

# Southern Financial Exchange

## Digital Directions: Strategies for Faster Payments

All times are CT **Tuesday, May 4th**

10:00 - 10:20	<b>Socio Web App open</b>	
10:20 - 12:00	<b>Pre-Conference Workshops</b>	
	<p><b>Warranty Breaches and Unauthorized Checks</b></p> <p>What warranties are made when checks are exchanged and presented, and what are the obligations of each party to the exchange? What do you do when a warranty is breached? What do you do when unauthorized checks pay? This session will help you understand who warrants what to whom, and help you navigate the thorny issues of warranty breaches and unauthorized checks.</p> <p>Earn 2.0 AAP, APRP and NCP Credits</p> <p style="text-align: right;"><i>Dal Bolt NCP, AAP Director ECCHO</i></p>	<p><b>Risks À la Carte: Picking your risks the FFIEC way!</b></p> <p>NIST, FFIEC, ISO 27001, PCI DSS... there are more risk assessment methodologies than fast food restaurants! Sit down for a family style meal of inherent risk, controls, residual risk, and a dessert of Federal Financial Institutions Examination Council guidance. You'll leave with a bellyful of information to help your institution identify, mitigate, and manage risks.</p> <p>Earn 2.0 AAP, APRP and NCP Credits</p> <p style="text-align: right;"><i>David Payne, AAP, NCP, CIA, CFSA Compliance Manager Alkami Technology</i>      <i>Pam Rodriguez, AAP, CIA, CISA Senior Vice President, Member Services Southern Financial Exchange</i></p>
Noon - 1:30	<b>Lunch and Check email Break</b>	
1:30 - 3:00	<b>Concurrent Session I</b>	
	<p><b>RTP: What's Happening in the Industry and What We See Around the Corner</b></p> <p>The RTP® network has gone from concept to reality in just a few short years. End-users are now utilizing this system every day (even on holidays and weekends!) This session will provide an update on the current state of the RTP® network, and will dive into how the network is being used. We will explore some of the top use cases being used by customers, along with emerging use cases such as Zelle over RTP, bill pay and corporate invoicing. We will also discuss what FIs should consider in developing their RTP strategies and products for their customers.</p> <p>Earn 1.8 AAP and APRP Credits</p> <p style="text-align: right;"><i>Peter Davey SVP - Head of Product Innovation The Clearing House</i>      <i>Debbie Smart, CTP, NCP Senior Product Marketer</i></p>	<p><b>Fighting Fraud: What's Ahead from the Federal Reserve in Payments Security</b></p> <p>Today's highly-interconnected and digitized financial environment has spawned new strategies for fraudsters. In the face of growing challenges, commitment to improving payments security is motivating public and private sector collaboration to address key issues. In this session, hear Federal Reserve executives discuss two key initiatives to address payments security risks, efforts to consistently classify payments fraud with the FraudClassifierSM model, as well as understand and combat synthetic identity fraud. Tune in to hear about the Fed's focus to educate, collaborate and engage with the industry to combat emerging payments security threats, and how your organization can improve its own defense.</p> <p>Earn 1.8 AAP, APRP and NCP Credits</p> <p style="text-align: right;"><i>Andres Rapela Asst Vice President of Secure Payments Q2 Federal Reserve Boston</i>      <i>Mike Timoney Vice President of Secure Payments Federal Reserve Boston</i></p>
3:00 - 3:20	<b>Exhibit Hall and Networking Room</b>	
3:20 - 3:35	<b>End of day wrap up</b>	

## Improve Operations, Maintain Compliance, & Lower Risk

*with the SFE Team by Your Side.*



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President & CEO



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Pamela T. Rodriguez  
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Member Services



Catherine R. Bishop  
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Member Services



Nadirah Rashadeen  
Vice President,  
Member Services



Tricia Kottemann  
Executive Assistant

Financial institutions and other organizations in the payments industry can rely on us for compliance services such as audits, risk assessments and reviews, or education customized to the organization's specific needs. Learn more about our Professional Services at [www.sfe.org](http://www.sfe.org).

