New FIPCO Software Users' Committee for 2017-2018

As we begin a new fiscal year, we'd like to take a moment to express our gratitude to the members of the FIPCO Software Users' Committee who, throughout the year, provide a vital link between our customers and our staff. During the June 15th meeting, we welcomed the newest members of this worthwhile group:

FIPCO Software Users' Committee Liaison **Annette Witkowski** with new members for 2017: **Diane Retzlaff**, **Tiffany Serpico**, **Teresa Montgomery**, and **Cheree Elder** (missing from photo: **Lynn Munz**).

- **Cheree Elder**, Park Bank, Brookfield
- **Teresa Montgomery**, American Bank & Trust Wisconsin, Cuba City
- **Lynn Munz**, Royal Bank, Cobb
- **Diane Retzlaff**, Wolf River Community Bank, Hortonville
- **Tiffany Serpico**, Waukesha State Bank

We appreciate the following committee members continuing their term:

- Committee Chair: **Jennifer Stein**, TSB Bank, Lomira
- Vice Chair: **Erin Hanson**, Citizens State Bank, La Crosse
- Past Chair: **Tami Eid**, State Bank of Arcadia
- **Kristina Anderson**, McFarland State Bank
- **Kathy M. Burg**, State Bank of Chilton
- **Julie Davis**, Woodford State Bank, Monroe
- **Michelle Ponkauskas**, Farmers & Merchants Bank of Orfordville
- **Laura Rippley**, Waumandee State Bank
- **Annie Zellmer**, Bank of Deerfield

And we are truly grateful for the dedicated service of the following retiring members: **Renee Maas**, State Bank of Reeseville, Watertown; **Megan North**, Security Bank, New Auburn; and **LaRue Wills**, Past Chair, Mayville Savings Bank. "These wonderful individuals have been a great asset to our organization, and the industry as a whole," said Software Users' Committee Liaison, **Annette Witkowski**.

"So many have really gone above and beyond over the years, like **LaRue Wills** from **Mayville Savings Bank**. In addition to her involvement as a committee member since 2010, she has also served in many other capacities including Committee Chair, Vice Chair and Past Chair. Always insightful, her thoughtful suggestions continually benefitted other users of *Compliance Concierge™*," said Witkowski.

Surcharge-Free Cash Withdrawals + Hundreds of ATM Locations = Happy Customers

Summertime is travel time. Wouldn't your customers appreciate access to hundreds of surcharge-free ATMs where they work, live and travel? It's easy with the ATM Access solution.

Offered exclusively to Wisconsin Bankers Association (WBA) member institutions through FIPCO, ATM Access is an alliance of community banks that have joined together to provide surcharge-free cash withdrawals at nearly 700 ATM Access locations across Wisconsin and Minnesota. You may participate in the ATM Access program as a WBA member whether you have ATMs or not, for a nominal initial and annual cost.

By joining the largest surcharge-free ATM network in Wisconsin, your financial institution can gain a larger ATM footprint, while providing your cardholders with the greater access they demand—all at a dramatically lower cost than deploying your own ATMs. What's more, this unique program offers a cost-effective solution for growing your ATM transaction volume, retaining and attracting cardholders, and maintaining a competitive edge in your market.

The program is easy and straightforward for both you and your clients. Whether using a printed directory, or the free Android and Apple Apps available through their mobile device, your customers will love just how quickly they can find a nearby ATM Access location.

For complete details about the ATM Access program, contact FIPCO's Administrative Coordinator Jodi Zieske at (800) 722-3498, ext. 274 or the FIPCO Customer Service Department today!

July 4th
INDEPENDENCE DAY

Holiday Software Support Notice:

In observance of the Independence Day holiday, the WBA and FIPCO offices will be closed on Tuesday, July 4th. We will resume regular customer service hours on Wednesday, July 5th.

From the President
Dedication, leadership recognized as FIPCO Software Users' Committee welcomes new members.

Pamela Kelly

As the heart of our business, you are the driving force behind what we do. Since FIPCO's inception in 1987, the foundation of our organization has centered on serving as your trusted resource, offering a full spectrum of products and services to effectively solve compliance challenges and improve operational efficiencies—making your job easier and enhancing your customers' overall experience. This issue of FIPCO Focus features the FIPCO Software Users' Committee—a group of individuals who is an integral part in promoting our mission. And, although we're specifically showing our appreciation this month, we truly recognize their contributions as a year-round commitment.

Comprised of representatives utilizing Compliance Concierge™ software, the committee serves as a vital component of our organization, helping to shape the direction and development of the products and services we offer. Members meet quarterly, but we see the contributions of these talented individuals every day. Whether providing input for future product introductions and product enhancements, or helping to plan software, compliance and educational events held throughout the year, this group unfailingly demonstrates their knowledge of, and dedication to the industry we serve.

Decision makers, advisers and so much more. As the voice of our software users, committee members also facilitate ongoing communication between our customer base and the FIPCO Professional Staff. Throughout the year, members contact representatives from each

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Automated Systems Integration with *Compliance Concierge™* Interfaces

Looking for a way to increase productivity and eliminate costly errors that result from duplication of data entry? Compliance Concierge™ integrates with a variety of automated systems allowing you to do just that! Current interfaces include (but are not limited to):

- CRA Wiz (Loan/Mortgage)
- Factual Data Bureau Express (Loan/Mortgage/Deposit)
- Factual Data Flood Certification (Loan/Mortgage)
- Fannie Mae DU/AUS and Freddie Mac LP/AUS (Mortgage)
- FIS Qualifile/eFunds/ChexSystems (Deposit)
- HMDA Wiz (Loan/Mortgage)
- MISMO/ULDD (Mortgage)
- Questsoft – HMDA Compliance Relief (Loan/Mortgage)

For more information, please contact Art Weber or Sally Michaels at (800) 722-3498.

