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|  | SuperCommunity Banks Operations Agenda |
|  | The Andaz, Savannah, GA  April 8 – 9, 2024  (Casual attire; jeans welcome) |

# [Sunday, April 7th]

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| [5:45 PM] | Meet Anat in the Lobby. Anat’s mobile: (916) 717-1710 |
| [6:00 PM] | Option dinner offsite\*. |

# [Monday, April 8th]

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| [7:30 AM] | Breakfast |
| [8:00 AM] | Roundtable Discussion  • Bring 2-3 good ideas to share with the group  • Bring one best practice  • Discuss an example of what not to do (disasters)  • Bring questions you’d like to ask |
| [10:00 AM] | Break |
| [10:15 AM] | FI texting to clients update |
| [11:00 AM] | Key metrics (bring yours\*\*) |
| [12:00 PM] | Lunch |
| [1:00 PM] | Expansion of instant payments (commercial and consumer; product design) |
| [2:30 PM] | Early pay products |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby. |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, April 9th]

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| [7:30 AM] | Breakfast – Topics for the next meeting |
| [8:00 AM] | Business online account opening |
| [9:00 AM] | Digitizing customer notices |
| [10:00 AM] | Break |
| [10:15 AM] | Zelle payment dispute changes |
| [11:00 AM] | Leadership |
| [12:00 PM] | Adjourn |

\*Guests are welcome.

\*\*Bring enough copies for everyone.