



2019 AMBA FALL WORKSHOP

AUGUST 25 – 28, 2019 ▪ THE BREAKERS PALM BEACH, FLORIDA

SUNDAY, AUGUST 25, 2019

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| 4:30 PM | 6:30 PM | Workshop Registration – <i>South Loggia West</i> |
| 7:00 PM | 9:00 PM | Welcome Networking Reception – <i>Beach Club Patio</i> |

MONDAY, AUGUST 26, 2019

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| 7:00 AM | 4:00 PM | Workshop Registration – <i>South Mediterranean Foyer</i> |
| 7:00 AM | 8:00 AM | Continental Breakfast and Networking – <i>Mediterranean Courtyard</i> |
| 8:00 AM | 4:00 PM | Workshop Program – <i>Mediterranean Ballroom</i> |
| 8:00 AM | 8:15 AM | National Anthem and Pledge of Allegiance Invocation , Mr. James Cerrone, Immediate Past Chairman, AMBA Opening Remarks : Mr. Jerry Quinn, AMBA Chairman and Mr. Steven J. Lepper, AMBA President & CEO |
| 8:15 AM | 9:15 AM | Financial Regulator Panel Discussion Moderator – Mr. Chris Cole , Executive Vice President and Senior Regulatory Counsel, Independent Community Bankers of America Ms. Grovetta Gardineer , Deputy Comptroller for Compliance Risk Policy, Office of the Comptroller of the Currency Ms. Doreen R. Eberley , Director, FDIC Division of Risk Management, Federal Deposit Insurance Corporation Ms. Anh Quach , Supervisory Policy and Outreach Section of the Division of Consumer and Community Affairs, Federal Reserve Board |
| 9:15 AM | 9:30 AM | Break and Networking – <i>Mediterranean Courtyard/Ballroom</i> |
| 9:30 AM | 10:30 AM | Military Service Organization/Veteran Service Organization Discussion Lt Gen (Ret.) Dana Atkins , President & CEO, Military Officers Association of America Ms. Kelly B. Hruska , Government Relations Director, National Military Family Association VADM (Ret.) Bill French , President & CEO, Armed Services YMCA |
| 10:30 AM | 10:45 AM | Break and Networking – <i>Mediterranean Courtyard/Ballroom</i> |
| 10:45 AM | 11:30 AM | 60 Years of AMBA and Military Banking Maj Gen (Ret.) Andrew Egeland , Former President & CEO, AMBA Mr. Bill Croak , President & CEO, FNB Community Bank, AMBA Director Mr. Larry Wilson , Chairman, President & CEO, First Arkansas Bank & Trust, AMBA Director |
| 11:30 AM | 1:00 PM | AMBA Workshop Luncheon: Presentation of America Saves Designation of Excellence – <i>Gold Room</i> Presented by Ms. Angela Caban , Director, Military Saves |
| 1:00 PM | 1:45 PM | The ICBA Perspective Mr. Chris Cole , Executive Vice President and Senior Regulatory Counsel, Independent Community Bankers of America |
| 1:45 PM | 2:15 PM | Break and Networking – <i>Mediterranean Courtyard/Ballroom</i> |
| 2:15 PM | 3:30 PM | DoD Military Banking Program Panel Discussion Mr. Bill E. Hawbecker , Director, DoD Banking and Credit Union Office, Defense Finance and Accounting Service Mr. Dean Hunstad , Department of Navy Mr. David Fuqua , Marine Corps Mr. Michael Windsor , Department of Air Force CPT Jennifer Evans , Department of Army |
| 3:30 PM | 3:45 PM | Day One Wrap-Up , Mr. Steven J. Lepper, President & CEO, AMBA |
| 4:00 PM | 5:00 PM | Bank Liaison Officer Training Breakout Session – <i>Gulfstream IV</i> |
| 4:00 PM | 5:00 PM | AMBA General Membership Meeting (AMBA Regular Corporate Members) |
| 5:00 PM | 6:00 PM | CFPB Ombudsman Office Hours Ms. Riley Barrar , Associate Ombudsman Stop by registration to sign up for 15 min sessions to learn more about the CFPB Ombudsman's Office, ask any questions you might have, connect on a concern, or to share feedback. – <i>Gulfstream I</i> |
| 6:30 PM | 7:00 PM | Networking Reception – <i>Magnolia Room</i> |
| 7:00 PM | 10:00 PM | Banquet Dinner – <i>The Circle</i> |

