



5th Annual Risk-Management Session Meeting Agenda

Thursday, March 17, 2011 - Day One

- 8:00 am Registration and Breakfast Three Fires Room
- 8:45 am Welcome & Introductions Flo Cobb, MCUL
- 9:00 am Card Industry Trends Bob Hackney, CSCU
- 10:00 am Break
- 10:15 am Loyalty and Risk Management Mike Hamblin, FIS
- 11:45 am Lunch Saginaw Room
- 1:00 pm Solving Counterfeit Check Problems Josh Sheehan,
Advanced Fraud Solutions
- 2:00 pm Break
- 2:15 pm Positioning Credit Unions to Lead Education Finance in the 21st Century Jim Holt,
CU Student Choice
- 3:15 pm Credit Card Act Clarification Veronica Madsen, MCUL
- 4:15 pm Peer Group Success Stories Lead by Scott Williams,
Community Alliance CU
- 4:45 pm Adjourn
- 6:00 pm Welcome Reception Saginaw Room

After the reception at 8:00 pm - Dinner tickets available for the Firefly Buffet

Friday, March 18, 2011 – Day Two

- 8:00 am **Breakfast** **Three Fires Room**
- 8:30 am **Relationship Overview** **Lyle Krall, FIS**
- 8:45 am **Discover Network Co-Branded/Affinity Cards** **Kristi Lockhart, Discover Network**
- 9:45 am **Break**
- 10:00 am **Instant Card Issuance – Increasing Member Loyalty and Driving Interchange Revenue** **Blake Councill, Datacard Group**
- 11:00 am **Wire Transfer, ACH and ATM Fraud** **Ann Davidson, CMG**
- 12:00 pm **Adjourn**

Additional Meeting Information

A Special Thank You to Our Event Sponsors:

Card Services for Credit Unions (CSCU)

Advanced Fraud Solutions

CU Student Choice

Discover Network

Datacard Group

FIS

CUcorp Lending Solutions:

Flo Cobb, Vice President

Nangela Piersall, Cards Business Development Manager

Jason Brink, Security & Item Proc. Supervisor

Rose Jacek, Manager Lending Solutions

Tara Rohlan, Card Specialist