**SuperCommunity Bank Operations Executives Peer Group Forum**

**The Hyatt Regency Gainey Ranch, Scottsdale, AZ**

**October 25-26, 2021**

**AGENDA**

*(Casual Attire; jeans welcome)*

**Sunday, October 24th , OPTIONAL – register if interested**

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

6:00pm Dinner off-site

**Monday, October 25th**

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
* COVID lessons – best and worst practices

10:00 Break

12:00 pm Lunch

1:00 Real time payments (RTP) initiatives

2:00 Acquisition integration best practices

2:30 Regulatory update

3:00 Your best YouTube training video (bring)

3:30 Adjourn

5:45 Meet in the lobby

6:00 Dinner off-site\*

# Tuesday, October 26th

7:30 a.m.  Breakfast

8:00 Branch efficiency initiatives update

9:15 Key operations performance metrics (bring yours)

10:15 Break

10:30 Online account opening update

11:15 Best efficiency move in 2021

12:00 p.m. Adjourn

\*Spouses and guests invited