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

# The Hyatt Regency Gainey Ranch, Scottsdale, AZ

# September 27-28, 2021

**AGENDA**

*(Casual Attire, jeans welcome)*

**Sunday, September 26th OPTIONAL – PLEASE CONFIRM YOUR ATTENDANCE**

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

6:00 Optional dinner off-site

##### Monday, September 27th

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 COVID best and worst practices; lessons learned

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 \*

**Tuesday, September 28th**

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

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

10:00 Break

10:15 Complaint management

11:00 Quality forms (bring yours)

12:00 Adjourn

\* Spouses and guests are invited.

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