



NEW 2010 Developing Procedures to Handle Levies, Garnishments, Subpoenas, etc Third-Party Claims on Customer Funds and Information

DATES AND LOCATIONS

August 31, 2010 - UT Conference Center, Knoxville, TN

September 3, 2010 - Barrett Training Center, Nashville, TN

SCHEDULE

8:30 am **Registration**
9:00 am **Program begins**
Noon **Lunch**
1:00 pm **Program resumes**
4:00 pm **Adjourn**

PROGRAM DESCRIPTION

The banker sentenced to federal prison for telling a customer about the bank's receipt of a grand jury subpoena knows: one of the most difficult tasks financial institutions face is correctly handling third-party claims for customer information.

The bank that had to pay the entire judgment against a customer, not just the amount of the funds it held in the customer's account, knows: one of the most difficult tasks financial institutions face is correctly handling third-party claims for customer funds.

Soon, the complexity of processing third-party claims against customer funds will increase as proposed federal regulations will require banks to review levied accounts for funds that are exempt from levy.

In all cases where it is handling and processing claims for customer information and funds, a financial institution should obtain and act on the advice of legal counsel. Nevertheless, employees need to have a basic understanding of where legitimate claims may come from and how to handle them. That's the type of information this program provides.

The focal point of the program is showing attendants how to set up a systematic procedure and tracking mechanism for handling third party claims for customer funds and information.

WHO SHOULD ATTEND

This program is designed for operations personnel who are responsible for customer contact in connection with processing claims for customer funds and information.

TOPICS COVERED

- Developing written procedures
- Proposed federal regulations on protecting exempt funds
- Right of offset
- Attachments
- Garnishments
- IRS Levies
- State Levies
- Summons
- Subpoenas
- National security letters
- Third-party communications that trigger SAR investigations

DELIVERY METHOD/PROGRAM LEVEL/CONTENT

This live, overview program focuses on the many issues involving third party claims. Each participant will receive a manual as a reference guide which will include vital information participants can use ongoing. The instructor will take time to discuss and answer questions participants may have and will provide important information concerning the day's topics.

PREREQUISITES & PREPARATION

No prerequisites or advance preparation are required for this program.

PROGRAM INSTRUCTOR:



Ken Gollhofer is a principal with Pegasus Educational Services, LLC, a training firm headquartered in Louisville, KY. He is an experienced banker with a unique ability to reduce complex legal concepts to plain English. Gollhofer has explained the "why" and "how" of regulations to thousands of financial institution personnel and examiners.

PROGRAM FEE

	TBA Members / Associate Members	Nonmembers
Early Registration	\$205	\$410
Early registration deadline is August 23, 2010		
Registration	\$230	\$435
At-the-door	\$255	\$460

Fee covers instruction, reference manual, refreshment breaks, and lunch. Please register early as seating is limited. **At-the-door registrants will be assessed an additional \$25 late registration fee.**

No written confirmation of seminar registration will be sent from the TBA.

Participation in TBA programs is limited to members, associate members, and nonmembers from an eligible membership category at applicable member or nonmember rates.



NEW 2010 Developing Procedures to Handle Levies, Garnishments, Subpoenas, etc

Third-Party Claims on Customer Funds and Information

DATES AND LOCATIONS

August 31, 2010 - Knoxville, TN
UT Conference Center
600 Henley Street – 865/974-0250

September 3, 2010 - Nashville, TN
Barrett Training Center
211 Athens Way – 800/964-5525 or 615/244-4871



The meeting location is a designated nonsmoking facility and property

CONTINUING EDUCATION CREDIT

Attendants qualify for 6.5 hours of Continuing Professional Education (CPE) credit in the area of Specialized Knowledge and Application. For more information regarding administrative policies or complaints, please contact our offices at 615/244-4871.

Tennessee Bankers Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org



Submitted for 6.5 hours of credit from the Institute of Certified Bankers (ICB); area to be determined. Please make application directly with ICB.

For additional continuing education credit information call the TBA education department at 800/964-5525 or 615/244-4871.

GENERAL INFORMATION

Attire: Business casual attire is appropriate for all TBA programs. Because of temperature variations in meeting rooms, please bring a sweater or jacket for your comfort.

Special Needs: If you have a disability that may affect your participation in this program, please send TBA a statement regarding any special needs at least 10 days before the program. We will contact you to discuss accommodations.

Cancellation Policy: Cancellations received in the TBA office 7 business days prior to the scheduled program will be refunded in full. Due to commitments with hotels, cancellations received less than 7 business days prior to the scheduled program are not refundable. Substitutions are welcome. Registrants who do not attend the program or send a substitute will be responsible for the entire registration fee.

For more information about this program, contact:
Debbie Brickles - dbrickles@TNBankers.org
Vice President and Director of Training and Development
Tennessee Bankers Association
211 Athens Way, Ste 100 • Nashville, TN 37228-1381
800/964-5525 or 615/244-4871 or www.TNBankers.org.



2010 Developing Procedures to Handle Levies, Garnishments, Subpoenas, etc: Third-Party Claims on Customer Funds and Information

- August 31** - Knoxville, UT Conference Center
- September 3** - Nashville, Barrett Training Center



To register online go to www.TNBankers.org

Please type or print.

Name _____ E-mail _____
Name _____ E-mail _____
Company _____ Contact Person _____
Street Address _____ E-Mail _____ Phone _____
City _____ State _____ ZIP _____

**Must be included.
For educational tracking only.**
SS# _____
SS# _____

TOTAL ENCLOSED \$ _____

**Make checks payable to the
Tennessee Bankers Association**

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Signature of cardholder _____

Card billing address _____

City _____ State _____ Zip _____

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RETURN COMPLETED FORM AND PAYMENT TO:

Tennessee Bankers Association
ATTN: Monique Jenkins
211 Athens Way, Ste 100
Nashville, TN 37228-1381
Phone: 615/244-4871 or 800/964-5525 Fax: 615/324-1990