

Protecting the Payments Franchise While Offering Greater Customer-Centricity

November

30

2016

10:00 AM PDT | 01:00 PM EDT

Duration: 60 Minutes

Instructor: Ray Graber

Registration

Overview:

Financial institutions have long been the payments engines for their customers. However, with heightened competition and the advent of new non-bank entries into the marketplace, financial institutions have been playing more defense than offense.

Areas Covered in the Session:

- What does Customer-Centric mean?
- What is the customer's view of payments?
 - Customer's needs
 - View of compliance/rules/regulations
 - What is the financial institution's view?
- How do they stay compliant?
 - Rules and regulations the customer does not see
 - Balancing customer service and compliance
- S.W.O.T.
 - Strengths that banks should exploit
 - Weaknesses that banks should shore up
 - Opportunities for banks to take advantage of
 - Threats that banks cannot ignore
- Examples
 - U.S. Bank
 - International bank
 - Non-bank
 - Virtual bank

Who Will Benefit:

- Payments Professionals
- Operations Managers
- Financial Officers
- Risk Officers
- Internal Auditors
- Operational Risk Managers
- Business Managers/Controllers
- Account Managers

About Speaker:

Ray Graber

President, Graber Associates LLC

Ray Graber has a deep and thorough understanding of banking, technology, and finance. His business experience includes banking technology research at TowerGroup; best practices internet security, policies, and procedures at FleetBoston Financial; wire transfer operations and product launches at Citibank and BankBoston; and treasury operations for a \$325 million public company.... [more](#)

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