

## Summer Savings on *Compliance Concierge*™ Training!

Now through September 29, let's make the Summer of 2020 a little easier for you by offering 20% off all FIPCO *Compliance Concierge*™ webinar training sessions.

Gather as many software users as you can fit in one room and enjoy the 20% discount per webinar/connection. There's no limit to the number of webinars you can sign up for, so visit the [FIPCO website](#) today! **Be sure to use discount code "SUMMER20" to receive your cool savings!**

### Why Should You Attend FIPCO Software Training?

These days, technology changes at an exponential rate, and keeping up can be a challenge, but participating in proper training of your institution's software can help you:

- Stay current with new technologies, best practices, and the latest legislative regulations.
- Learn real-world situations, and see examples play out in front of you.
- Cut time in the learning process, and increase your productivity at work by applying the learned principles.
- Celebrate personal development and satisfaction.

We offer courses that are designed to best fit your needs—online, in-house, and customized options as well. Please see page 2 for a list of upcoming [FIPCO Education and Training](#) courses.



» Visit the [FIPCO website](#) today and use discount code



**SUMMER20** when you register for any FIPCO *Compliance Concierge*™ webinar training sessions. The 20% discount is good through September 29, 2020.

## Save the Dates for These *Compliance Concierge*™ Software & Compliance Forums



Annette Witkowski

### *Deposit, Sept. 17 and Loan/Mortgage, Nov. 18-19*

What a crazy spring and summer this has been, and I think the weirdness will continue into the fall and winter. Here at FIPCO, we are busy preparing for the upcoming Deposit Forum (postponed in May) and the Loan and Mortgage Forum.

Your comfort and safety are our top priorities. We know that not everyone is able to travel or comfortable traveling, so we are offering the Deposit Forum via livestream for the first time in FIPCO history!

The Loan and Mortgage Forum will take place either as a livestream or as a hybrid, including in-person and livestream attendance options.

While we know the value of in-person training—including easy access to FIPCO staff and presenters, networking opportunities, and fewer distractions than in the office (or home office)—there are also advantages of livestreaming. Virtual (livestreamed) events allow you to select which sessions will be of greatest benefit to you, enable multiple staff to attend for one low price, and require no travel time or incur costs other than the registration fee.

Find out how you can increase your knowledge of *Compliance Concierge*™ and improve your efficiency and productivity. Registration for the Sept. 17 [Deposit Forum](#) is now open. Each registrant will receive a unique login for Zoom (WBA and FIPCO's virtual meeting platform). Registration is priced per connection, so be sure to have others in the room with you to save on costs.

We hope to see you at the Forums. We have lots of great sessions planned, and if you've been to sessions I've conducted in the past, you know you will hear some funny jokes! Okay, maybe the jokes are groaners... But I guarantee you'll come away with actionable knowledge you can put to use immediately and that'll make you smile any day.

Please contact [FIPCO Training](#) if you have questions about the upcoming Forums.

*Annette Witkowski* is FIPCO Director Training and Support Services.



Sept. 17 · Deposit | Nov. 18-19 · Loan/Mortgage

## Virus Protection for Post-Pandemic Operations

By Ken Shaurette



The coronavirus pandemic is reshaping the world... Speaking of viruses, how is your financial institution's virus protection? Ship-shape, or old-school?

As financial institution operations adapt to the demands of pandemic life (more remote work, broader digital interaction with third parties, etc.) institutions should reassess their defenses. If you're still relying on outdated antivirus protection solutions like signature-based architecture, your systems may be at risk. FIPCO offers a fully managed solution for Endpoint Detection and Response (EDR): Cynet 360.

Cynet 360's Sensor Fusion technology continuously ingests and analyzes endpoint, network, and user activity signals to deliver the world's first autonomous breach protection platform, providing complete automation of monitoring and control, attack prevention and detection, and response orchestration.

Cynet's autonomous breach protection solution defends your institution from complex, advanced attacks including malicious macros and exploits or redirection to malicious websites. This solution more accurately identifies suspicious and unauthorized activities than traditional antivirus solutions and enables a more proactive response and remediation of threats.

**Key benefits of Cynet 360 include:**

**Speed:** Fully operable within two clicks and auto-deploys on newly added machines with no human intervention



**Accuracy:** Collects all core activity signals to gain clear insight into the unique context of each event, reducing false positives to a minimum

**Coverage:** Airtight protection against all attack vectors that involve users, network files, and hosts

**Automation:** The widest set of automated response workflows to any type of attack

**Backup:** An elite time of 24/7 threat analysts and security researchers at Cynet's Security Operations Center (SOC)

FIPCO and the Wisconsin Bankers Association are so confident in Cynet technology that it has been implemented at our offices, not simply to replace the traditional antivirus solution, but to enhance the overall security to better protect all endpoints. Cynet centralizes and automates breach protection across the entire environment.

Is now a good time to replace your traditional antivirus solution? Call or email FIPCO Director – InfoSecurity and Audit **Ken Shaurette** at 800-722-3498, ext. 251 or [itservices@fipco.com](mailto:itservices@fipco.com) today to take advantage of these services and ensure the safety and soundness of your business.

