



# LEADERSHIP Unplugged

MARCH 7 - 9 | PHOENIX, AZ

*New Sessions Added Daily*

## RISK FORUM

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**Monday, March 07, 2016**

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**2:45 PM - 3:55 PM**

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Location:  
Grand Sonoran J-K

### **Keys to Success: Building the Right Risk Framework & Culture**

Rome wasn't built in a day and neither is the right risk framework. Experts in the industry will discuss how to effectively build a risk management framework and supporting culture, and look at practical problems inherent in risk management. Attendees will learn keys to success and how to build a stronger culture and better lines of defense.

#### **Speaker(s):**

**Edward Dwyer**, *Chief Risk Officer, Community Banking and Branch Delivery, U.S. Bank*

**Michael Flynn**, *Partner, Goodwin Procter, LLP*

**4:00 PM - 5:00 PM**

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Location:  
Grand Sonoran J-K

### **Balancing Consumer Needs with Fraud Prevention and Risk Challenges**

In the wake of ongoing data breaches, consumers are looking towards their financial institutions for protection against fraud and identity theft. Regulators are also heightening their standards for preventative measures for fraud and risk. Listen in as experts share their best practices for fraud prevention and maintaining customer relationships.

**Speaker(s):**

**Tom Hunley**, *Retail Risk and Operations Executive*, PNC Bank, N.A.  
**Maria Leonard**, *Head of Consumer Banking Risk*, Citizens Financial Group  
**Stephen Nikitas**, *Senior Strategist*, Harland Clarke

## Tuesday, March 08, 2016

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### 10:10 AM - 11:10 AM

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Location:  
Grand Sonoran J-K

#### **Transforming Your Compliance**

The complexity and increase of regulatory oversight and enforcement actions continue to make compliance a top concern. Organizations need to be able to deploy change and adapt their people, processes and technology in support of the compliance activities to address continually changing environments. Listen to industry trends in compliance transformations, inclusive of governance, culture, regulatory change management and program integration. Hear an expert discuss the tools needed to maneuver in the regulatory landscape.

**Speaker(s):**

**Carolyn Greathouse**, *National Lead Partner, Enterprise-wide Compliance and Consumer Protection*, KPMG LLP  
**Moderator: Bill McKendry**, *Executive Vice President, Chief Enterprise Risk Officer*, Bank of North Carolina

### 11:40 AM - 12:40 PM

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Location:  
Grand Canyon 11-13

#### **Fair Lending Implications in Consumer Risk Modeling**

Explore the growing fair lending risk lurking in data mining, model development, customer segmentation and marketing models, and emerging risks in the usage of "Big Data." Join us as we discuss regulatory expectations surrounding model risk management and how fair lending practitioners can function as both the model developers and the model reviewers. Hear recommendations on how to effectively mitigate fair lending risks by leveraging enterprise model risk management processes.

**Speaker(s):**

**Marsha Courchane**, *Vice President and Practice Leader*, Charles River Associates  
**Bryce Stephens**, *Section Chief, Compliance Analytics & Policy, Office of Research*, Consumer Financial Protection Bureau  
**Moderator: Christina Speh**, *Senior Vice President, Fair & Responsible Banking*, TD Bank

### 2:40 PM - 3:40 PM

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Location:  
Grand Sonoran F

## HMDA Expansion: It's a Risky Business

With the final rule upon us, the revised HMDA requirements will create implementation challenges and pose a new set of risks. HMDA implementation will keep your bank busy with system transitions, employee training, and compliance management, not to mention the Community Reinvestment Act implications and risks created by collecting and publishing all this new data. Hear a panel of experts discuss these obstacles and, more importantly, how to overcome them.

**Speaker(s):**

**Richard Gagliano**, *Managing Director of Lending Solutions*, Black Knight Financial Services

**Thomas Kearney**, *Partner*, Akerman, LLP

**Moderator: Ronald Spann**, *Executive Director*, Chase

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### 4:15 PM - 5:15 PM

Location:  
Grand Sonoran F

## Vendor Management and Oversight

The CFPB's expectations in regard to vendor management along with those of the prudential regulators raises a host of questions for banks. How do you effectively monitor for potential risks or compliance gaps? This session outlines practical tools to strengthen your third-party risk management program. Learn how to manage regulatory exam findings and ways to ensure your program is sustainable.

**Speaker(s):**

**Michael Cavallaro**, *Partner*, Lindquist & Vennum, LLP

**Greg Matthews**, *Managing Director*, KPMG LLP

**Tina Shaver**, *Senior Vice President and Corporate Compliance Manager*, FirstMerit Corporation

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## Wednesday, March 09, 2016

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### 7:50 AM - 8:50 AM

Location:  
Grand Sonoran F

## UDAAP: How to Plan for the Unknown

This session will explore how banks can self-assess UDAAP compliance and provide preventative maintenance to help ward off unnecessary burdens and minimize risk.

**Speaker(s):**

**Linda Gallagher**, *Managing Director & Global Head of the Consumer Protection Practice*, Promontory Financial Group

**John Rosenfeld**, *Executive Vice President, Head of Everyday Banking*, Citizens Financial Group

**9:00 AM - 10:00 AM**

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Location:  
Grand Sonoran F

## **Complaints Management and the Competitive Advantage**

Complaints are inevitable. Having an effective internal complaint management process is critical for good business. Join us to discover key components in sustainable complaints management programs that are operationally efficient, regulatory compliant and consumer-friendly. This session will outline ways to improve root cause analysis and more effectively capture, route and resolve.

### **Speaker(s):**

**Heidi Boyle**, *Principal*, Ernst & Young LLP

**Midge Campbell-Thomas**, *Senior Vice President, Enterprise Customer Care Resolution*, Bank of America, N.A.

**Lisa Ducharme**, *Senior Manager*, Ernst & Young LLP

**Moderator: Tangie Holland**, *Senior Vice President, Fair and Responsible Banking Manager*, Regions Bank

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