

Webinar on

Teaching Your Front Line Staff How to Ask BSA Questions

Learning Objectives

- *The frontline staff of any financial institution is the first line of defense for BSA compliance. Therefore, an ill-trained frontline staff could lead to the collapse of an institution or the imposing of enforcement actions from the regulators. A strong and well-educated frontline staff will help develop a strong back office BSA department for your institution. Often, the frontline staff does not know why they are asking BSA questions or what the focus of BSA truly is. This webinar will not only give your frontline staff viable scenarios and ways to respond during the customer question and answer process, but this training will also explain why your staff is asking the questions in the first place. Another valuable section of this webinar will teach the frontline staff when questions need to be asked. Most staff are familiar with how and why they ask questions related to CTRs and the Monetary Instrument Log, but they need to be able to look at a customer's account history so as to understand how to ask questions related to the SAR process.*



This Bank Secrecy Act (BSA) training program will explain how to train your frontline staff to ask BSA questions. It will cover Currency Transaction Reports (CTR), Monetary Instrument Log, and Suspicious Activity Reports (SAR) scenarios and questions, and much more.

PRESENTED BY:

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On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

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A financial institution's front line staff is the staff who usually has the most contact with customers and as such this staff has the opportunity to build the best relationship with a customer. In addition, this staff has the best and most opportunities to update customer information and gather KYC, CDD, and EDD information. It is important and required to gather information in order to build a customer profile and to establish a customer's expected activity in order to identify a customer's suspicious activity so that this suspicious activity can be accurately reported on Suspicious Activity Reports. This webinar will help attendees understand how the front line staff can accomplish this task.



Who Should Attend ?

Frontline bank staff

On-boarding staff

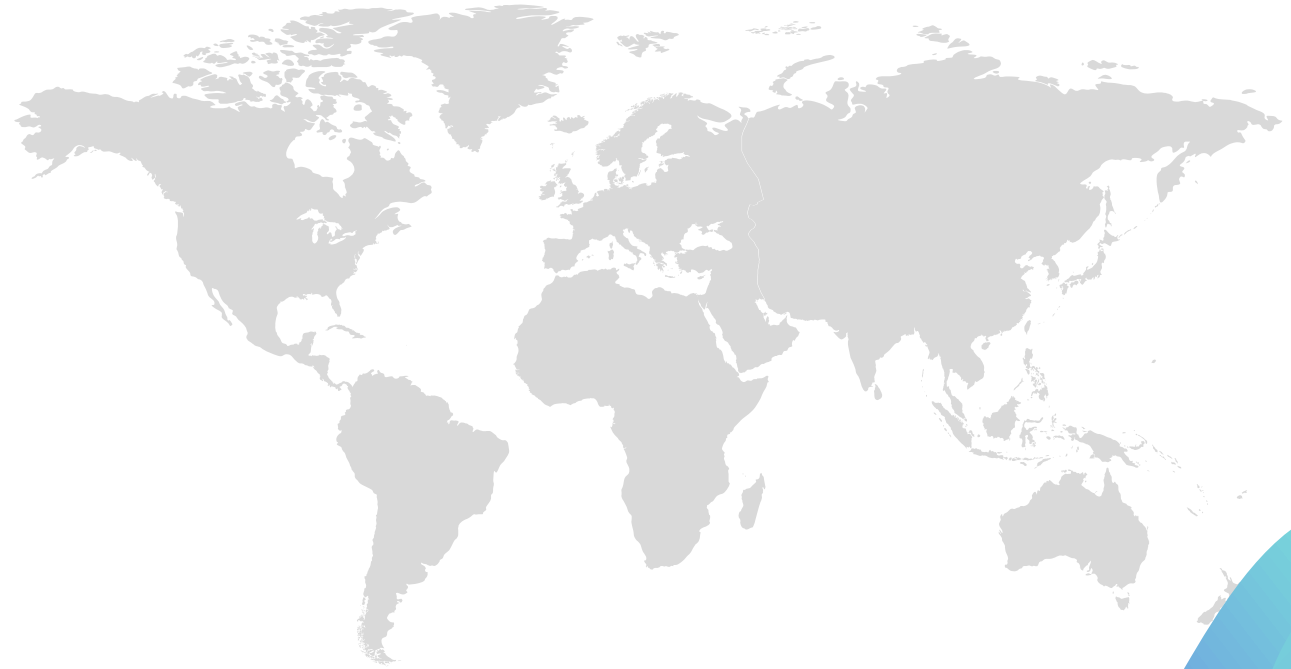
Customer relations staff

Back office staff

BSA Officer

Compliance Officers

Suspicious activity investigators and analysts



To register please visit:

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