

## **Agenda**

### **Day 1- October 24, 2017**

- 11:15 -11:25** Welcome from RMA/Program Introduction
- 11:25-11:45** Participant Introductions & Roundtable Discussion
- 11:45-12:30** RCSA Revisited
- 12:30-1:30** Lunch
- 1:30-2:30** New Product Assessment
- 2:30-3:30** Risk Escalation (Governance and Awareness)
- 3:30- 3:45** Break
- 3:45-5:00** Regulatory Update
- 5:00** Session Ends

### **Day 2- October 25, 2017**

- 8:00-8:30** Continental Breakfast
- 8:30-9:30** Challenges of “monitoring” branch-customer conversations in light of heightened sales practices sensitives
- 9:30-10:30** Three Lines of Defense
- 10:30-11:30** Executive Management KRIs
- 11:30** Program Ends

**General Information:**

The format for this meeting will be a roundtable discussion; it will not follow a lecture format. We encourage you to share your questions, comments, insights and practices relating to the topics on the agenda. We have found that the “discussion group” or roundtable format provides for optimum peer sharing and a better “hands on” experience. If possible we ask that participants bring copies of the templates and documents (please make sure to remove any confidential information).

*Important information for this event is as follows:*

**Location:** Federal Reserve Bank of San Francisco  
101 Market Street  
Yellen Conference Center, 1<sup>st</sup> Floor  
San Francisco, CA 94105

**Registration Desk:** The RMA registration desk will be set up in the lobby.

**Security Check:** Please pick up your event badge and proceed to the security check. All visitors will need a government issued photo ID. Please allow about 5-10 minutes to get through Fed's security screening. Once you pass through the security bag check point, you will be escorted to the meeting room. Please be sure to keep your badge for reentry to the building on the second day of the conference.

**Speaker Handouts:** RMA does not provide hard copies of speakers’ presentations.

**Miscellaneous:**

- **Dress Code:** Business
- **Parking:** Please note that while the Fed does not provide parking, there are several parking lots in close proximity to the building.
- **Hotels:** We did not arrange for block of rooms with any of the hotels. You may consider the hotels listed below:
  - Hyatt Embarcadero, 5 Embarcadero Center, San Francisco, CA, Tel: (415) 788 1234
  - Club Quarters Hotel, 424 Clay Street (Across from Embarcadero Center) San Francisco, CA 94111, Tel: (415) 392-7400 (RMA has membership with Club Quarters. Please mention “RMA” while making your reservation.)
  - Hotel Vitale , 8 Mission Street, San Francisco, CA Tel: (415) 278-3700
  - Le Meridien San Francisco , 333 Battery Street, San Francisco, CA, Tel: (415) 296-2900