**SuperCommunity Retail Banking Peer Group Forum**

# Hyatt Regency Gainey Ranch, Scottsdale, AZ

# October 21-22, 2021

**AGENDA**

*(Casual Attire, jeans welcome)*

**Wednesday, October 20th (optional) – please register if interesed**

6:00 pm Dinner offsite; meet in the lobby\* Anat’s cell number 916 7171710

**Thursday, October 21st**

7:30a.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
* Incentive compensation plans (by position and by LOB) – bring yours

10:00 Break

10:15 Discussions continued

12:00 Working lunch

1:00 COVID impact and lessons – best and worst practices

2:15 Break

2:30 Digital strategy - maintaining the COVID momentum; avoiding channel conflict

3:30 Adjourn

5:45 Meet in the lobby; dinner offsite \*

**Friday, October 22nd**

7:30  Breakfast – Goals for the next meeting

8:00 Branch transformation, design, automation

9:30 Break

9:45 Non-interest income best practices

10:45 Sales and onboarding in a multi-channel model

12:00 p.m.  Adjourn

\*Spouses and guests are invited

NOTE: **Bring enough copies for everyone**