051 WebEx sessions promoting a hands-on approach to software support and targeted training/instruction.
- Engaged in personal, face-to-face contact with 750 software users.

- Conducted 3,790 hours of IT Audit Consulting Services, helping 52 institutions improve their IT audit and security management.
- Guided 33 institutions with 5,190 hours of Compliance Consulting services helping them to successfully manage today's compliance challenges.

We appreciate your continued loyalty, and look forward to serving you in the future.

Congratulations!
We would like to thank all our participants in this year's Deposit Compliance & Software Forum, and extend our congratulations to the prize winners:

- Sandy Campfield, Royal Bank, Elroy
- Vicki Cariolano, Shell Lake State Bank
- Lora Cornette, Greenleaf Wayside Bank
- Barb Dusek, River Falls State Bank
- Cindy Estenson, Pigeon Falls State Bank
- Kimberly Frey, Black River Country Bank, Melrose
- Kim Gorman, Wolf River Community Bank, Hortonville
- Judy Lee, Jackson County Bank, Black River Falls
- Lynn Munz, Royal Bank, Cobb
- Barb Stram, Peoples State Bank, Prairie du Chien
- Jean Thompson, Royal Bank, Elroy

IT Threat Intelligence Briefings Offer Added Value to FIPCO IT Round Tables

The Federal Financial Institutions Examination Council is planning cyber security vulnerability and risk-mitigation assessments to help smaller institutions address potential gaps. Various methods of "Threat Intelligence" gathering and sharing are likely to be an expectation. Meet those expectations by attending FIPCO's IT Round Table discussion sessions. As you gather regional threat information and show examiners you're staying current on the cyber security threats pertinent to your industry, **you'll also receive 2 hours of continuing education credit for information security training!**

**FIPCO®
Round Table
Discussions**

The round table format is designed to give all attendees a forum for networking and discussing the issues that each of you may be facing. FIPCO's Director of IT Services, **Ken Shaurette** will facilitate the discussion and encourage participants to share experiences and learn from one another. Bring a Topic with you or join us for discussions pertaining to: Examiner Hot Buttons, Recent Scams – Incidents, IT Audit and Risk Management Planning, Mock Disaster/Business Continuity Testing, Planning for an Internal or External IT Audit, Acing an IT Audit or Exam, Management and Board Reporting, Solutions to Make IT Audit and Security Easier/Better.

We hope you can join us **Thursday, August 14th** from 10:00 am - noon, with lunch following at **Park Bank, Brookfield**. Cost is just $29 per registrant. **Don't miss out, register today as space is limited and will fill quickly.** Click here to Register.

From the President
FIPCO Welcomes New Software User Committee Members

Pamela Kelly

You are the heart of our business. Everything we do—from the products we offer to the service we provide—is centered around our valued customers. But our mission of listening, responding and acting to fulfill your needs would not be possible without your input. Your feedback is the driving force behind the changes we implement and the improvements we make. As we begin the next fiscal year, I'd like to take a moment to thank the members of the FIPCO Software User Committee who remain instrumental in sharing their knowledge and expertise for the betterment of the industry as a whole.

Helping to shape the direction and development of the products and services we offer, this group of dynamic individuals provides a vital link between our customers and our staff. Not only do they offer suggestions for product modifications and enhancements, but they recommend potential products and services to help increase the productivity and profitability of the institutions we serve. With pleasure, we welcome the newest members of the FIPCO Software User Committee:

- **Julie Davis**, Woodford State Bank, Monroe
- **Nora Engelberth**, Citizens State Bank of Loyal
- **Erin Hanson**, Citizens State Bank, La Crosse
- **Pam Wipperfurth**, Sauk Prairie Community Bank, Sauk City

At the same time, we thank those who are continuing with their service:

- Committee Chair: **Dana Swiss**, National Exchange Bank & Trust, Fond du Lac
- Vice Chair: **LaRue Wills**, Mayville Savings Bank
- Past Chair: **Renee Maas**, State Bank of Reeseville, Watertown
- **Tami Eid**, State Bank of Arcadia
- **Melissa Haller**, Security Bank, New Auburn
- **Derrick Hermann**, Waldo State Bank
- **Lisa Ketchum**, Independence State Bank
- **Stacy Magnuson**, Denmark State Bank
- **Debbie Perdew**, Sunset Bank and Savings, Waukesha
- **Michelle Ponkauskas**, Farmers & Merchants Bank of Orfordville
- **Jennifer Stein**, TSB Bank, Lomira
- **Irene Vine**, The Bank of New Glarus

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Maximize Your Technology Investment with Proper Education

Even the best tools remain ineffective if you don't know how to properly use them, and your software solutions are no different. Leverage your institution's technology investment to the fullest extent with proper education through the FIPCO Training Department. As experts in the financial industry, we can help your staff understand more than just the methods of software operation, but the reasoning behind why each process is necessary as well. With in-house, online and customized training options available, our education and training courses are designed to best fit your needs:

July 22, 9am-11:30am: Deposits Webinar
July 22, 1:30pm-3:30pm: Deposit Admin Review Webinar

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

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From the President
(continued)

With much success and many accomplishments to celebrate, the future continues to look bright for this worthwhile group. Along with FIPCO Staff Liaison, **Annette Witkowski**, the committee is looking to elevate the significance of customer input by organizing pinpoint focus groups to promote a greater, in-depth understanding of the specific lending functions within your organization. From Commercial and Consumer, to Agriculture and Real Estate, these focus groups will further promote useful feedback in how our company can best help you in your daily operations.

For more information about the FIPCO Software User Committee, or to contact a member of this group, please visit the FIPCO website or contact Annette Witkowski at (800) 722-3498.