

*New Critical Topics Added –  
Including Up-To-The-Minute  
Cyber Security Information!*

## **CREDIT UNION SECURITY MANAGEMENT AND DIRECTOR'S CONFERENCE**

*The Definitive Process To Develop, Maintain And Manage  
An Institution-Wide Baseline Security Program*

**APRIL 23 – 26, 2019 ▼ SAN ANTONIO, TEXAS**

*Omni La Mansión del Rio Hotel*



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Hotel, the Enchantment of The Riverwalk and the Thrill of Fiesta San Antonio*

**Who Will Attend:** SECURITY MANAGERS ▪ BOARD OF DIRECTORS  
SUPERVISORY COMMITTEE MEMBERS ▪ BOARD CHAIRS ▪ AUDITORS  
CEOs ▪ HR MANAGERS ▪ TRAINING MANAGERS ▪ COMPLIANCE OFFICERS

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**Conference Mission Statement**

**The Credit Union Security Management And Director's Conference Mission Is To:**

Provide a basic, initial and standardized training program that is appropriate for the professional security manager, regardless of the geographical location or the type of credit union involved. This program focuses on the development of core competencies regarding:

- Industry-standard security practices
- Personal and corporate security, and safety awareness
- The compliance with regulatory and legal issues
- The successful implementation and management of a credit union-wide security function

Define the basic role, duties, authority and responsibilities of the professional security manager. Among other requirements, state and federal regulations require that the security manager must develop a written Security Program that effectively:

- Prevents crimes and other incidents likely to result in an increased risk to the credit union's employees, members, facilities, assets & records
- Assists with the identification of persons responsible for criminal acts and policy violations that result in a loss
- Assists with the apprehension of those offenders
- Assists with the prosecution of offenders in both civil and criminal actions
- Assists with the recovery of lost funds and property

Establish an ongoing program of instruction that will satisfy the continuing education requirements of various disciplines including:

- Security Managers
- Compliance Officers
- Human Resource Managers
- Auditors
- Training Managers
- Using a comprehensive workbook, provide a basic and practical reference tool and appropriate resources available for further study

**About The Conference . . .**

**The Credit Union Security Management And Director's Conference**

addresses the increasing attention that examiners are focusing on the security function – allowing more time for participants to gain insight into the core components of security-related regulations, processes and practices. The program is designed to give both the new and the experienced security manager an educational program that:

- Provides him/her with a critical resource for receiving timely & continuing security education
- Will expose him/her to established and emerging “industry-standard” security practices
- Enhances his/her credibility with peers and with the board of directors
- Encourages him/her to continue a personal and professional development path
- May reduce his/her considerable personal, corporate, civil and criminal liability

Additionally, the conference will give both new and veteran board of directors the information they need to ensure their credit union and members are being protected.

**About Your Facilitators . . .**

**Carol Dodgen** is the owner of Dodgen Security Consulting, LLC. Since 1998, her company has been providing services for financial institutions, government entities, and businesses to include training, ATM lighting surveys, and vulnerability assessments. Before forming her company, Carol served as the security training officer for Compass Bank. She earned her Master's Degree in Criminal Justice and spent several years as an adjunct criminal justice instructor with Jacksonville State University. Carol is a nationally recognized speaker who has provided training for over 70,000 corporate, bank, law enforcement, and security personnel over the past 25 years. Carol earned her CPD (*Crime Prevention Designation*) and provides instruction on Crime Prevention Through Environmental Design (*CPTED*), Workplace Violence Prevention and Response, Managing Aggressive Behavior, Robbery Prevention and Response, and Personal Safety. In 2011, she was selected as a presenter on Workplace Violence at the ASIS International Conference. Carol recently produced her 2nd video training program entitled “Robbery: Plan. Prevent. Prevail.” which provides training for employees of financial institutions in proper robbery procedures.



Carol is a current member and past chapter president of the American Society of Industrial Security (ASIS), a member of the Illuminating Engineering Society (IES), the IES Security Lighting Committee, and a board member of the Alabama Women in Business. In 2009, Carol was appointed by the governor to serve on the newly-formed Alabama Security Regulatory Board and serves as vice-chair of this board which regulates the security guard industry in the state.

