OPERATIONS, SECURITY & TECHNOLOGY CONFERENCE

April 10 – 12, 2024

Margaritaville Lake Resort

494 Tan Tara Estate Drive, Osage Beach, MO 65065

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AGENDA

1 p.m. **Registration & Trade Show Opens**

2 –3 p.m. **Third-Party Risk Management: A New and Practical Approach**
Jimmy Sawyers, Chairman & Co-Founder | Sawyers & Jacobs LLC

The most important part of third-party risk management (aka vendor management) is choosing the right providers. That due diligence is critical to having a high-performing bank. Then, we must manage these relationships from a practical, business perspective while maintaining regulatory compliance and proper security.

In many banks, vendor management has grown out of control, resulting in inefficient systems, unnecessary overhead and ridiculous time-consuming tasks that have neither a return on investment nor a regulatory reason. If you're spending more than 40 hours annually on vendor management, you're doing it wrong. There is a better way!

Gain strategic insight and valuable takeaways on third-party risk management while formulating a new way of thinking about third-party risk management.

3 – 3:15 p.m. **Refreshment Break in Trade Show**

3:15 – 3:45 p.m. **Fintech Showcase (Three 10 minute presentations)**

3:45 – 4 p.m. **Refreshment Break in Trade Show**

4 – 5 p.m. **Stay Ahead of the Hackers! — A Guided Forensic Tour of a Cyberattack**
Joshua Jacobs, President & Co-Founder | Sawyers & Jacobs LLC

Joshua Jacobs discusses the evolution of a business email compromise and the new methods that financial institutions' adversaries are using to gain unauthorized access to users' email accounts. Using real-world examples, Jacobs will show why this is such a popular target right now and the dangers that a BEC attack presents to financial institutions. He will explain exactly how attackers gain access and even bypass multifactor authentication. Jacobs will walk through audit log settings necessary to detect what the attackers did and what they saw, as well as review controls that can be used to mitigate the risk of this popular attack vector.

5 – 6 p.m. Reception & Vendor Networking

AGENDA

7:15 a.m.   **Registration & Breakfast**

8:15 – 8:30 a.m.   **Call to Order & Welcome**

8:30 – 9:30 a.m.   **What Generative AI Means for the Future of Banks and Banking**
Lee Wetherington, Senior Director of Corporate Strategy | Jack Henry

Generative AI is recalibrating banks' data strategy and resetting expectations for what's possible. How will GenAI affect banks, customers and financial services, and where are we seeing those impacts first? Do you have enough data or the right data to tune the large language models behind GenAI? Will it level the playing field between small and large financial institutions? How can you capture upside potential while minimizing downside risks? Join Lee Wetherington for an update on where we are now and a look at what's to come.

9:30 – 9:45 a.m.   **Refreshment Break in Trade Show**

9:45 – 10:45 a.m.   **All Aboard: FedNow Integration and Technical Challenges**
Kevin Olsen, AAP, APRP, CHPC, NCP | Pidgin
Stephanie Miracle, Product Director | FedNow

This insightful session from "Payments Professor" Kevin Olsen and Stephanie Miracle delves into the critical aspects of integrating with the FedNow Service, a pivotal development in the new world of instant payments. Participants will gain a thorough understanding of the technical and operational nuances of FedNow integration and onboarding. They will be equipped with practical knowledge on handling the complexities of instant payments, including compliance with regulatory requirements, and preparing for managing exceptions.

This session is essential for organizations looking to adopt FedNow, providing the tools and insights needed to navigate the integration process smoothly and efficiently. This in-depth exploration of FedNow's integration and onboarding will address your concerns and pave the way for a successful transition to instant payments, as well as review controls that can be used to mitigate the risk of this popular attack vector.

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

11 – 11:30 a.m.   **Fintech Showcase (Three 10 minute presentations)**

11:30 a.m. – 12:30 p.m.   **Lunch**

AGENDA

12:30 – 1:30 p.m. **Becoming a Real-Time Bank Without Asking Your Core's Permission**
David Wexler, CEO & Co-Founder | PortX
Shelba Murphy, Senior Vice President of Sales | PortX

Banks play a vital role in providing financial services essential for economic growth and community vitality. However, they face challenges with the evolution of fintech, particularly for those that have not embraced digital transformation. The future of banking's digital shift hinges on developing a solid technology infrastructure. This includes abstracting the banking core, modernizing digital operations and devising a strategy for rapid integration with fintechs and real-time payment networks.

PortX will simplify this transformational process by breaking down the fundamentals of APIs and their significance in banking. Participants will learn the critical distinctions between banking core middleware and an integration-platform-as-a-service, gaining an understanding of how the difference is crucial for FIs. PortX's API-led approach has been instrumental in unlocking access to core data, simplified fintech connectivity, real-time payment adoption, digital infrastructure enhancement and internal application integration so that financial institutions can deliver unparalleled products and services to customers and staff.