*"We believe our excellent regulatory and customer service rating in ACH and Electronic Banking Services is due, in part, to our valued relationship with Southern Financial Exchange. I urge you to take advantage of services provided. You and your organization will benefit through education and improved operations."*  
- Judy D. Long, First Citizens National Bank

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## Digital Directions: Strategies for Faster Payments

All times are CT **Wednesday, May 5th**

9:00 - 10:20	<p><b>Welcoming Remarks:</b> Donald S. Jackson, AAP, CTP, President &amp; CEO, Southern Financial Exchange</p> <p><b>Keynote Address:</b> Changing Payments in a Changing World  Rich will discuss the nature of change that is taking place, egged on by the pandemic and other externalities that facilitate the success and growth of certain new payment approaches.</p> <p>Earn 1.2 AAP and APRP Credits</p> <p style="text-align: right;"><i>Rich Oliver</i>  <b>Independent Payments Consultant</b>  Retired EVP, Federal Reserve Atlanta</p>	
10:20 - 10:30	<b>Transition Break</b>	
10:30 - 11:30	<p><b>Concurrent Session II</b></p> <p><b>2020 The Gift that Keeps on Giving</b>  An overview of changes we made in 2020, what is temporary and what is here to stay. Looking at technical and operational changes and the impacts on user experience.</p> <p>Earn 1.2 AAP and APRP Credits</p> <p style="text-align: right;"><i>Giles Witherspoon-Boyd</i>  <b>ISO/IEC 27001 Lead Auditor &amp; Lead Implementer Protocol®</b></p>	<p><b>Throw Out the Spreadsheet! Managing Corporate Originator Reviews with Ease and Automation</b>  Originating Depository Financial Institutions (ODFIs) bear all responsibilities for the ACH Entries their Corporate Originators initiate. Mitigating those risks are best handled by completing Originator reviews that go beyond validation and approval of their exposure limits. We will be looking at the purpose and content of an annual review. We will discuss what the Nacha Operating Rules and the Federal Financial Institution Examination Council (FFIEC) say and require about the ODFI obligations. And we will provide tips and tricks for ease of managing and possible automation for your Originator reviews regardless if you have 50 or 5,000 Originators.</p> <p>Earn 1.2 AAP and APRP Credits</p> <p style="text-align: right;"><i>Nanci McKenzie, AAP, APRP, JM</i>  <b>Vice President, Compliance &amp; Business Relationships</b>  Affirmative Technologies</p>
11:30 - 1:00	<b>Exhibit Hall Opportunity, Lunch or Check email Break</b>	
1:00 - 2:00	<p><b>Concurrent Session III</b></p> <p><b>Scams...What are they, how do they work and will they ever end???</b> and "Dirty money....Where does it come from?"  During this joint presentation Chris L. Hamm, CFE and Special Agent Brent Hill will discuss various types of scams bank customers are confronted with, how they work and why these customers are targeted. In addition we will discuss "dirty money" and where it comes from before being presented to banks for deposit.</p> <p>Earn 1.2 AAP and APRP Credits</p> <p style="text-align: right;"><i>Chris Hamm, CFE</i>  <b>Manager of Fraud</b>  BSA &amp; Bank Security Officer  First Citizens National Bank</p> <p style="text-align: right;"><i>Special Agent Brent Hill</i>  <b>Interstate Criminal Interdiction Unit</b>  West TN Drug Task Force</p>	<p><b>Implementing Instant Payments and Automating Wires</b>  The drive to move to 24/7 processing and "real time payments" channels is coming from every corner of the payment's world. However, most financial institutions are processing ACH and Wires in batch. The presentation encourages participants to maximize internal efficiencies in existing payments platforms to gain experience and better understand the opportunities coming with faster payments.</p> <p>Earn 1.2 AAP and APRP Credits</p> <p style="text-align: right;"><i>Jorge Jimenez</i>  <b>Chairman and President</b>  Juniper Payments</p>
2:00 - 2:10	<b>Transition Break</b>	
2:10 - 3:10	<p><b>Concurrent Session IV</b></p> <p><b>The Generational Gap in Payments: How Big is it?</b>  Young and old use cash (at least prior to the pandemic); old and young use cards. What are the differences across generations? This session will include the latest data from the Federal Reserve's nationally representative Survey and Diary of Consumer Payment Choice.</p> <p>Earn 1.2 AAP, APRP and NCP Credits</p> <p style="text-align: right;"><i>Claire Greene</i>  <b>Payments Risk Expert</b>  Retail Payments Risk Forum  Federal Reserve Bank of Atlanta</p>	<p><b>The ABCs of Cryptocurrencies and CBDCs</b>  Cryptocurrencies continue to dominate the news skyrocketing to all-time highs. Major organizations are embracing digital assets. This session will explore the shifting payments landscape from the Facebook-backed project, Libra/Diem, poised to launch, to new payment instruments like the JPM Coin by Chase, the digital yuan's pilot by the Chinese Central Bank, and the Federal Reserve Banks experimentations with digital currencies (CBDC). What threats (and possible opportunities) do cryptocurrencies pose for financial institutions? What are their regulatory implications? Join this session to understand the landscape of digital assets, learn about blockchain technology, and engage in a broader discussion of how the growing trend can impact the future of money and payments and what these disruptions mean for you.</p> <p>Earn 1.2 AAP and APRP Credits</p> <p style="text-align: right;"><i>Nasreen Quibria</i>  <b>Vice President, Emerging Payments and Technology Policy</b>  Independent Community Bankers of America®</p>
3:10 - 3:30	<b>Virtual Reception in the Networking Room</b>	
3:30 - 3:45	<b>End of day wrap up</b>	

