



CONFERENCE PROGRAM

- 6:00 am – 8:30 am **Exhibitor Setup (Salon F, G, H, I)**
Registration – Ballroom Foyer
- 8:30 am – 9:30 am **Continental Breakfast in Exhibit Hall (Salon F, G, H, I)**
Sponsored by Western Union
- 9:30 am – 11:15 am **General Session I (Salon E)**
- Conference Welcome**
- **Senator Eric Adams (20th District – Brooklyn)**
- President’s Opening Remarks & Welcome**
- **Ira Krell, FSCNY President**
- FiSCA - National Report**
- **Joseph Doyle, FiSCA Chairman**
- Association Business**
- **Nominations**
- General Session I: “*The Business Case for Innovation in Financial Service Centers*” (Salon E) *Sponsored by Western Union***
- **Joseph Coleman, President, RiteCheck (Moderator)**
 - **William McCracken, CEO, Synergistics Research Corporation**
 - **Peter Ohser, Senior Vice President for the U.S. and Canada, MoneyGram International**
- 11:15 am – 11:30 am **Mid-Morning Refreshment Break & Networking Session (Grand Ballroom Foyer)**
Sponsored by NetSpend
- 11:30 am – 12:45 pm **General Session II: “*The Technology Case for Innovation in Financial Service Centers*” (Salon E) *Sponsored by Western Union***
- **Joseph Coleman, President, RiteCheck (Moderator)**
 - **Frank Kaplan, Senior Vice President of Sales and Business Development, NetSpend**
 - **Robin Miles, Chief Executive Officer President, Pay-O-Matic**
- 12:45 pm – 1:45 pm **FSCNY/MoneyGram Scholarship Luncheon (Salon D)**
Sponsored by MoneyGram International
- **Presentation of Scholarship Awards by Sanford Herman and Juan Melendez, V.P. Retail Sales, North America, MoneyGram International**
 - **Presentation of Industry Service Award**

(turn over)

2:00 pm – 3:00 pm **Exhibit Hall (with refreshments) (Salon F, G, H, I)**
Sponsored by MB Financial Bank and SecureCheck

3:00 pm – 4:00 pm **Workshop Session I**
Sponsored by MB Financial Bank and SecureCheck

- **BSA/AML Compliance for Owners & Compliance Personnel**
(A certificate of attendance will be issued)
Presented by *Juan Manuel Gonzalez of MoneyGram International, Steven Nasalroad of Western Union, Scott McClain and Roman Vaccari of Winne, Banta, Hetherington, Basralian & Kahn*
- **Customer Service for Tellers**
Presented by *William Staderman of W.P.S. Systems Ltd.*
- **Innovative Marketing Technologies: Texting, Digital & Social Media**
Presented by *Lou Costantini and Jim Higgins of Grafico, and Danny Cantrell of Solutions by Text*
- **Regional State Legislative and Regulatory Update**
Presented by *Edward P. D'Alessio, FSCNY General Counsel, Richard Smith of Bond Schoeneck & King, Frank Hoare of Featherstonhaugh, Wiley & Clyne, and Matt Halpin of Public Strategies Impact*

4:00 pm – 5:00 pm **Workshop Session II**
Sponsored by MB Financial Bank and SecureCheck

- **BSA/AML Compliance for Tellers**
(A certificate of attendance will be issued)
Presented by *Juan Manuel Gonzalez of MoneyGram International, Steven Nasalroad of Western Union, Scott McClain and Roman Vaccari of Winne, Banta, Hetherington, Basralian & Kahn*
- **Managing the Bottom Line**
Presented by *Paul Norman of Pay-O-Matic Corp., Anthony L'Altrelli of WithumSmith+Brown, and Richard Kelsky of Tellermetrix*
- **Making Choice Real for Your Customer**
Presented by *Edward P. D'Alessio, FSCNY General Counsel, Joseph Koscal of SecureCheck, and Tim Petty of NetSpend*

5:15 pm – 7:00 pm **Exhibit Hall (Salon F, G, H, I)**
Reception – Cocktails & Hors d'oeuvres (5:15-6:15 P.M.)
Sponsored by Capital One Bank and Pay-O-Matic Payment Systems, Rapid Armored Corp., and excella Card Services