###### SuperCommunity Bank Compliance Peer Group Forum

# New York City, NY

# November 2-3, 2020

**AGENDA**

*(Casual Attire, jeans welcome)*

##### Sunday, November 1st – OPTIONAL

5:45pm Dinner– meet at registration in the lobby; Anat’s cell number 916-717-1710

##### Monday, November 2nd

7:30 Breakfast

8:00 Roundtable Discussions

* Bring 2-3 good ideas to share with the group
* Bring one best practice
* Discuss an example of what not to do (disasters)
* Bring questions you’d like to ask

10:00 Break

10:15 Updates continued

12:00 Lunch: Recent exam experiences

1:00 Customer remediation practices

2:00 Three lines of defense – progress and success stories

3:30 Adjourn

5:45 Meet Anat in the hotel lobby

6:00 **(Off-site)** Dinner\*

**Tuesday, November 3rd**

7:30 a.m. Breakfast - Goals for Next Meeting

8:00 Complaint management

9:00 Third party compliance risk management

10:00 Break

10:15 Handling state laws

11:00 Organization and staffing (bring yours)

12:00 Adjourn

\* Spouses and guests are invited.

Note: Bring copies for all attendees.