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**Thursday, May 6th**

9:00 - 10:00	<b>General Session: The Impact of COVID-19 in the Adoption of Electronic Banking – A Rollercoaster Ride.....</b>  The COVID-19 pandemic has changed the behavior of consumers in their payment preferences and led businesses to expand its suite of electronic offerings. This has reshaped how many in the payment services space operate today. The shift to a more digital experience has created "ups and downs, along with a queasy ride", in volume trends for some payment instruments. Will this digital preference be the new norm, and if so, how will institutions continue to evolve to retain and attract customers/members?  <b>Earn 1.2 AAP and APRP Credits</b>  <div style="text-align: right;"><b>Nell Campbell-Drake, AAP</b> <i>VP- Strategic Business Relations</i> <i>Federal Reserve Bank of Atlanta</i></div>	
10:00 - 10:10	<b>Transition Break</b>	
10:10 - 11:10	<b>Concurrent Session V</b>  <b>How to Redefine Retail Banking</b>  During this session we will talk about current and future state of Retail Banking driven by client behaviors. We will analyze some of the key trends in retail banking and how to redefine Retail Bank based on clients' financial needs.  <b>Earn 1.2 AAP, APRP and NCP Credits</b>  <div style="text-align: right;"><b>Ali Ayca</b> <i>SVP, Head of Sales, Retail Banking</i> <i>First Horizon</i></div>	<b>Nacha Validation Rule 2021: What You Need to Do to Mitigate Risk</b>  As the Nacha Account Validation Rule kicks into full effect in 2021, learn how instant account verification can help financial service providers meet the requirements in real-time, while providing their customers with a modern and seamless user experience. Eric Jamison, VP of Product Management at Envestnet   Yodlee, will present the "must knows" for payment providers. These include what Nacha's account validation rule means for businesses, how to meet Nacha's compliance standards, how to onboard with minimal work, and how to fight fraud and manage risk instantly, for every transaction.  <b>Earn 1.2 AAP and APRP Credits</b>  <div style="text-align: right;"><b>Eric Jamison</b> <i>VP of Product Management</i> <i>Envestnet   Yodlee</i></div>
11:10 - 11:20	<b>Transition Break</b>	
11:20 - 12:20	<b>Concurrent Session VI</b>  <b>New ACH Limit on ODFI Warranties: How it will affect your Reg E Dispute Process?</b>  Regulation E sets forth requirements for both consumers and financial institutions regarding claims of unauthorized electronic fund transfers. Currently the ACH Rules allows an RDFI to make a breach of warranty claim against an ODFI for all unauthorized entries, but that is about to change. As of June 30, 2021, the RDFI will now be limited when asserting a breach of warranty claim against an ODFI for an unauthorized debit. Join Connie as we take a look at how this new rule may impact the RDFI's error resolution process under Regulation E and the potential losses to the consumer or RDFI.  <b>Earn 1.2 AAP and APRP Credits</b>  <div style="text-align: right;"><b>Connie LaChance, AAP, APRP, NCP</b> <i>VP, Education &amp; Training</i> <i>WesPay</i></div>	<b>Status of CBDC in the US and Around the World</b>  This session will focus on some of the drivers of why central banks researching central bank digital currency (CBDC), what the US and other countries are doing, and the major policy and design questions. The main focus will be on retail CBDC, but will also touch on wholesale systems. We will also discuss possible distribution models and the potential roles, risks and opportunities for financial institutions.  <b>Earn 1.2 AAP and APRP Credits</b>  <div style="text-align: right;"><b>Jim Cunha</b> <i>SVP, Secure Payments and FinTech Research</i> <i>Federal Reserve Bank of Boston</i></div>
12:20 - 1:30	<b>Lunch or Check eMail break</b>	
1:30 - 1:50	<b>Exhibit Hall and Networking Room</b>	
1:50 - 2:00	<b>Transition Break</b>	
2:00 - 3:00	<b>General Session: The ACH Network Now and Into the Future</b>  Jane will discuss industry changes seen in 2020 & 2021, recent volume trends in the ACH Network including Same Day ACH, and anticipated Nacha Operating Rules Changes in the short and longer term.  <b>Earn 1.2 AAP and APRP Credits</b>  <div style="text-align: right;"><b>Jane Larimer</b> <i>President &amp; CEO</i> <i>Nacha</i></div>	
3:00 - 3:30	<b>Conference Recap and Prize Drawings - Must be present to Win!</b>	