

WEDNESDAY

7:00 - 8:00	BREAKFAST
7:50 - 8:00	WELCOME & ANNOUNCEMENTS
8:00 - 9:30	PRACTICAL AI: How to Implement, Secure, and Leverage AI in Your Business Environment <i>Ben Lawson • Burk IT</i>
9:30 - 10:00	BREAK WITH VENDORS
10:05 - 10:50	WHAT'S NEW WITH CIF 20/20 TELLER <i>Brandon Hartley • Jack Henry</i>
10:55 - 11:40	INSIDE LOANS: Enhancements, Compliance Updates, and Ways to Engage <i>Kristi Giles • Jack Henry</i>
11:45 - 1:25	LUNCH WITH VENDORS
1:30 - 2:15	CHECK FRAUD IS BIG BUSINESS, HOW CAN WE HELP? <i>Jamie Jones • Jack Henry</i>
2:15 - 2:30	BREAK WITH VENDORS
2:30 - 4:00	DIGITAL AT JACK HENRY: Today and Tomorrow <i>Eric Arnold • Jack Henry</i>
4:05 - 4:55	CIF20/20 DEVELOPMENT UPDATE: Deposits, Integrations, and ISO20022 <i>Brent Thompson • Jack Henry</i>
5:00 - 6:30	VENDOR RECEPTION & PRIZE DRAWINGS

THURSDAY

7:00 - 8:00	BREAKFAST
7:50 - 8:00	WELCOME & ANNOUNCEMENTS
8:00 - 9:45	THINGS YOU MAY NOT KNOW (or may have forgotten) ABOUT BANNO <i>Amy Aldrich • Jack Henry</i>
9:45 - 10:40	REG E DISPUTES- FRAUD OR SCAM <i>Patti Joyner • Asurity</i>
10:45 - 11:00	BREAK
11:15 - 11:55	EXECUTIVE OVERVIEW AND SUPPORT SERVICES <i>Tammy Humprey • Jack Henry</i>
12:00 - 1:00	LUNCH
1:05 - 1:45	THE FRAUD RESEARCH BLUEPRINT Using Analytics to Spot Patterns and Build Better Rules <i>Kayla Benton • Jack Henry</i>
1:50 - 2:35	COMPLIANCE HOT SPOTS: Privacy, Cybersecurity and AI <i>Patti Joyner • Asurity</i>
2:35 - 2:55	BREAK
3:00 - 3:35	GLADIATOR/CENTURION - Stories From the Front Lines <i>Viviana Campanaro & Eric Flick • Jack Henry</i>
4:00 - 5:00	RISK MANAGEMENT VIA THE NIST APPROACH: Everyday Process Gaps and Ways to Make the Process Stronger <i>Ben Lawson • Burk IT</i>

FRI

8:00 - 9:00	BREAKFAST
10:00	ANNUAL BUSINESS MEETING FOR SMUG MEMBERS

Mark your calendars & join us in beautiful GATLINBURG, TENNESSEE!

We're gearing up for another fun-filled, education packed conference - this year at the Margaritaville Resort.

- 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 May 1, we will grant full refunds. Refunds will not be granted for "no-shows" or for cancellations received after May 1.



Margaritaville Resort

Gatlinburg, Tennessee



For Reservations call
865-430-4200



539 Parkway
Gatlinburg, TN 37738



Online Reservation

Or Visit: <https://be.synxis.com/?Hotel=8446&Chain=23717&arrive=2026-05-12&depart=2026-05-15&adult=1&child=0&group=7479541>

Hotel Cancellation:
See Hotel Cancellation Policy for details.



2026 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 _____

2026 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.*

Session Time	Session Title
<input type="checkbox"/>	7:00 - 8:00 BREAKFAST
<input type="checkbox"/>	7:50 - 8:00 WELCOME & ANNOUNCEMENTS
<input type="checkbox"/>	8:00 - 9:30 PRACTICAL AI: How to Implement, Secure, and Leverage AI in your Business Environment • Ben Lawson <i>Burk IT</i>
<input type="checkbox"/>	9:30 - 10:00 BREAK WITH VENDORS
<input type="checkbox"/>	10:05 - 10:50 WHAT'S NEW WITH CIF 20/20 TELLER • Brandon Hartley <i>Jack Henry</i>
<input type="checkbox"/>	10:55 - 11:40 INSIDE LOANS: Enhancements, Compliance Updates, and Ways to Engage • Kristi Giles <i>Jack Henry</i>
<input type="checkbox"/>	11:45 - 1:25 LUNCH WITH VENDORS
<input type="checkbox"/>	1:30 - 2:15 CHECK FRAUD IS BIG BUSINESS, HOW CAN WE HELP? • Jamie Jones <i>Jack Henry</i>
<input type="checkbox"/>	2:15 - 2:30 BREAK WITH VENDORS
<input type="checkbox"/>	2:30 - 4:00 DIGITAL AT JACK HENRY: Today and Tomorrow • Eric Arnold <i>Jack Henry</i>
<input type="checkbox"/>	4:05 - 4:55 CIF 20/20 DEVELOPMENT UPDATE: DEPOSITS, INTEGRATIONS, AND ISO20022 • Brent Thompson <i>Jack Henry</i>
<input type="checkbox"/>	5:00 - 6:30 VENDOR RECEPTION & PRIZE DRAWINGS

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

Session Time	Session Title
<input type="checkbox"/>	7:00 - 8:00 BREAKFAST
<input type="checkbox"/>	7:50 - 8:00 WELCOME & ANNOUNCEMENTS
<input type="checkbox"/>	8:00 - 9:45 THINGS YOU MAY NOT KNOW (or may have forgotten) ABOUT BANNO • Amy Aldrich <i>Jack Henry</i>
<input type="checkbox"/>	9:45 - 10:40 REG E DISPUTES - FRAUD OR SCAM • Patti Joyner <i>Asurity</i>
<input type="checkbox"/>	10:45 - 11:00 BREAK
<input type="checkbox"/>	11:15 - 11:55 EXECUTIVE OVERVIEW AND SUPPORT SERVICES • Tammy Humprey <i>Jack Henry</i>
<input type="checkbox"/>	12:00 - 1:00 LUNCH
<input type="checkbox"/>	1:05 - 1:45 THE FRAUD RESEARCH BLUEPRINT: Using Analytics to Spot Patterns and Build Better Rules • Kayla Benton <i>Jack Henry</i>
<input type="checkbox"/>	1:50 - 2:35 COMPLIANCE HOT SPOTS: Privacy, Cybersecurity, and AI • Patti Joyner <i>Asurity</i>
<input type="checkbox"/>	2:35 - 2:55 BREAK
<input type="checkbox"/>	3:00 - 3:35 GLADIATOR/CENTURION - Stories from the Front Lines • Viviana Campanaro & Eric Flick <i>Jack Henry</i>
<input type="checkbox"/>	4:00 - 5:00 RISK MANAGEMENT VIA THE NIST APPROACH: Everyday Process Gaps & Ways to Make the Process Stronger • Ben Lawson <i>Burk IT</i>

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

Session Time	Session Title
<input type="checkbox"/>	8:00 - 9:00 BREAKFAST
<input type="checkbox"/>	10:00 ANNUAL BUSINESS MEETING FOR SMUG MEMBERS