Staying Ahead of Upcoming Compliance Requirements

Changes in regulation continue to affect the financial industry. The following highlights several upcoming compliance requirements affecting *Compliance Concierge™*. As always, we will ensure that our software remains in compliance, and will continue to keep you updated as information becomes available.

HMDA — In addition to modifying the types of transactions that are effective January 1, 2018, the 2015 HMDA Rule added new data points for age, credit score, automated underwriting information, debt-to-income ratio and several others. The Rule also amends the requirements for collection and reporting of information regarding an applicant's or borrower's ethnicity, race, and gender.

FIPCO has been working with our legal counsel on the new requirements for making screen changes, data collection and form revisions. As always, FIPCO will have the new HMDA changes available in *Compliance Concierge™* prior to the effective date. Information regarding HMDA workshops and webinars, as well as a helpful Q&A regarding implementation dates can be found on the Wisconsin Bankers Association website.

UCD — Freddie Mac and Fannie Mae developed the Uniform Closing Dataset (UCD) to provide a common industry dataset, allowing information on the Consumer Financial Protection Bureau's (CFPB's) Closing Disclosure to be communicated electronically. The UCD must be submitted for all loans delivered to the GSEs with a Note Date on or after September 25, 2017. The FIPCO Software Development Team is currently developing a UCD Interface for Freddie Mac and Fannie Mae.

In today's ever-changing regulatory environment, compliance is paramount. You can rest assured knowing that we continue to stay ahead of the regulatory curve to help your institution remain compliant. Questions regarding functionality in *Compliance Concierge™* may be directed to the FIPCO Software Support Department at (800) 722-3498.

From the President *(continued)*

of our client organizations to promote beneficial relationships and provide vital feedback to our professional staff.

Extremely supportive of the work that we do, members of the Software Users' Committee possess an unparalleled passion for our organization and the financial industry. I'd like to thank members, both past and present, who have been so generous with their time and talents. We could not successfully serve and engage in our mission if we did not have your leadership and expertise. To learn more, or to contact a member of this group, please visit the FIPCO website or contact us today at (800) 722-3498.

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

Mortgage Booklets Available

As a part of the financial industry's broader mission for consumer education, mortgage tool-kits and booklets are a necessary component of your institution's overall customer service objectives. Look to FIPCO as your one-stop resource for the following:

- **(11508) CHARM BOOKLET**
  – *Consumer Handbook on Adjustable Rate Mortgages*
  For variable rate closed-end consumer credit, with a maturity greater than one year, secured by the consumer's principal dwelling (Covered Loans), certain disclosures must be provided at the time an application form is provided, or before payment of a nonrefundable fee, whichever is earlier. Disclosures include loan program disclosures and a CHARM booklet.

- **(11516) CFPB's Your Home Loan Tool Kit**
  – *A Step by Step Guide*
  This booklet is designed to be used in connection with the new Loan Estimate and Closing Disclosure form, and can help make better choices along the path to owning a home.

- **(11527) HELOC Booklet – Home Equity Lines of Credit**
  – *What You Should Know About*
  Information is provided on home equity lines of credit. Booklets include a glossary of terms and a checklist to use in shopping for a plan.

Contact the FIPCO Customer Service Department today at (800) 722-3498 for complete details and pricing information.

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Users' Committee *(continued from p. 1)*

Although sad to see the Users' Committee chapter of her professional journey come to an end, LaRue reflected upon her years with many happy memories. "Stepping back from the FIPCO Software Users' Committee helped me to come 'full circle' in my career in banking," she said. "Working with the FIPCO staff for so many years was a gift and a pleasure. These are very talented, caring, and dedicated people. But more than that, they certainly have become my friends. I can't thank them enough for the chance to participate and engage with such a respected group of people."

We appreciate all committee members, both past and present, for their service. To contact a member of the group, visit the FIPCO website or contact Annette Witkowski at (800) 722-3498.

There's Really No Substitute for the Personalized Attention You'll Receive

With the hope of saving time, cost and personnel, organizations sometimes decide to send just one representative to participate in an educational program, expecting that he or she will "re-train" additional staff upon their return. But, according to the American Society for Training and Development, that individual may only retain a mere 10% of what they learned, resulting in a quick decay of information, and a low return on their educational investment.

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."

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. Upcoming classes include the following:

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

July 5, 1pm – 4pm:	Deposit Accounts Webinar
July 6, 9am – 11am:	Commercial Webinar
July 6, 1:30pm – 3:30pm:	Ag Loans Webinar
July 7, 9am – 11am:	Real Estate Purchase Webinar
July 7, 1:30pm – 3:30pm:	Real Estate Refinance Webinar
July 17-20, 8:30am – 4pm:	Loan & Mortgage 4-day Training
July 26, 9am – 11am:	Basic Consumer Loans Webinar

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.

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