

**2024 Bank Expo Schedule of Events**

April 4, 2024

Who Should Attend	Start Time	End Time	Session TITLE	Sponsored By	Location
All Attendees	9:00AM	9:45AM	Registration and Continental Breakfast with Welcome	Wolf & Co	Lobby Foyer, Vermont & New Hampshire
All Attendees	9:45AM	11:00AM	Kickoff CEO Town Hall with Andrew Silsby, Mark Jones, and Blaine Boudreau moderated by Jim Roche		Vermont & New Hampshire
Sales/Relationship Management Professionals	11:00AM	11:45AM	GROW Breakout: Sales DNA of an Effective Banker: The 21 Sales Core Competencies	Anthony Cole Training	Massachusetts
Human resources/L&D/Training Professionals	11:00AM	11:45AM	DEVELOP Breakout: Retaining Talent During Economic Uncertainty	Career Management Associates	Rhode Island
Cybersecurity and IT Professionals	11:00AM	11:45AM	SECURE Breakout: Artificial Intelligence: It's impact on Risk, Policy, and Banking Operations	Monarch	Connecticut
Compliance Professionals	11:00AM	11:45AM	COMPLY Breakout: Artificial Intelligence, Models, and Algorithms: Compliance Implications for the Financial Services Industry	Deer-Brook	Cumberland/Kennebec/Lincoln
Branch Operations Professionals	11:00AM	11:45AM	FRONTLINE Breakout: Active shooter, the new robbery, and general acts of violence	Blue-U	Oxford/Somerset
All Attendees	11:45AM	1:00PM	Luncheon and General Session: How Banks Are Preparing for AI and Utilizing AI Tools, Introduced by Steve DeCastro	WipFli	Vermont & New Hampshire
Sales/Relationship Management Professionals	1:00PM	1:45PM	GROW Breakout: Going Fishing: Build Your Sales Prospecting Plan	Anthony Cole Training	Massachusetts
Human resources/L&D/Training Professionals	1:00PM	1:45PM	DEVELOP Breakout: Banking on Excellence: Unlocking the Keys to Effective FMLA and ADA Leave Management	Career Management Associates	Rhode Island
Cybersecurity and IT Professionals	1:00PM	1:45PM	SECURE Breakout: Access & Authentication. How AIBE's replacement issued in 2021, and the newest technologies might affect your strategies, risk management, and monitoring programs	Monarch	Connecticut
Compliance Professionals	1:00PM	1:45PM	COMPLY Breakout: Open Banking - Compliance Considerations Under CFPB's Rulemaking	Deer-Brook	Cumberland/Kennebec/Lincoln
Branch Operations Professionals	1:00PM	1:45PM	FRONTLINE Breakout: Instant Payment Rails- How similar are they and what governs these transactions?	NEACH	Oxford/Somerset
All Attendees	1:45PM	2:00PM	Refresh Break		Ballroom Foyer
Sales/Relationship Management Professionals	2:00PM	2:45PM	GROW Breakout: Expanding the Relationship with Stewardship	Anthony Cole Training	Massachusetts
Human resources/L&D/Training Professionals	2:00PM	2:45PM	DEVELOP Breakout: Importance of an Accountability Mindset	Career Management Associates	Rhode Island
Cybersecurity and IT Professionals	2:00PM	2:45PM	SECURE Breakout: Third-Party Relationships Risk Management – Considerations arising from the 2023 Interagency Guidance	Monarch	Connecticut
Compliance Professionals	2:00PM	2:45PM	COMPLY Breakout: Enhancing Incident Repose Plans to accommodate FIL-74-2021 Computer-Security Incident Notification Final Rule	Deer-Brook	Cumberland/Kennebec/Lincoln
Branch Operations Professionals	2:00PM	2:45PM	FRONTLINE Breakout: Combating Elder Financial Exploitation	American Banking Association	Oxford/Somerset

All Attendees	2:45PM	3:00PM	Refresh Break		Foyer
Sales/Relationship Management Professionals	3:00PM	3:45PM	GROW Breakout: <i>High Touch Coaching in a High-Tech, Remote World</i>	Anthony Cole Training	Massachusetts
Human resources/L&D/Training Professionals	3:00PM	3:45PM	DEVELOP Breakout: <i>Ice Breakers, Team Building Activities &amp; Energizers</i>	Career Management Associates	Rhode Island
Cybersecurity and IT Professionals	3:00PM	3:45PM	SECURE Breakout: <i>Cybersecurity Panel Discussion. Primary Topic: Microsoft 365. Service Provider and Cybersecurity Experts join fellow bankers to discuss the wide ranging issues of M365. Topics include secure configuration/engineering, licensing, tool-set selection, and cybersecurity.</i>	Monarch	Connecticut
Compliance Professionals	3:00PM	3:45PM	COMPLY Breakout: <i>BSA/AML &amp; GLBA: Maximizing Compliance Effectiveness Leveraging Risk Management Practices</i>	Deer-Brook	Cumberland/Kennebec/Lincoln
Branch Operations Professionals	3:00PM	3:45PM	FRONTLINE Breakout: <i>Quality Assurance/Quality Control and Bank Compliance</i>	M&M Consulting	Oxford/Somerset
All Attendees	3:45PM	5:00PM	Closing Remarks, Happy Hour, Networking	CROWE	Vermont & New Hampshire