**Barry Thompson**, the author of *101 Security Tips for the Beginning Security Officer*, is known as “The Fraud Educator.” He has worked in the financial services industry for over three decades, holding the positions of security officer, compliance officer, treasurer, senior vice president, and executive vice president. He is the only fraud educator in his industry that has worked in senior management positions, which affords him unique insight into financial institutions. Over the course of his career, Barry handled over 900 security cases. He has been involved with investigations and prosecutions on the federal, state, and local levels, and has testified before grand juries, county courts, bankruptcy courts, family courts, and the New York State Supreme Court. As a security specialist for America's Community Bankers, Thompson was involved in all phases of organizing the National Operations, Technology and Security Conference, including designing and overseeing the conference's security track, hiring conference speakers, and writing the conference manual.



Barry is an in-demand, internationally-recognized speaker where he has made fraud, theft, and security presentations to groups throughout the country, in Europe, and at the United Nations. Recognizing the increasing importance of compliance in the banking industry, he became a Certified Regulatory Compliance Manager in 1997.

Barry has attended prestigious schools held by the American Bankers Association and America's Community Bankers. Among them are the National Trust School, held at Northwestern University, the National Compliance School, held at the University of Oklahoma and Emory University, and the Investment School at Fairfield University. He has put his knowledge and expertise to use as an instructor for both the Credit Union National Association's Security Institute and the Tennessee Bankers Association's Southeastern School of Banking.

Barry is also a writer who contributes to *Bankers' Hotline*, *bankersonline.com*, and other industry publications. He is the security and compliance “guru” for *bankersonline.com*, and has been interviewed by *Newsweek*, *Consumer Reports*, and other national and regional publications. Today, his firm focuses primarily on training at national and state conferences and conventions and in-house to banks and credit unions, from physical security to computer security. This includes in-depth instruction on identity theft, internal fraud, scams and schemes, conducting investigations, social media and bank robbery. To date, he has trained more than 35,000 financial professionals—and growing.



**Register Early for Greatest Savings!**

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**Day One ■ Tuesday, April 23, 2019**

**7:30 – 8:30 a.m.**

**CREDIT UNION SECURITY MANAGEMENT AND DIRECTOR'S CONFERENCE**

■ *Conference Registration* ■

**7:45 – 8:30 a.m. (GP) Sit-Down Breakfast**

**8:30 – 8:35 a.m. Introduction**

**8:35 – 9:00 a.m. National Security Update**

Security issues and priorities change on a daily basis, requiring the Security Manager to remain topically informed, assess the impact of those changes and adjust the security model for the entire institution. Crime trends and the evolution of critical legal issues should be as important as media headlines to the board of directors. In order to make informed decisions, the board relies upon the Security Manager to stay topically current and present reliable and thorough reports to the board. This segment contains "briefing" information about new and emerging events that will likely affect the security function.

**9:00 – 10:30 a.m. Security Regulations: What You Need To Know**

Section 748, NCUA Rules and Regulations, NCUA Letter 02-cu-12 and the standards of the industry determine the responsibilities of the security officer, management, and the board of directors. In this session, we'll review the requirements of a written security program, the financial institution, and the security officer in protecting the staff and public.

*Presentation Highlights:*

- Learn what items should be included and excluded in your written security program
- Know the requirements of Section 748 NCUA Rules & Regulations
- Know the best practices of the industry
- Actual pictures taken of financial institutions are used to illustrate why the regulations exist
- The need for a mission statement in your security program

**10:30 a.m. – 12:00 p.m. Managing The Security Equation**

Managing the security equation for your credit union is one of management's biggest challenges. Protecting the institution from internal fraud, external fraud, money laundering, and computer theft, as well as bank robbery and larceny, has evolved to a new level in recent years. In this session, we'll review the standard industry practices for credit unions. The program will also review the various layers of security and how to coordinate them in daily work requirements. Attendees will learn how to evaluate staff, establish training standards, and understand the importance of board and management involvement with the security function.

*Presentation Highlights:*

- Learn how to position the security function in your credit union
- What Are "Industry-Standard Security Practices"?
- What issues must the credit union's security program address?
- Who manages the security department?
- What common security practices should be applied?
- What are the security manager's most common problems?

**12:00 – 1:00 p.m. (GP) Sit-Down Luncheon**

**1:00 – 2:15 p.m. Internal Fraud**

How prepared is your credit union for internal theft and fraud?

Defalcations/Embezzlements were one of the most reported SAR events filed by financial institutions from 1996 to 2016. Internal embezzlements have caused financial institutions to fail overnight. This riveting session identifies the behavioral changes that can identify internal frauds in the making! We will review the warning signs that every staff member should look for or be able to identify to help stop an internal embezzlement. Discover where the internal thief will spend the stolen funds and how they keep their stealing from being found. Know whether you should do the investigation or hire a Certified Fraud Investigator. This insightful session provides you the tools needed to understand the workings of an internal fraud.

