

FRAUD SEMINAR 2021



NOVEMBER 9, 2021 • VIRTUAL DELIVERY
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COURSE AGENDA

8:30am: **LOGIN OPENS (5 min break to be taken every hour)**

9:00am: **NATIONAL UPDATE**

Security issues and priorities change on a daily basis, requiring the Security Manager to remain topically informed, assess the impact of those changes and adjust the security model for the entire institution. Crime trends and the evolution of critical legal issues should be as important as media headlines to the Board of Directors, who relies upon the Security Manager to stay topically current in order to make informed decisions and reports to the Board. This segment contains "briefing" information about new and emerging events that will likely affect the security function.

10:00am: **THREE P's OF FINANCIAL CRIME**

Financial crime involves three big words: Profile, Prevention and Prosecution. Knowing the profiles of financial crimes helps security personnel identify them before they cause serious issues. By understanding the crime profiles, security staff can develop prevention strategies that may stop the crime at any point. By understanding the prosecution issues, security personnel can assist legal counsel in developing both civil and criminal strategies that make for a successful resolution. No longer can a banker just call a law enforcement agency and expect that a case will be prosecuted. When it comes to financial crimes, agencies often require that the bank investigate the event thoroughly before the agency will become involved. We will show you how to prepare and present your case to obtain prosecution from the proper level of law enforcement.

11:00am: **WHAT KEEPS YOU UP AT NIGHT?**

This interactive session will provide attendees the ability to discuss what are the major problems they face day-to-day. Discover what has worked for others as well as what hasn't!

12:00pm: **LUNCH**

1:00pm: **DEFUSING HOSTILE PEOPLE**

Handling difficult people is one of the hardest situations staff is asked to manage on a regular basis. This program reviews problems frontline staff and management could face during interactions with accountholders and teaches methods to help you cope with things get hostile. People who become upset need to be defused and doing so is not always easy. The most well-meaning intentions could escalate the problem. We review causative factors, warning signs, and the proper use of cognitive listening.

2:00pm: **BOARD REPORTING**

Regulations specify that the Security Officer must report to the board annually and that the implementation, administration, and effectiveness of the security program be addressed. What exactly the Security Officer should report to the board is not clearly identified in the regulations. This interactive session will review best practices relating to training, inspections, and foreseeable events that should be reported to your board. When something goes wrong the hardest thing to do is report it to the board. In this session learn how to take a problem and make it a success.

3:30pm: **ADJOURNMENT**

WHO SHOULD ATTEND?

Information Security, IT Security, Security Officers, Training Officers, Branch Managers, HR Managers and Compliance Officers.

CONTINUING EDUCATION CREDIT

This program qualifies for 6 hours of CPE credit. PACB is an approved provider by the PA State Board of Accountancy. Completion certificates will be issued for all attendees who request that service.

THANK YOU TO PROGRAM SPONSOR:



ABOUT OUR PRESENTERS



Barry Thompson, Managing Partner,
Thompson Consulting Group, LLC

Barry Thompson is a nationally-recognized speaker, consultant, and former banker, with nearly 40 years of service to the financial institution industry. Barry's financial services career spanned 22 years before he "retired" to establish Thompson Consulting Group, LLC, to assist financial institutions in competing more effectively by providing services specifically targeted to risk management and security.

During his career, he served in various management positions throughout the financial services industry. In addition to security, Barry has experience in operations, accounting, investments, mortgage processing, and special assignments. Barry has investigated embezzlement cases, identity fraud cases, check kites, and almost all possible criminal incidents against financial institutions. As a security officer, Barry handled over 900 security cases and has been involved with investigations and prosecutions on the federal, state, and local levels and has testified before grand juries, county courts, bankruptcy courts, family courts, and the New York State Supreme Court.

Thompson Consulting programs are based on actual experiences that allow presenters to relate to any group of financial professionals, from the teller to the board of directors. Mr. Thompson appears frequently before financial institutions and at industry conferences and is a frequent contributor to various financial and forums.

Arvin Clar, Thompson Consulting Group



Arvin Clar is a nationally known seminar speaker, as well as college-level instructor, in security, police operations, and economic crime. He has been a speaker for many organizations, corporations, and trade groups, and has conducted security evaluations and assessments of financial institutions throughout the United States. His 35 years of experience in the fields of risk assessment and analysis in the financial services industry and premises security and safety issues includes: evaluating the level of appropriate safety and security, professional investigation services, violent criminal acts, security survey and analysis, accident investigation, the investigation of fraud and financial crime, and the design of security systems for financial institutions.

Prior to joining Thompson Consulting Group, Arvin served with the Cleveland Police Department for over 29 years, where he served as a detective in the Financial Crimes Unit. Arvin was responsible for the investigations of thousands of financial crime cases and prepared and presented these cases for state and federal prosecution.

Mr. Clar has been published in several national magazines regarding security, fraud, and investigations. He has authored training programs for bank robbery and identity theft and has been a featured guest on National Public Radio.

CANCELLATION & REFUND POLICY: Cancellation requests made prior to August 21 will receive a refund less a 20% administrative fee. A 50% refund will be issued for cancellations made prior to September 6. No refunds will be issued after September 9, 2019. All cancellations and refund requests must be made in writing.

SCHOLARSHIP INFORMATION

The PACB Foundation is offering scholarships for this education program. Please visit [Foundation Scholarship](#) for details and eligibility. Scholarships are designed for attendees to bring an additional person from the bank who might not otherwise have this educational experience.

