

WEDNESDAY

7:00 - 7:45	BREAKFAST
7:45 - 8:00	WELCOME & ANNOUNCEMENTS
8:00 - 8:45	ARTIFICIAL INTELLIGENCE & FINANCIAL INSTITUTIONS <i>Playing Both Offense and Defense in an A.I. Crazy World</i> Ben Lawson • Burk IT
8:45 - 9:15	FEDERAL RESERVE UPDATE John Sappington • Federal Reserve Financial Services
9:15 - 9:45	BREAK WITH VENDORS
9:45 - 11:30	COMPLIANCE UPDATE Rod Logan • Alchemetrics Solutions
11:30 - 12:00	BUILDING SUCCESS STORIES & CLOSING THE GAP Don Poulson Jr • Jack Henry / Client Services
12:00 - 2:00	LUNCH WITH VENDORS
2:00 - 2:45	FINANCIAL CRIMES DEFENDER • WHERE ARE WE NOW? Kim Sorenson • Jack Henry / Financial Crimes Defender
2:45 - 3:30	DIGITAL SESSION 1 • DIGITAL OPEN BANKING <i>The Acceleration of the Banking Buffet Line of Services</i> Amy Aldrich • Jack Henry
3:30 - 4:15	PORTFOLIO OPTIMIZATION & CARD ANALYTICS <i>JHA Card Analytics with demonstrations of solutions based on actual business cases</i> Jason Palmer • Jack Henry / CPS
4:15 - 5:00	UNITED STATES SECRET SERVICE Jason Brown, AIC • U.S. Secret Service
5:00 - 6:30	VENDOR RECEPTION & PRIZE DRAWINGS

Mark your calendars and Join us in Beautiful PIGEON FORGE, TENNESSEE!

We're gearing up for another fun-filled, education packed conference - this year at the **Black Fox Lodge**.

- The fee for each attendee is \$100.00. (One Day Session is \$50.00)
- Annual SMUG Membership dues of \$250.00 for each Bank are also due.
- Banks that only need to renew their membership, please fill out only *Section 1* and *Section 2* of the form.

This year's entertainment will be the **Hatfield & McCoy Dinner Feud**.

Additional tickets may be purchased in Section 3 of the registration form.



SMUG Cancellation Policy: If you cancel your SMUG Registration by May 1st, 2024, we will grant full refunds. Refunds will not be granted for "no-shows" or for cancellations received after May 1st.

THURSDAY

7:00 - 7:45	BREAKFAST
7:45 - 8:00	WELCOME & ANNOUNCEMENTS
8:00 - 8:45	DIGITAL SESSION 2 • DIGITAL OPEN BANKING <i>Advances in Banno: Aggregation, Video Chat & Share Screen, A.I. in Conversations</i> Amy Aldrich • Jack Henry
8:45 - 9:30	LENDING ENHANCEMENTS • iCORE DEVELOPMENT <i>Lending Enhancements and other deliverables planned for iCore Development • Q&A</i> Kristi Giles • Jack Henry
9:30 - 10:15	DEPOSIT ENHANCEMENTS • iCORE DEVELOPMENT <i>Deposit Enhancements with a focus on ISO20022 for wires and other deliverables • Q&A</i> John England • Jack Henry
10:15 - 10:30	BREAK
10:30 - 11:15	OUTLINK DATACENTER UPDATE <i>Getting to know the CIF 20/20 Data Center • Upcoming Hardware Enhancements</i> David Helm • Jack Henry
11:15 - 12:00	LOANVANTAGE <i>Modernization of the Lending Process & Combining the Digital UI for Account Opening</i> Richard Owens • Jack Henry / LoanVantage
12:00 - 1:00	LUNCH
1:00 - 1:45	TRUSTAGE COMPLIANCE SOLUTIONS <i>An Overview of TruStage, the documents business, and its partnership with Jack Henry</i> Armistead Boyd • TruStage
1:45 - 3:15	THE NIGHT THE LIGHTS WENT OUT IN PIGEON FORGE <i>Table Top Disaster Recovery Preparations for Cyber Threats Against Critical Infrastructure</i> Ben Lawson • Burk IT