*Presentation Highlights:*

- Understanding the warning signs of an internal fraud in progress
- Know the business events that increase the potential for an internal fraud
- Learn what steps the financial institution should take to reduce potential fraud
- Know how to identify dysfunctional operations that will eventually produce an internal embezzlement

**2:15 – 4:15 p.m. Using CPTED (Crime Prevention through Environmental Design) to Conduct Your Annual Security**

Every credit union should conduct a comprehensive security review at least annually and more frequently if the institution's environment changes rapidly. Some of the environmental conditions include the introduction of a new product or service, a change in security regulations or laws and the acquisition of a previously owned facility, or an increase in crime events in the region.

The purpose of the security review is to identify conditions that may result in a loss or a legal action tomorrow . . . or thirty years from now. The review simply targets a credit union's "loss potential" using a standardized, practical and cost-effective methodology for analyzing the condition and contributions of the security function. It is also used for identifying the credit union-wide "windows of opportunity" for loss from all sources. CPTED principals are extremely useful when applied to financial institutions. These principals will be defined and discussed, and attendees will learn how to apply them to make their institution more inviting to members, and less attractive to criminals.

*Presentation Highlights:*

- Examples of CPTED principals as applied to financial institutions
- How to conduct your physical security assessment
- How to properly use lighting for safety and security
- How to use landscaping to your advantage

**4:15 – 4:30 p.m. Daily Summation**

**6:00 – 7:00 p.m. (GP)**

*Enjoy cocktails, light dining and great conversation with our conference facilitators, other conference attendees from across the country, their guests and "The Ones In Red"!*

*Your registered guest is welcome to attend these (GP) conference events*

**Day Two ■ Wednesday, April 24, 2019**

7:45 – 8:30 a.m. (GP) *Sit-Down Breakfast*

8:30 a.m. – 12:00 p.m. **Workplace Violence: Active Shooter & Robbery Prevention And Response**

Do your employees know how to respond to an active shooter event? What areas of workplace violence is your institution most vulnerable to? This session will examine workplace violence – its definition and the different types – and how to respond to them should they occur. Recent case studies will also be examined in an effort to extract “pre-incident indicators” and red flags that were present before the incident. Are there steps your credit union can take to make you less of a target for these situations? How should you handle angry members or coworkers? Are you at risk for a domestic violence incident? Learn what you need to know to protect your employees and credit union.

Robbery is one of the most feared crimes . . . period. Every financial institution – banks, credit unions and thrifts – must provide both initial and continuing robbery response training for ALL employees. It's not an option – it's required by all state and federal regulatory agencies. The credit union's Security Manager is responsible for developing and managing the credit union's Security Program and the Security Program must contain policies and procedures that address robberies. The number of robberies increases and decreases in every region of the country – it's a business cycle. However, the need for a standardized, comprehensive robbery training program must remain constant.

*Session Continues After Sit-Down Group Luncheon*

The primary purpose for learning about the specialized crime of robbery is that learning simple, effective robbery response techniques may save lives. This training process – coupled with the implementation of appropriate policies and procedures – allows and encourages managers and executives to make intelligent and informed decisions about supervising employees' actions during a robbery in progress.

**Presentation Highlights:**

- Determining vulnerabilities
- Workplace violence case studies
- Developing a robbery prevention checklist
- Robbery prevention checklist examples
- Robber descriptions
- Active shooter response
- Robbery response techniques
- Types of robberies
- Domestic violence situations
- Your robbery response plan
- Robbery prevention and response strategies
- Robbery aftermath considerations
- Robbery aftermath procedures
- Sample robbery procedures: Staff personnel
- Sample robbery procedures: Management personnel

12:00 – 1:00 p.m. (GP) *Sit-Down Luncheon*

1:00 – 3:15 p.m. **Workplace Violence, Active Shooter & Robbery Prevention And Response** *(continued)*

**Back By Popular Demand!** ■

3:15 – 4:15 p.m. **Peer Discussion**

*This is a time for sharing stories and swapping information for the benefit of the group. Please come prepared with odd, funny, or scary events that have occurred at your credit union and what lessons were learned from that event.*

4:15 – 4:30 p.m. Daily Summation

**Day Three ■ Thursday, April 25, 2019**

8:00 – 8:30 a.m. (GP) *Continental Breakfast*

8:30 – 10:30 a.m. **Cyber Security & Social Engineering**

This fast-moving session will introduce the concepts of cyber fraud and cyber security for credit unions. Social Engineering is the method used by penetration companies and criminals to compromise the financial institution. This program will discuss the modus operandi used to attack and trick account holders, the credit union or call center into providing sensitive information. The future attacker we must all be aware of is the malicious insider who will be one of our biggest threats in the future. This session is focused on future threats to the credit union.