1:30 – 2 p.m. **Fintech Showcase (Three 10 minute presentations)**

2 – 3 p.m. **Reporting Critical Information Security Areas Upstream**
Nick Podhradsky, Executive Vice President | SBS CyberSecurity

One of the most critical aspects of any information security program is communication and sharing information. This is especially true with executives and board of directors, who need to be educated and informed on all aspects of information security so they can ask better questions and make appropriate decisions. If the top level of the organization better understands the risks and the impact potential, it will help build a stronger information security culture throughout the organization. Discover methods and resources for reporting upstream to help your board and executives understand your ISP and cyber risk.

3 – 3:15 p.m. **Refreshment Break**

3:15 – 4:30 p.m. **Workplace Violence and Active Shooter — The New Standard**
Tim Keck, Senior Consultant | SafeHaven Security Group

There is one thing that you can say for sure about violence and active shooter incidents — it's getting worse. Most organizations still respond in the same way as they did 20 years ago, and it's not working. However, there is something that does work, and it's used by agencies like the U.S. Secret Service every day — threat assessment and management. This method stresses prevention and recognition of established warning signs that can often be seen months in advance.

As a business leader, what can you do to protect yourself and your people? Tim Keck, a retired chief of police, answers those questions by providing very practical and effective ways to keep everyone as safe as they can be.

4:30 – 5:30 p.m. **Networking Reception**

AGENDA

7 – 8 a.m. **Breakfast**

8 – 9 a.m. **Elevating Your Fraud Prevention Strategies**
Mike Burke, Senior Consultant | SHAZAM

What are the latest schemes, trends and tricks fraudsters are using to get your customer information? With ever-evolving tactics, it can be difficult to stay abreast of current trends. Learn the many ways criminals are gathering card information and what can be done to prevent fraud and card losses. This session covers fraud detection systems, blocking transactions, transaction alerts and other important tools. From chip cards to the increase in skimming attacks, learn ways to keep fighting back.

9 – 9:15 a.m. **Refreshment Break**

9:15 – 10:15 a.m. **Fraudsters are Hard at Work. How Hard are You Fighting Back?**
Shelly Sipple, AAP, APRP, NCP, Senior Director, Certifications & Continuing Education | EPCOR

Fraudsters don't care how they get paid. They'll take it over any payment rail, including ACH. Examine current fraud schemes affecting businesses and consumers that result in money being sent out of their accounts using ACH credits. Learn what banks can do to fight back — fraud detection, prevention and recovery of funds.

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

10:30 – 11:30 a.m. **Liar, Liar Pants on Fire**
Traci Brown

It's never been more vital to be able to identify a colleague, client or supervisor whose pants are on fire. There are too many cases of financial fraud to report these days. Much of it is online, but much of it happens right in front of your eyes by people who seem trustworthy on the surface. Think Bernie Madoff ... you must ramp up the human element of security and risk management. Knowing what's behind the polish of the fancy suit or P&L is vital to protect you, your bank and your customers. In this fast-paced presentation, learn how to use Traci Brown's "9 Point Fraud Spotting System" to find the liars in today's headlines and in your own life.

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 - $450 | Each Additional (per person) - $400 | 4 or more per person - $375
Nonmember: $1,800
Conference Materials Hard Copy: $100

Contact the MBA Education Department for group discount.

The cost of meals included in this registration fee for this conference is $150. 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 at the MBA office by Friday, March 29. After this date, an administrative fee of $30 per canceled registration will be retained. Cancellations will not be accepted after Thursday, April 4, and no refunds will be given. Substitutions are always permitted. Registrants are responsible for canceling their own hotel reservations.

Dress Attire
Business casual is recommended for all sessions.

Hotel Information
The seminar will be held at Margaritaville Lake Resort at the Lake of the Ozarks. Overnight accommodations are available at the hotel.

Margaritaville Lake Resort Lake of the Ozarks
494 Tan Tara Estate Drive
Osage Beach, MO 65065
573-348-3131

Hotel Group Rate of: $129 per night
Cutoff Date For Room Block: March 27, 2024

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

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OPERATIONS, SECURITY, TECHNOLOGY CONFERENCE

April 10 – 12, 2024 | Margaritaville Lake Resort Lake of the Ozarks

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

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Name of Attendee _____

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Name of Attendee _____

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Method of Payment _____

☐ First Registrant..........$450   #_____$ _____

☐ Each additional..........$400   #_____$ _____

☐ 4 or more per-person..$375   #_____$ _____

☐ Nonmember..............$1,800 #_____$ _____

☐ Conference Materials....$100 #_____$ _____
    Hard Copy

Total Amount Due $_____

*Contact the MBA Education Department for group discount.

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

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Three Ways to Register

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