Black Fox Lodge Pigeon Forge

Tapestry Collection by Hilton



1 865-774-4000
For Reservations call and
use Code **SMUG**



3171 Parkway
Pigeon Forge
TN 37863



[Click here to Register Online](#)

Or Visit: jhasmug.org

Hotel Cancellation: See Hotel Cancellation Policy for details. Reservation must be made by **April 20, 2024** to guarantee rate.

FRI.

7:00 - 7:45	BREAKFAST
8:00	ANNUAL BUSINESS MEETING for SMUG Members

2024 Registration Form

Section 1 | Member Bank Information

Please Note: Annual dues of \$250.00 per bank are payable upon registration.

If the Bank is not sending anyone to the Conference, simply ignore Section 3 | Member Registration.

Bank Name: _____

City/State: _____

Website: _____

Section 2 | Payment and Mailing Information

Please make checks payable to the "Smoky Mountain User Group"

Mail this page along with SECTION 3 for each attendee and payment to:

**First Century Bank
ATTN: Gary Brooks/SMUG
PO Box 159
Tazewell, TN 37879**

Annual Bank Membership Dues	\$250.00 per Bank
Attendee Conference Fee	\$100.00 per Attendee
One Day Attendee	\$50.00 per Attendee
Additional Hatfield & McCoy Tickets	\$70.74 per Adult / \$35.42 per Child

Total Included: _____

Payment for extra tickets must be submitted with the enrollment form, and checks written separately from conference fees.

2024 Registration Form

Section 3 | Complete and Send for Each Attendee

Name: _____

Years in Banking: _____

Title: _____

Email: _____

*Please note any dietary restrictions:

WEDNESDAY | Please place an "X" in the first column for each session you plan to attend.

Session Time	Session Title
<input type="checkbox"/> 7:00 - 7:45	Breakfast
<input type="checkbox"/> 7:45 - 8:00	Welcome & Announcements
<input type="checkbox"/> 8:00 - 8:45	ARTIFICIAL INTELLIGENCE & FINANCIAL INSTITUTIONS • Ben Lawson Burk IT
<input type="checkbox"/> 8:45 - 9:15	FEDERAL RESERVE UPDATE • John Sappington Federal Reserve Financial Services
<input type="checkbox"/> 9:15 - 9:45	Break with Vendors
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<input type="checkbox"/> 11:30 - 12:00	BUILDING SUCCESS STORIES & CLOSING THE GAP • Don Poulson Jr. Jack Henry/Client Services
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<input type="checkbox"/> 4:15 - 5:00	UNITED STATES SECRET SERVICE • Jason Brown, AIC U.S. Secret Service
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<input type="checkbox"/> 1:00 - 1:45	TRUSTAGE COMPLIANCE SOLUTIONS • Armistead Boyd TruStage
<input type="checkbox"/> 1:45 - 3:15	THE NIGHT THE LIGHTS WENT OUT IN PIGEON FORGE • Tabletop Disaster Recovery Preparations • Ben Lawson Burk IT

Dinner Show Entertainment (If you do not plan to attend, please do not mark the box.)

<input type="checkbox"/> Arrive at 4:15	HATFIELD & MCCOY DINNER FEUD 5:00 PM Showtime
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FRIDAY | Please place an "X" in the first column for each session you plan to

Session Time	Session Title
<input type="checkbox"/> 7:00 - 7:45	Breakfast
<input type="checkbox"/> 8:00	ANNUAL BUSINESS MEETING for SMUG Members



Total for extra Hatfield & McCoy Dinner Feud Tickets: (Do not include yourself)

\$70.74 # _____ Additional Adult(s) | \$35.42 # _____ Child(ren)