

Operations, Security & Technology Conference

March 31 – April 2, 2026

NEW LOCATION!

**Wyndham Executive
Center
Columbia**



COMMITTEE



MEMBERS

Denise Williams, PSB Bank, New Haven

Lauren Bockhorst, United Bank of Union

Brandon Hale, New Era Bank, Fredericktown

Luke Hansen, OMB Bank, Mount Vernon

Steve Korbe, West Plains Bank and Trust Company

Nick Lofaro, Four States Bancshares, Inc., Carthage

Julie Parrish, Exchange Bank of Missouri, Fayette

Sara Richardson, Heritage Bank of the Ozarks, Lebanon

Aaron Sloan, Sherwood Community Bank, Harrisonville

Justin Starr, Community National Bank & Trust, Carthage

Daniel Wyatt, MRV Banks, Sainte Genevieve

CONTINUING EDUCATION



American
Bankers
Association.

ABA Professional Certifications - The conference has been submitted to American Bankers Association for continuing education credits.

CPE - A CPE certificate will be granted to registered attendees upon request.

Program Level: This event is designed to provide support as you keep on top of technology trends, navigate the business of banking, and build your bank's technology strategy—all to improve access and better serve your customers. This conference will provide you with an opportunity to learn from industry experts, network with IT colleagues, and visit with exhibitors to see and experience the latest in products and services.

Specialized Knowledge – 17.5 credits available by attending all three days.

Instructional Delivery Method: Group Live

Advanced Preparation: None

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AGENDA

TUESDAY, MARCH 31

8:30 a.m. Registration



9 a.m.

The 4Ls of Physical Security

Barry Thompson, Managing Partner | Thompson Consulting Group

Is that beautiful, flowering tree blocking sight lines to your entry? How long has that lightbulb been burnt out? This session reviews inexpensive and effective changes you can implement immediately to ensure the bank is safe and secure. Review exterior security concerns such as landscaping, lighting, location and locks. This session also reviews building design flaws and how to correct them. Discover why a night inspection program is essential and examine law enforcement's best practices to protect financial institutions.

10 a.m.

Refreshment Break



10:15 a.m.

First Amendment Auditors

J. Branch Walton, Consultant | Thompson Consulting Group

First Amendment auditors are individuals who attempt to enter and remain on city or public property to record your employees, officials and operations or to engage in other expressive conduct. They claim to be testing your knowledge of First Amendment rights and are well known for directly confronting and recording law enforcement officers on duty. Their goal is to record how your employees respond to their recording and to see if you violate their First Amendment rights by often engaging in verbal tactics to "rattle," "bait," "anger" or "surprise" your employee or official to illicit a "recordable response." Any action taken by your employee to challenge or prevent them from recording may become grounds for a lawsuit, and the video often is placed on YouTube for public viewing. Learn common sense guidelines on how to properly respond to these frustrating and potentially volatile confrontations.

11:15 a.m.

Refreshment Break

11:25 a.m.

Current Cybercrime Trends

Matt Kenyon and Moises Diaz, Special Agents | FBI Kansas City Field Office

12:15 p.m.

Lunch



1 – 2 p.m.

Managing Security for Nonsecurity Professionals

Tim Keck, Partner and Vice President | SafeHaven Security Group

Are you responsible for safety and security but don't have decades of safety and security experience? Sometimes in our jobs, we get the "other duties as assigned" and maybe for you, that involves safety and security. If you are not sure where to start, this training will provide you with resources and strategies you can use to immediately start keeping your people safe.

2 p.m.

Break in Conference Trade Show

AGENDA

TUESDAY, MARCH 31

2:15 – 3:15 p.m. **Staying a Step Ahead: Real Scam Education Tactics from Real Financial Institutions**



Moderator:
Barry
Thompson



Quentin McConkey
Security Officer
BTC Bank
Albany



Wade "Pee Wee" Bartels
President/CEO
Alliance Bank
Jackson

Too often, financial institutions make a single attempt to educate seniors or community groups about scams and when that first effort falls flat, the initiative is dropped with the familiar refrain: "We tried that, and it didn't work." However, successful scam education takes more than one try — it takes persistence, creativity and commitment.

Discover how Missouri community banks built effective, sustainable programs to help account holders recognize and avoid fraud. Gain practical ideas you can adapt to fit your institution — no matter the size.

3:15 – 4:15 p.m. **Internal Fraud: The Warning Signs**



Barry Thompson, Managing Partner | Thompson Consulting Group

How prepared is your institution to detect and prevent internal theft and fraud? Embezzlement continues to be one of the most frequently reported Suspicious Activity Report events filed by financial institutions. This engaging session examines the behavioral red flags that often indicate internal fraud in progress. Learn the warning signs every staff member should recognize, how internal fraudsters conceal their activities and where stolen funds are commonly spent. Know when an institution should conduct an internal investigation versus engaging a certified fraud examiner. Gain a clearer understanding of how internal fraud works and how to stop it.

