|  |  |
| --- | --- |
|  | SuperCommunity Banks Operations Agenda |
|  | The Charleston Place, Charleston, SC  May 5 - 6, 2022  (Casual attire; jeans welcome) |

# [Wednesday, May 4th]

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

# [Thursday, May 5th]

|  |  |
| --- | --- |
| [7:30 AM] | Breakfast |
| [8:00 AM] | Roundtable Discussions  • 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  • Omni-channel discussion  • Overdrafts |
| [10:00 AM] | Break |
| [10:15 AM] | Discussions continued |
| [12:00 PM] | Lunch |
| [1:00 PM] | Branch technology with guiding principles for decision making and roadmap alignment with strategy |
| [2:00 PM] | Virtual cards |
| [2:30 PM] | Dispute processing, organization, and resources |
| [3:00 PM] | More on payments |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby. |
| [6:00 PM] | Dinner offsite\*. |

# [Friday, May 6th]

|  |  |
| --- | --- |
| [7:30 AM] | Breakfast |
| [8:00 AM] | New account platform solutions AND mobile solutions |
| [8:45 AM] | Talent development training, career pathing, etc… |
| [9:15 AM] | RTP next stage |
| [10:15 AM] | Break |
| [10:30 AM] | Best efficiency move in 2022 |
| [12:00 PM] | Adjourn |

\*Guests are welcome.