Learn more at [www.fipco.com/solutions/it-audit-security/autonomous-endpoint-protection](http://www.fipco.com/solutions/it-audit-security/autonomous-endpoint-protection).

*Shaurette is FIPCO director – InfoSecurity and Audit.*

## August FIPCO Software Training

We offer courses that are designed to best fit your needs—online and customized options as well. Be sure to enter discount code SUMMER20. Visit [FIPCO Education and Training](#) online for a list of upcoming training in September. Software training courses for August are listed below:

(All events are *Compliance Concierge™* training courses.)

- Aug. 10, 9-11am: Basic Consumer Loan Training
- Aug. 10, 1-4pm: Deposit Accounts Training
- Aug. 11, 9-11am: Commercial Loan Training
- Aug. 11, 1-3pm: Ag Loans Training
- Aug. 12, 9am-noon: Real Estate Purchase Training
- Aug. 12, 1-4pm: Real Estate Refinance Training
- Aug. 13, 1-3pm: HELOC Training

Contact [Alice Hamilton](#) at 800-722-3498, ext. 233 for more information, or register at [www.fipco.com](http://www.fipco.com).

### Get to Know Us:

## FIPCO Team Member: Alice Hamilton



Alice Hamilton

Meet **Alice Hamilton**, Training Coordinator. She reveals more about herself, below...

- » **Home town:** Baraboo, Wis.
- » **Best fish fry** (in Wisconsin, of course): Fitz's on the Lake (Lake Wisconsin), Lodi.
- » **Favorite App/game on your phone:** Solitaire.

- » **Favorite magazine or publication you enjoy reading:** The Pitch Pipe.
- » **Favorite vacation spot** (in Wisconsin, of course): A beach.
- » **Favorite book:** Mysteries.
- » **If I won a million dollars, I would:** Buy a cabin on a lake and invest the rest for retirement.

## Support Corner with Chris and Cathy | Let us help – call us at 800-722-3498, option 4. Oh & % # – Give Me Space

Have you received a message that the webpage cannot be found when opening the LE or CD on a TRID loan, or data is not printing correctly in an address line?

Code	Description	%	Borrower Amount	Seller Amount	Lender Amount	O
810	Misc PPFC		\$35.00			
Payee	Anderson&Smith Inc		\$35.00			

Street Address  
1406 W Hwy 41, #10

**Borrower**  
Borrower's Name (include Jr. or Sr. if applicable)  
Adam Y Nebraska

Social Security Number  
457-88-9436

Home Phone (incl. area code)  
658-924-7631

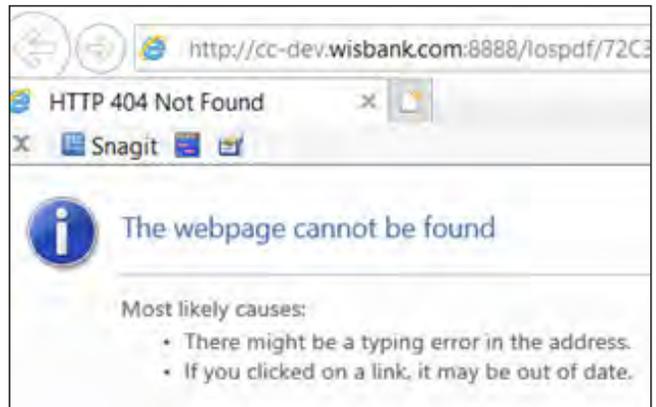
Married  Unmarried (include single, divorced, widowed)  Dep no.

Separated

Present Address (street, city, state, ZIP)  Other  
1406 W Hwy 41, 13#  
Madison, WI 53718

Review your data entry for an Ampersand (&), Percent (%) or Pound (#) sign that does not have a space before and after it. It most often occurs in a fee description, payee, payoffs area, or in the address line.

Oracle treats ampersand, percent, and pound signs as special characters rather than normal keyboard characters. This is not something that can be changed in programming so users will need to insert a space before and after the character or they will receive the error or incorrect data.



## PPE Masks for Your Staff and Customers Now Available From FIPCO

As our state and nation begin to emerge from the COVID-19 pandemic, financial institutions should start their reopening planning process including PPE for employees and customers.

FIPCO now offers two mask options available for purchase:

- **KN95 Mask:** This reusable mask is eco-friendly and protects from viruses, dust, pollution and allergens.
- **Non-Medical Use Personal Protection Face Mask:** This disposable mask is FDA registered and features three layers of protection. It is lightweight and comfortable with an elastic ear-loop and built-in metal adjustable nose bridge for a better fit.



**Questions?** Please contact [order@fipco.com](mailto:order@fipco.com) or 800-722-3498, ext 222.

» Are you a current Office Depot business customer and looking for other PPE products? [Click here](#) for more information.

4721 South Biltmore Lane | Madison, WI 53718  
P: 800.722.3498 | [fipcosales@fipco.com](mailto:fipcosales@fipco.com)  
[www.fipco.com](http://www.fipco.com) [in](#) [t](#)