**Presentation Highlights:**

- Learn the latest attacks employed against credit unions
- Discover the best practices to protect the credit union
- Defining social engineering techniques
- Know about the newest threats of the malicious insider

10:30 a.m. – 12:00 p.m. **Board Reporting: The Security Perspective**

What should the security officer be reporting to the board?

As a board member or supervisory committee member know what information you need to determine if the credit union is meeting the standards of our industry! Security officers, risk managers and auditors will learn where to obtain information on internal fraud, risk assessments and robbery statistics that will fulfill the requirements the board or supervisory committee need to succeed. This interactive session will review best practices relating to training, inspections and foreseeable events that should be reported to your board.

**Presentation Highlights:**

- Know what should be reported to the board annually
- Know what items your written report should contain
- Know the records the credit union should be keeping to prepare your report

12:00 p.m. **Conference Wrap-Up**

*Enjoy the afternoon & evening networking with conference attendees, exploring the festivities, food & music of Fiesta San Antonio, or just relaxing at the Omni La Mansión del Río along the enchanting RiverWalk*

**Day Four ■ Friday, April 26, 2019 – Travel Day**

**Have A Safe Trip Home!**

*Here's What Attendees Had To Say About CU Conferences' Credit Union Security Management And Director's Conference:*

**“Excellent information! Opened my eyes! Great ideas!”**

**Susan Mertz**, Director,  
Heritage Trust FCU

**“Great information that will be very useful in enhancing our credit union's security and limiting liability.”**

**Craig Medon**, Security Specialist,  
Community Choice Credit Union

**“I found this conference very informative from two aspects – As the treasurer of a billion dollar credit union and as a practicing criminal defense attorney. The information I learned will help me as a director and in representing my clients.”**

**Jim Curran**, Supervisory Committee,  
Centris Federal Credit Union

**“Relevant, insightful. Good to hear real life stories.”**

**Larry Alexander**  
Facilities & Security Manager,  
Commonwealth One FCU

**GUEST PROGRAM:** Only \$255

Credit Union Security Management And Director's Conference Guest Program (GP) enables your registered guest to join you during:

- Tuesday's Sit-Down Breakfast and Luncheon
- Tuesday's Welcome Reception
- Wednesday's Sit-Down Breakfast and Luncheon
- Thursday's Continental Breakfast

**TRAVEL INFORMATION:**

- The San Antonio International Airport (SAT) is approx. 20 min. from Omni La Mansión del Rio Hotel
- Taxi: Approx. \$30 from airport to hotel
- Uber: Approx. \$20 from airport to hotel
- Hotel Valet Parking: \$39 per night with in & out privileges
- Public Self-Parking (across from hotel): \$10 daily; \$20 overnight with no in & out privileges

**HOTEL ACCOMMODATIONS:**

**Omni La Mansión del Rio Hotel**

**It Is Highly Recommended That You Book Your Room Early!**

Due to the popularity of this conference and Fiesta San Antonio taking place during the conference, there is a good chance the Omni La Mansión del Rio Hotel will sell out.

The *Omni La Mansión del Rio* is nestled along the historic Riverwalk in downtown San Antonio. Blending Spanish colonial architecture & European style, the four-diamond hotel embodies the grace & charm of a grand hacienda. Built on three levels that descend to San Antonio's festive Riverwalk, it is a haven of impeccable service and tranquil surroundings and is within easy walking distance of the fabled Alamo, El Mercado, La Villita District, Spanish Governors Palace and more.

**Reserve Your Room Now!** Call the *Omni La Mansión del Rio Hotel* at 210-518-1000. Please mention CU Conferences® for special rates\* starting at \$225 per night. You may also reserve online via a special link at our website [www.cuconferences.com](http://www.cuconferences.com).

\* Special room rates include **FREE** in-room Internet access and use of the fitness facility. Offer applies **ONLY** to reservations made within CU Conferences' reserved room block.