TUESDAY, AUGUST 27, 2019

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| 7:00 AM | 4:00 PM | Workshop Registration – <i>South Mediterranean Foyer</i> |
| 7:00 AM | 8:00 AM | Continental Breakfast and Networking – <i>Mediterranean Courtyard</i> |
| 8:00 AM | 4:30 PM | Workshop Program – <i>Mediterranean Ballroom</i> |
| 8:00 AM | 8:15 AM | General Session Welcome Remarks: Mr. Steven J. Lepper, President & CEO, AMBA |
| 8:15 AM | 9:00 AM | Protecting Military Consumers Ms. Melissa Bittner , Military & Veterans Initiative, BBB Institute for Marketplace Trust Mr. Jim Rice , Assistant Director, Bureau of Consumer Financial Protection, Office of Servicemember Affairs |
| 9:00 AM | 9:45 AM | The ABA Perspective Mr. Peter Cook , EVP & Chief Communications Officer, American Bankers Association |
| 9:45 AM | 10:00 AM | Break and Networking – <i>Mediterranean Courtyard/Ballroom</i> |
| 10:00 AM | 10:45 AM | How are Veterans Fairing Financially? Updates and New Information from a National Survey Dr. Gary Mottola , Director of Research, FINRA Investor Education Foundation |
| 10:45 AM | 11:30 AM | Why We Serve LTG (Ret.) Michael Linnington , President & CEO, Wounded Warrior Project |
| 11:30 AM | 1:00 PM | AMBA Workshop Luncheon and Military Departments' 2018 Distinguished Bank Service Awards Presentation – <i>Gold Room</i> |
| 1:00 PM | 2:00 PM | Financial Services Disruptors Ms. Elizabeth Kelly , SVP of Operations, United Income Mr. Brendon DiBella , Chief Commercial Officer, StreetShares Mr. Andres Wolberg-Stok , Global Head of Digital Policy, Citi Consumer Banking |
| 2:00 PM | 2:30 PM | Break and Networking – <i>Mediterranean Courtyard/Ballroom</i> |
| 2:30 PM | 3:30 PM | Military Family Financial Readiness Coalition (MFFRC) & Roundtable Ms. Shannon Rzasadin , Executive Director, Military Family Advisory Network Mr. Bruce McClary , Vice President, Communications, National Foundation for Credit Counseling Ms. Mei-Shan (Jo) Kammer , TSP Training and Liaison Specialist, Federal Retirement Thrift Investment Board (TSP) |
| 3:30 PM | 4:15 PM | Credit Scores and the Military Community Mr. Tom Quinn , Vice President of Scoring, FICO |
| 4:15 PM | 4:30 PM | AMBA Workshop Action Items/Closing Remarks: Mr. Jerry Quinn, Chairman, AMBA and Mr. Steven J. Lepper, President & CEO, AMBA |
| 4:30 PM | 5:30 PM | CFPB Ombudsman Office Hours Ms. Riley Barrar , Associate Ombudsman Stop by registration to sign up for 15 min sessions to learn more about the CFPB Ombudsman's Office, ask any questions you might have, connect on a concern, or to share feedback. – <i>Gulfstream III</i> |
| 5:30 PM | 6:30 PM | Break |
| 6:30 PM | 8:30 PM | Farewell Networking Reception – <i>Front Lawn</i> |

WEDNESDAY, AUGUST 28, 2019

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| All Day | | Check-out and Departure |
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