



Fraud Fighters: The Human Firewall



Virtual Program

Pick a session that fits your schedule.

Aug. 5, 9 a.m. – Noon or Aug. 12, 1 – 4 p.m.

As fraud schemes continue to evolve, frontline employees play a critical role in protecting customers and safeguarding the institution. Criminals are becoming increasingly sophisticated, using emotional manipulation, social engineering, and technology to convince victims to willingly send money, provide sensitive information, or participate in fraudulent activity.

From romance scams and elder financial exploitation to cryptocurrency, imposter, and investment scams, frontline employees are often the first to notice when something doesn't seem right. Knowing what to look for—and how to respond—can make all the difference.

This practical and engaging session is designed specifically for tellers, customer service representatives, universal bankers, branch personnel, and other frontline staff. Participants will learn how to identify red flags of fraud, recognize signs that a customer may be a victim of a scam, ask effective questions, and confidently engage customers in conversations that could help prevent financial loss.

Using real-world examples, case studies, and interactive discussions, attendees will leave with tools they can immediately apply in their day-to-day customer interactions.

Agenda

- Recognize the most common scams impacting bank customers today
- Identify behavioral and transactional red flags associated with fraud
- Understand how criminals use social engineering to manipulate victims
- Detect warning signs of romance scams, imposter scams, elder financial exploitation, investment fraud, cryptocurrency scams, and other emerging threats
- Ask effective questions to uncover potential fraud concerns
- Navigate difficult conversations with customers who may not realize they are being victimized
- Understand when and how to escalate concerns internally
- Enhance customer education efforts and strengthen fraud prevention at the front line

Who Should Attend

This session is ideal for tellers, universal bankers, customer service representatives, new account representatives, branch managers, operations personnel, fraud and BSA staff, and anyone who interacts directly with customers.

About The Speaker



Kristin Harville

Kristin is an experienced and knowledgeable compliance professional with an extensive background as a banker, an examiner, and a consultant bringing a wealth of "real world" knowledge that goes beyond the regulations. Her most recent experience before joining PSI included leading a \$2.7 banking compliance team focused on BSA, Compliance Management System, Internal Audit, Technology Implementation, and Enterprise Risk Management.

Virtual Live Format

Attendees will need internet access and a standard web browser to join this video and web conferencing. They will receive an email with a link to join the virtual meeting, handouts and any additional information a few days before each event. You do not need your own Zoom account. You will use the link, meeting ID and password shared in the email.

Registration Information

MBA Member

First registrant each	\$250
2 – 5 registrants each person.....	\$200
6 or more (all access).....	\$1500

Nonmember

Each registration	\$2000
-------------------------	--------

Remember that this registration is per person only, multiple people in the same room attending the program is discouraged. The only exception is when all the registrants have enrolled separately and each registrant has paid their own individual registration fee, or you have purchased the "all access."



Fraud Fighters: The Human Firewall



Virtual Program

**Pick a session that fits your schedule.
Aug. 5, 9 a.m. – Noon or Aug. 12, 1 – 4 p.m.**

Cancellation/Refunds

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 \$20 per canceled registration will be retained. Cancellations will not be accepted five days before the conference. Substitutions are always permitted.

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

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

Organization Information _____

Bank _____

Address _____ City/State/ZIP _____

Phone _____

Name of Attendee(s) _____

Name _____

Title _____

Email _____

☐ Aug. 5 ☐ Aug. 12

Name _____

Title _____

Email _____

☐ Aug. 5 ☐ Aug. 12

Name _____

Title _____

Email _____

☐ Aug. 5 ☐ Aug. 12

Name _____

Title _____

Email _____

☐ Aug. 5 ☐ Aug. 12

Method of Payment _____

First registrant each \$250 # _____ \$ _____

2 – 5 registrants each person \$200 # _____ \$ _____

6 or more (all access) \$1500 # _____ \$ _____

Nonmember \$2000 # _____ \$ _____

Total Amount Due \$ _____

☐ Check enclosed, payable to MBA.

☐ Invoice

☐ Credit Card Payment* (Please type.)

Exp. Date _____ CVV _____

No. _____

Type Name _____

Signature _____