



IBAT 2009 Convention – Education Sessions

Name: _____
 Bank or Firm _____
 Address: _____
 City, State Zip: _____
 Phone: _____ Fax: _____
 Email Address: _____

Please **Circle** each session that you attended at the 2009 IBAT Convention. Once completed, return to the Julie Courtney at jcourtney@ibat.org or 512.322.9004, your certificate will be emailed to you.

Sunday, October 11

- 1:00-3:00pm General Session – San Antonio Ballroom
- **From Barter to Banking: Money and Economy on the Texas Frontier** – James L. Haley
 - **ICBA Update** – R. Michael Menzies
 - **State of the State** – Chris Williston

Monday, October 12

8:00-8:50am Learning Labs – choose from:

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| <i>Strategy and Tactics for the Investment Portfolio</i> – San Augustin A | <i>The Success Paradox</i> – San Augustin B | <i>CEO Strategic Playbook for Tomorrow</i> – San Gabriel | <i>Processing Check Images to Drive Business Efficiencies</i> – San Miguel |
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9:00-9:50am Learning Labs – choose from:

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| <i>Corporate Governance: How to Act in the Post Bailout Era</i> – San Augustin A | <i>CEO Checklist – The Secret Strategy of High Performers</i> – San Augustin B | <i>Market Like a Genius on a Minimum Budget!</i> – San Gabriel | <i>Tax Law Update and the Latest on Fair Value Accounting Standards</i> – San Miguel |
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12:15-2:00pm Lunch & Learns – choose from:

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| <i>Improving Your Human Capital ROI in an Economic Downturn</i> – San Augustin A | <i>Maintaining Consumer Confidence in Payments Through Fraud Protection</i> – San Augustin B | <i>Make ‘Em Love Your Bank – Change the Customers’ Experience!</i> – San Gabriel | <i>Loan Modifications, Loss Mitigation & Short Sales</i> – San Miguel |
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2:30-4:00 pm Texas Regulators: Hot Topics and Insights on Top Issues of the Day – San Antonio Ballroom

Tuesday, October 13

8:15-8:40am	Learning Labs – choose from:			
	<i>Managing Cyber Risks - Threats, Coverages & Risk Management Principles – San Augustin A</i>	<i>Identify and Retain Your Most Profitable Customers – San Augustin B</i>	<i>Intelligent Funding Solutions – San Gabriel</i>	<i>What Do Customers Really Want? – San Miguel</i>
8:45-9:10am	Learning Labs – choose from:			
	<i>Emergency Procedures: Best Practices for Incident Response – San Augustin A</i>	<i>What NOW? The Hidden Advantages for Banks in Today's Economy – San Augustin B</i>	<i>Web 2.0 Tools That Help Maximize Your Operational Efficiencies – San Gabriel</i>	<i>5 Keys to Improving Your Efficiency Ratio This Year – San Miguel</i>
9:30am-noon	General Session – San Antonio Ballroom			
	<ul style="list-style-type: none">• Annual Business Meeting and Award Presentations• The Five Secrets of the World's Best Performing Leaders and Companies – Jason Jennings			
12:30-2:00pm	Best of Community Banking Awards Luncheon – San Antonio Ballroom			
	<ul style="list-style-type: none">• Heroes – Bob Phillips			
2:30-4:00 pm	Legal Eagles Panel: Ask the Experts – San Antonio Ballroom			