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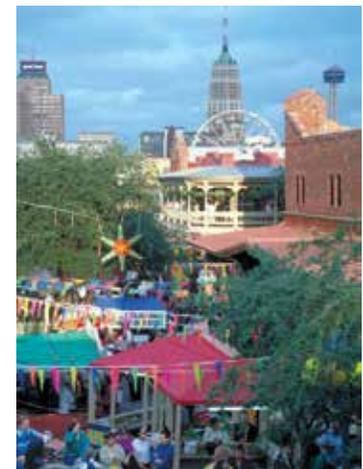
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*Celebrate San Antonio's Rich History & Diverse Cultures!*



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April 18 – 28, 2019

Credit Union Security Management And Director's Conference is held during **Fiesta San Antonio** – the “The Party With A Purpose”. The celebration has grown from a one-parade event in 1891 honoring the heroes of the Alamo and the Battle of San Jacinto into one of the nation's premier festivals with over 100 unique events sponsored by nonprofit organizations – *& more than half of the events are free!*



Parades include *Battle of Flowers* – the oldest, largest (2nd in size only to the *Rose Bowl Tournament of Roses® Parade*) and only parade in the U.S. produced entirely by women; *Flambeau Parade* – a spectacular evening parade; and the *Texas Cavaliers River Parade* where floats actually float down the Riverwalk! Sprinkled among San Antonio's many attractions you'll find art fairs, culinary offerings & musical events to suit every taste.



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**FOUR EASY WAYS TO REGISTER:**

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- 3. Call:** 888-465-6010
- 4. Mail** registration *and* payment to:  
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 St. Louis, MO 63119

**Cancellation Policy:** If you need to cancel for any reason, you are welcome to send a substitute. Or, if you cancel in writing at least 10 business days prior to the conference date, you will receive a full refund, less a \$50 administrative fee.

There are no refunds for cancellations made less than 10 business days prior to the conference date. However, your credit union may apply the paid registration fee to any future conference. Registrants who do not attend are liable for the full conference fee.

**Please Note:** CU Conferences reserves the right to photograph official events & sessions for exclusive use in marketing materials

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At CU Conferences® we have been dedicated to educating the credit union community exclusively since 1979. And we're proud to note that many who attend our conferences are loyal, repeat participants.

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What sets us apart? The relaxed atmosphere, sit-down meals and meeting environments that are perfect for plenty of networking and for allowing you the personal attention you deserve. Should you need anything at all while you're at our conferences – if you have questions, problems or even if you just want to shoot the breeze – look for a member of our CU Conferences® staff.

We appreciate your participation, and we're here to do whatever it takes to make your conference experience a cut above the rest.

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**CREDIT UNION SECURITY MANAGEMENT AND DIRECTOR'S CONFERENCE**

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**APRIL 23 – 26, 2019 ▼ SAN ANTONIO, TEXAS**

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**1st PARTICIPANT:**

Name _____	On or Before February 21, 2019 <input type="checkbox"/> \$1395
Title _____	February 22 through March 21, 2019 <input type="checkbox"/> \$1495
Nickname for ID Badge _____	March 22, 2019 And Beyond <input type="checkbox"/> \$1595
Email _____	<i>Guest Program</i> <input type="checkbox"/> \$ 255
Address _____	<b>1st Participant Subtotal:</b> \$ _____
Guest Name _____	
Spouse/Guest Nickname for ID Badge _____	

**2nd PARTICIPANT:**

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Title _____	February 22 through March 21, 2019 <input type="checkbox"/> \$1495
Nickname for ID Badge _____	March 22, 2019 And Beyond <input type="checkbox"/> \$1595
Email _____	<i>Guest Program</i> <input type="checkbox"/> \$ 255
Address _____	<b>2nd Participant Subtotal:</b> \$ _____
Guest Name _____	
Spouse/Guest Nickname for ID Badge _____	

**3rd PARTICIPANT:**

Name _____	On or Before February 21, 2019 <input type="checkbox"/> \$1395
Title _____	February 22 through March 21, 2019 <input type="checkbox"/> \$1495
Nickname for ID Badge _____	March 22, 2019 And Beyond <input type="checkbox"/> \$1595
Email _____	<i>Guest Program</i> <input type="checkbox"/> \$ 255
Address _____	<b>3rd Participant Subtotal:</b> \$ _____
Guest Name _____	
Spouse/Guest Nickname for ID Badge _____	

*Please Register Additional Conference Participants & Guests on Separate Sheet or Call CU Conferences at 888-465-6010*

**TOTAL AMOUNT DUE:** (Based On Registration Date Selected & Guest Program) \$ \_\_\_\_\_

**CREDIT UNION INFORMATION:**

Credit Union Name \_\_\_\_\_ Asset Size \_\_\_\_\_  
 Contact Person \_\_\_\_\_ Contact Person's E-mail \_\_\_\_\_  
 Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone Number ( \_\_\_\_\_ ) \_\_\_\_\_ Fax Number ( \_\_\_\_\_ ) \_\_\_\_\_

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