4:15 p.m. **Reception & Vendor Networking**

WEDNESDAY, APRIL 1

7 a.m. **Registration & Breakfast**

8 – 8:15 a.m. **Welcome & Announcements**

8:15 – 9:15 a.m.



Building Blocks: Breaking Down the Tokenized Money Landscape

Lee Wetherington, Senior Director of Corporate Strategy | Jack Henry & Associates

Dive into a lively, entertaining look at the landscape of tokenized digital money with Lee Wetherington as he explores stablecoins, tokenized deposits and deposit tokens (yes, there's a difference between the last two). Discover their potential impacts on demand deposits and lending at banks and how tokenized money will affect the banking industry.

9:15 – 9:45 a.m. **Break with Exhibitors**

9:45 – 10:45 a.m.



Think Like a Cybercriminal

Etay Maor, Chief Security Strategist | Cato Networks

We read about hacks and breaches daily, but what do we know about these cybercrime groups and how they conduct these attacks? This session dives into basic hacking techniques as Etay Maor demonstrates what types of tools hackers are using today. Examine the scope of these attacks and discuss best practices on how to protect yourself and your banks. Demonstrations will include a look into the dark web, hacking buildings social engineering tactics and more, including a live demo of how AI tools can be used by both threat actors and defenders. It is only once you understand how the attacker operates that you can defend against these attacks.

AGENDA

WEDNESDAY, APRIL 1

10:45 – 11 a.m. Break in Conference Trade Show

11 a.m. – Noon



CISA/MO OHS Exercise — How CISA Can Help Your Bank

Robert Graham, CISSP, Cyber Security Advisor, Cybersecurity and Infrastructure Security Agency | U.S. Department of Homeland Security

CISA works that “left-of-boom” approach to help your organization prepare for bad days by creating partnerships and offering free tools and resources to help organization make their systems more secure and resilient.

Noon

Vendor Prize Announcement

12:15 – 1:15 p.m.

Lunch

1:15 – 2:15 p.m.



AI Ready: Preparing for The Future of the Financial Services Industry

Matt Sabo, Director | Wipfli Advisory LLC

Gartner predicts that by 2027, AI will touch all areas of the financial services industry, particularly front-line staff operations. It's set to revolutionize work by automating routine tasks, providing personalized customer interaction and maximizing the value of your data with real-time analysis. To harness AI effectively, organizations must start with the right technology. Your bank needs to understand the industry changes, technology and technology partnerships that facilitate successful AI adoption. You also need to keep pace with changes in how data is searched, collected and used. Gain insights about the technology components necessary for successful AI implementation; how to evaluate the adequacy of core and cloud-provider offerings and when to consider adopting newer SaaS solutions.

2:15 – 2:30 p.m.

Refreshment Break

2:30 – 3:30 p.m.



Implementing Data Governance Successfully in Financial Institutions

David Fields, Partner | Wipfli Advisory LLC

Data governance is often confusing because it can be a self-defined term. Individuals often apply different meanings to the term, depending on their personal biases. Like any good business practice, effective data governance includes a set of best practices addressing how data are generated, curated, stored, used and disposed. These practices align with how data are used to address business objectives while securing data and meeting complying with regulations. Learn the necessary steps to implement data governance successfully, best practices for a data governance program in financial services, the types of software that aligns with each data governance best practice and measuring success of a data governance program.

3:30 – 3:45 p.m.

Refreshment Break

AGENDA

WEDNESDAY, APRIL 1

3:45 – 4:45 p.m. **Third-Party Risk Management in Less Than 40 Hours Per Year: Practical Vendor Management for Bankers**



Jimmy Sawyers, Chairman | Sawyers & Jacobs

Sunsetting cores, banking as a service (BaaS) nightmares, fintech partnerships that require adult supervision and multiple technology investments and vendor relationships ... all must be managed to help the bank perform at a high level. These facts, combined with a need to satisfy your board, executive management and the regulators, make third-party risk management a sometimes overwhelming yet required task.

There are few solutions and no gimmicks. Buy a bloated vendor management system that must be fed constantly but produces no value? Include every vendor on the accounts payable listing? It's time to stop the madness — there is a better way! Learn how to choose the right providers then manage the relationship effectively so your bank can leverage technology while improving operational efficiency and reducing your overall tech spend as a percentage of noninterest expense.

4:45 – 5:45 p.m. **Networking Reception**

THURSDAY, APRIL 2

7 – 8 a.m. **Breakfast**

8 – 9 a.m. **Security, Privacy and Use Cases of Top AI Models**



Cody Delzer, CISA, CDPSE, Principal Consultant | SBS CyberSecurity

Are you struggling to make sense of today's generative AI platforms? You're not alone. The rapid adoption of tools like ChatGPT, Copilot, Gemini, Claude, Perplexity and DeepSeek raises urgent questions around data security, privacy and regulatory compliance. This session takes a comprehensive, unbiased look at these platforms and offers practical, actionable guidance for financial institutions. Learn key risks hidden in each platform's terms and conditions and real-world use cases for AI platforms in the financial sector as you seek straightforward answers to the two questions every financial professional is asking — Are these AI tools safe to use? Can you trust them to protect your sensitive data?

