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|  | SuperCommunity Banks Operations Agenda |
|  | The Ritz-Carlton South Beach, Miami Beach, FLOctober 17 - 18, 2022(Casual attire; jeans welcome) |

# [Sunday, October 16th]

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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, October 17th]

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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 – Have any banks enrolled in RTP or are a pilot for FED NOW? |
| [10:00 AM] | Break |
| [10:15 AM] | Discussion continued |
| [12:00 PM] | Lunch |
| [12:30 PM] | Optimizing branch help support – structure & staffing |
| [1:30 PM] | Fraud: software; prevention tactics; trends |
| [2:30 PM] | Best opportunities for automation, including RPA |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby.  |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, October 18th]

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| [7:30 AM] | Breakfast – Topics for the next meeting |
| [8:00 AM] | Teller systems |
| [9:00 AM] | Productivity monitoring and measurement |
| [10:00 AM] | Break |
| [10:15 AM] | RPA use cases |
| [11:00 AM] | ITM update |
| [12:00 PM] | Adjourn |

\*Guests are welcome.