###### SuperCommunity Bank Call Center executives Peer Group Forum

# The Andaz Hotel, New York, NY

# June 18-19, 2020

**AGENDA**

*(Casual Attire, jeans welcome)*

**Wednesday, June 14th OPTIONAL**

5:45 p.m. Meet Anat in the Hotel Lobby. Cell number 916 7171710

6:00 Optional dinner off-site

##### Thursday, June 15th

7:30 a.m**.**  Breakfast

8:00 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
* Fraud prevention best practices; authentication methods; caller verification based upon transaction risk

10:00 Break

10:15 Updates continued

12:00 Lunch

1:00 Project management and support functions (bring yours)

1:45 Board and executive reports (bring yours)

2:30 Break

2:45 Staffing for and during mergers

3:30 Adjourn

5:45 Meet Anat in the hotel lobby

6:00 Dinner off-site \*

**Friday, June 16th**

7:30 a.m. Breakfast - Goals for Next Meeting

8:00 Hiring practices – sources, interviewing best practices, training, onboarding, retention

9:00 Complaint management

10:00 Break

10:15 IVRs update

11:00 Quality forms (bring yours)

12:00 Adjourn

\* Spouses and guests are invited.

**NOTE: Bring enough copies for all participants**

#### NEXT MEETING: THURSDAY-FRIDAY, JANUARY 28-29 , 2021