9 – 9:15 a.m. **Refreshment Break**

9:15 – 10:15 a.m. **Is your Bank Overpaying for Underperformance? Evaluating Your IT Department**



Rob Houser, Senior Strategic Account Advisor | Integris

What if we told you that neglecting your IT department is like leaving money on the table? Imagine the potential for growth and success if you understood how to leverage the power of technology to drive employee efficiency and customer satisfaction, without overpaying. Join our session to understand why partnering with your IT department is not just important, it's essential.

10:15 – 10:30 a.m. **Refreshment Break**

10:30 – 11:30 a.m. **Regulatory Panel: A Discussion on IT Exams and More**

Invited panel members include representatives from FDIC, Federal Reserve Bank, Missouri Division of Finance and OCC

Now more than ever, it is critical to hear from both the state and federal banking regulatory agencies. Representatives will discuss current trends in operations and technology regulation, including internal controls and contingency planning. This session provides an opportunity to ask questions of various agencies and bring you up to date on regulatory issues.

11:30 a.m. **Adjourn**

GENERAL INFORMATION

Who Should Attend

This conference is designed for those who are responsible for physical security, cybersecurity, fraud, IT planning, network administration, information security and operations, as well as any others who are responsible for making technology decisions at your bank, including senior management.

Registration Information

Payment by Phone, mobankers.com or Invoice Fees

MBA-Member: First Registrant - \$400 | Each Additional (per person) - \$375 | 4 or more per person - \$350

Nonmember: \$1,600

Contact the [MBA Education Department](#) for group discount.

The cost of meals included in this registration fee for this conference is \$165. This information is provided for your bank's tax records, in keeping with the IRS 50% deductible provisions under Section 274(n) of the Internal Revenue Code.

**Fees include meals, reception, refreshment breaks and conference materials. These fees do not include hotel accommodations.*

Conference Materials

Registered attendees will be able to access handouts through the conference app for free. For those who prefer printed handouts, there is an additional \$100 fee that must be paid with the registration fee. Printed handouts will only be available to conference attendees who prepaid for the materials. Please note that some handouts will not be available as some speakers do not share their presentations. MBA is recording all conference sessions, and an email with a link to the recordings will be sent after the conference.

Cancellation Policy

Full refunds will be granted for cancellations received by MBA at least 10 days before the conference date. After that date, an administrative fee of \$10 per canceled registration will be retained. Cancellations will not be accepted five days before the conference. Substitutions are always permitted.

Dress Attire

Business casual is recommended for all sessions.

NEW LOCATION!

Hotel Information

The seminar will be held at Wyndham Executive Center in Columbia. Overnight accommodations are available at the hotel.

Wyndham Executive Center

2200 Interstate 70 Dr SW
Columbia, MO 65203
573-416-0447

Hotel Group Rate of: \$129 – \$139 per night

Cutoff Date For Room Block: March 1, 2026

Be sure to state you are attending the Missouri Bankers Association's Operations, Security, Technology Conference.

Room availability is not guaranteed after the cutoff date, and room rates may revert to the published rate. Early reservations are encouraged!

Disabilities and Dietary Restrictions

If you have any dietary restrictions or disabilities and need assistance, please email elawson@mobankers.com.

Image Use Policy

Registration or participation by an individual in attending Missouri Bankers Association events and activities constitutes an agreement by the attendee to the MBA's use and distribution, both current and future, of the attendee's name, image or voice in print, media, social media, photographs, videotapes, electronic reproductions, and audiotapes of, or reporting, such events, and activities and promoting MBA activities, services and programs. Attendees waive any right to inspect or approve the finished materials and MBA communications and publications and agree that all such images, pictures, video or audio recordings, and any reproduction thereof, shall remain the property of the MBA to use at its discretion. Consent is binding, perpetual and may not be revoked.

Questions

If you have questions concerning any part of this conference, please call the MBA Education Department at 573-636-815.

REGISTRATION FORM

Please PRINT or TYPE below. You may photocopy this form for additional registrants.

Organization Information _____

Bank _____

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Name of Attendee _____

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Title _____

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Name of Attendee _____

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Title _____

Email _____

Name of Attendee _____

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Email _____

Method of Payment _____

First Registrant.....\$400 # _____ \$ _____

Each additional.....\$375 # _____ \$ _____

4 or more per-person.....\$350 # _____ \$ _____

Day 1 Only-Security Seminar...\$295 # _____ \$ _____

Nonmember.....\$1,600 # _____ \$ _____

Total Amount Due \$ _____

**Contact the MBA Education Department for group discount.*

**Fees include meals, reception, refreshment breaks and conference materials. These fees do not include hotel accommodations.*

Invoice the bank.

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Three Ways to Register

-  573-636-8151
-  mobankers.com
-  Mail check payable to Missouri Bankers Association and form to:

Missouri Bankers Association
P.O. Box 57
Jefferson City, MO 65102

