

WEDNESDAY

8:00 - 8:45	BREAKFAST
8:45 - 9:00	WELCOME & ANNOUNCEMENTS
9:00 - 10:30	COMPLIANCE UPDATE <i>Rod Logan • Alchemetrics Solutions</i>
10:30 - 11:00	BREAK WITH VENDORS
11:00 - 11:45	LET'S TALK LOANS: Upcoming Enhancements, Our Current Initiatives & Your Role in Shaping Success <i>Kristi Giles • Jack Henry</i>
11:45 - 1:00	LUNCH WITH VENDORS
1:00 - 1:45	LET'S TALK DEPOSITS: Upcoming Enhancements, Our Current Initiatives, & Your Role in Shaping Success <i>John England • Jack Henry</i>
1:45 - 2:30	SUNSETTING THE FFIEC CYBERSECURITY ASSESSMENT TOOL: The CRI Profile and Other Tools on the Horizon <i>Ben Lawson • Burk IT</i>
2:30 - 2:45	BREAK WITH VENDORS
2:45 - 3:45	WHAT'S NEW AND WHAT'S COMING SOON - All Things Digital <i>Amy Aldrich • Jack Henry</i>
3:45 - 4:45	WHAT'S NEW WITH BSA AND FRAUD <i>Kim Sorenson • Jack Henry</i>
4:45 - 6:00	VENDOR RECEPTION & PRIZE DRAWINGS

THURSDAY

8:00 - 8:45	BREAKFAST
8:45 - 9:00	WELCOME & ANNOUNCEMENTS
9:00 - 10:00	THINGS YOU MAY NOT KNOW ABOUT JH'S DIGITAL PRODUCTS <i>Amy Aldrich • Jack Henry</i>
10:00 - 10:45	RECENT & UPCOMING TELLER ENHANCEMENTS <i>Brandon Hartley • Jack Henry</i>
10:45 - 11:15	CLIENT SERVICES - DID YOU KNOW? <i>Don Poulson Jr • Jack Henry</i>
11:15 - 12:00	LOANVANTAGE <i>Richard Owens • Jack Henry / LoanVantage</i>
12:00 - 1:00	LUNCH
1:00 - 1:30	THE BIRDS AND BEES OF FRAUD <i>Bob J. Kirby CFE, CFCI • Corporate Investigator</i>
1:30 - 2:00	IN TO OUT CORE MIGRATION Q&A <i>Caleb Coatney • Jack Henry</i>
2:00 - 2:30	IT MANAGEMENT & ISO COLLABORATION STRATEGIES <i>Emily Strickland • Safe Systems</i>
2:30 - 3:00	VENDOR MANAGEMENT COMPLIANCE <i>Whitney Coffman • Sentry Advisors</i>
3:00 - 3:15	BREAK
3:15 - 4:00	CPS FRAUD CENTER 201 <i>Kayla Benton • Jack Henry</i>
4:00 - 5:00	IS IT OVER YET? A Disaster Recovery Tabletop in a Brave New World <i>Ben Lawson • Burk IT</i>
5:00 - 6:00	ANNUAL BUSINESS MEETING FOR SMUG MEMBERS

Mark your calendars & 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 \$150.00. (One Day Session is \$75.00)
- Annual SMUG Membership dues of \$300.00 for each Bank are also due.
- Banks that only need to renew their membership, please fill out *Section 1*, *Section 2*, and *Section 3* of the form.

SMUG Cancellation Policy: If you cancel your SMUG Registration by April 15, we will grant full refunds. Refunds will not be granted for "no-shows" or for cancellations received after May 1.



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

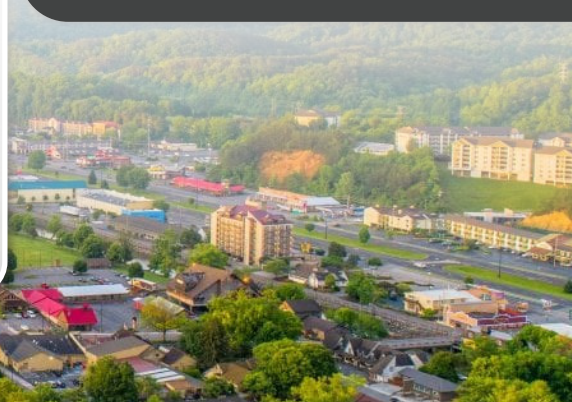


Click here to Register Online

Or Visit: <https://www.hilton.com/en/attend-my-event/smugconferencemay2025/>

Hotel Cancellation:

See Hotel Cancellation Policy for details.



2025 Registration Form

Section 1 | Member Bank Information

Please Note: Annual dues of \$300.00 per bank are payable upon registration.

If the Bank is not sending anyone to the Conference, simply ignore Section 4 | Member Registration.

Bank Name: _____

City/State: _____

Website: _____

Primary Contact: _____

Secondary Contact: _____

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	\$300.00 per Bank
Attendee Conference Fee	\$150.00 per Attendee
One Day Attendee	\$75.00 per Attendee

Total Included: _____

Section 3 | Google Group Members

Name _____ Email Address _____

Name _____ Email Address _____

Name _____ Email Address _____

Name _____ Email Address _____

Name _____ Email Address _____

Name _____ Email Address _____

Name _____ Email Address _____

Name _____ Email Address _____

2025 Registration Form

Section 4 | Member Registration *(Complete and Send for Each Attendee)*

Name: _____ Years in Banking: _____

Title: _____ Email: _____

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

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5:00 - 6:00	ANNUAL BUSINESS MEETING FOR SMUG MEMBERS • <i>Refreshments will be served</i> • All Attendees are welcome.