**SuperCommunity Bank Operations Executives Peer Group Forum**

**The Andaz Napa, Napa, CA**

**Jan 27-28, 2020**

**AGENDA**

*(Casual Attire; jeans welcome)*

**Sunday, Jan 26 , OPTIONAL – register if interested**

5:45pmMeet Anat in the lobby. 916 717 1710 \*

6:00pm Dinner off-site at Abe & Louie’s

**Monday, Jan 27**

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

10:00 Break

12:00 pm Lunch

1:00 Post-Durbin interchange strategy

2:00 ACH fraud tools for treasury management

2:30 Reg E disputes/OC and interest calculations/investigations

3:00 Zelle update

3:30 Adjourn

5:45 Meet in the lobby

6:00 Dinner off-site\*

# Tuesday, Jan 28

7:30 a.m.  Breakfast

8:00 Real-time payments; the Fed’s faster payment initiative

8:45 Enterprise project prioritization and capacity management

9:15 Key operations performance metrics (bring yours)

10:15 Break

10:30 Online account opening update

11:15 Best efficiency move in 2019

12:00 p.m. Adjourn

\*Spouses and guests invited

**NEXT MEETING: THURSDAY-FRIDAY, JUNE 18-19 , 2020**