DAY 1

Monday, Sep 30th

8:00 AM – 8:30 PM

NSIGHTS

GENERAL SESSIONS

- **State of the Industry: 2024**

  The financial services industry feels like it's evolving at a breakneck pace, and it's hard to keep up. Our expert panelists will get you up to speed with industry updates, insights, and outlooks that will help you understand the big picture and contribute ideas and understanding to conversations back home at your institution.

  Topics to cover include:

  - Artificial intelligence
  - Digital transformation
  - Fintech and banking as a service
  - Regulatory outlook

  Rafael DeLeon, SVP Industry Engagement &
  Stephanie Lyon, Vice President, Regulatory Compliance

- **The Upside of Compliance: Making the Case for Powerhouse Compliance**

  Tired of hearing compliance is a cost center? This session shows you how to make the case for a well-equipped compliance department that will add value to your institution. We'll share examples and statistics that will give you ammunition to advocate for compliance needs—whether it's adequate resources or inclusion in strategic meetings.

  Michael Berman, Founder and CEO &
  Stephanie Lyon, Vice President, Regulatory Compliance

NSTRUCT

CONTRACT MANAGEMENT

- **Strategic Contract Management**
  Heather Caruso

- **Leveraging AI for Strategic Contract Management**
  Heather Caruso

MULTI-PRODUCT

- **Data Extraction**
  And the Roadmap for Data Visualization
  Amy Hughes & Chris Cotton

- **SOX Controls**
  Nrisk, Nvendor, Nverify
  Denise Guira, Lara Miller & Monica Bolin

- **Cyber Monitoring**
  Denise Guira & Eric Smith from Fortify

- **Reporting (Legacy)**
  Nrisk, Nfindings, Ncontinuity, Nvendor
  Amy Hughes & Jamie Germain

NBOARDPORTAL

- **Bring your Board Meetings to Life**
  Jodie Kinnaley

NCOMMUNITY

- **Getting the Most Out of Your Maps**
  Michael Peresta

- **Documeting Involvement in Your Community**
  Michael Peresta

NCOMPLY

- **Setting up your Software for Efficiency**
  Robert Brosh & Denise Guira

NCONNECT

- **Nconnect**
  Linda Fitzpatrick

NFAIRLENDING

- **Transform Your Marketing Approach**
  Master Redlining Tools, Unlock Resources, and Overcome Team Resistance
  Linda Fitzpatrick

NFAIRLENDING – CONTINUED

- **Leveraging Data Points to Improve Your Testing**
  Cassandra Wayman
- **Reporting to Different Audiences**
  Such as Boards, Committees and Examiners
  Cassandra Wayman

NFINDINGS

- **Deep Dive:**
  Dive into Integration, Custom Fields, and Reporting
  Amy Hughes
- **Case Study**
  Robert Brosh & Amy Hughes

NRELIEF

- **Roundtable / Panel Discussion**
  Cassandra Wayman & Michael Peresta

NRISK

- **Personalizing & Using Nrisk Templates**
  Monica Bolin & Laurel Sykes, CRO American Riviera Bank
- **Risk Assessment Calculations**
  Denise Guira & Amy Hughes
- **Risk Appetite Statements:**
  Building and Leveraging Nrisk
  Mitchell Klein

NVENDOR

- **Nvendor Managed Services**
  What To Do After Receiving Our DD Deliverables
  Cathy Ryan, Annette Brown & Client
- **Maximizing the Onboarding Workflow:**
  Intentional Strategies for Success
  Mikey Havron & Jamie Germain
- **Out of the Box Tracking**
  SLAs, AI, DEI, etc. (SW Tracking, Where to Locate in Executive Summaries)
  Denise Guira, Chinyere Watson & Cathy Ryan

NVERIFY

- **Audit From Start to Finish**
  Including Templates and Reporting
  Michael Carpenter

QUANTIVATE PRODUCTS

- **Getting Started with Reports**
  Andrea Tolentino
- **Leveraging Risks and Controls Across Enterprise**
  Jason Moses & Andrea Tolentino
- **Using Notifications to Facilitate Communication**
  Linda Carlson
- **Using Dashboards to Improve Operational Outcomes**
  Andrea Tolentino
- **Using Workflows to Streamline Tasks**
  Andrea Tolentino
- **BC Planning for Resiliency**
  Linda Carlson

NTERACT

WELCOME RECEPTION

- **Peer Networking and Welcome Reception @ Ole Red**

2024 AGENDA

NGAGE Nashville

Monday, Sep 30th

NSIGHTS
General Sessions

NSTRUCT
Contract Management
Multi-Product | Nboardportal
Ncommunity | Ncomply
Nconnect | Nfairlending
Nfindings | Nrelief | Nrisk
Nvendor | Nverify
Quantivate Products

NTERACT

Tuesday, Oct 1st

NSIGHTS
General Sessions | Strategy
Compliance | Risk & Vendor
Lending Compliance | HMDA

NSTRUCT
Multi-Product | Ncomply
Ncontinuity | Nrisk | Nvendor
Quantivate Products

NTERACT

Wednesday, Oct 2nd

NSIGHTS
General Sessions

NTERACT

DAY 2

Tuesday, Oct 1st

8:00 AM – 9:00 PM

NSIGHTS

GENERAL SESSIONS

- **From Insight to Action: Leveraging Data for Strategic Decision Making**

  Data has never been more valuable to financial institutions—or more plentiful. Reporting on that data is critical, but good reporting is more than numbers. It requires you to think about what and why. What are you trying to achieve with your reporting? Are you ensuring meaningful data flow to senior management? Are people able to take action using the data? This session will help you uncover internal data sources you may not be taking advantage of and show you how to leverage this information to make smarter strategic decisions.

  Michael Carpenter Vice President, Solutions Architect & Devon Lyon, President/CEO Central One Federal Credit Union

- **Ncontracts Product Roadmap: An Nside View**

  Get an exclusive look at Ncontracts' product roadmap as our product team unveils planned updates and enhancements to make our solution suite even more powerful and useful.

  Jake Gutting, SVP, Product Management
  Matt Walker, Sr Manager, Product
  Ben Henderson, Sr Manager, Product
  Chris Cotton, Sr Manager, Product
  Ariel Mays, Product Manager
  Julia O'Connell, VP, Product Management

BREAKOUT: STRATEGY

- **The Power of Institutional Memory: Harnessing Knowledge & Talent for Enduring Success**

  The greatest asset of any institution is its people. Capturing and preserving their knowledge and fostering a culture that values continuous learning, mentorship, and the exchange of ideas is essential to continued success. This session offers strategies for facilitating knowledge exchange and collaboration for a resilient and high-performing institution and documenting decision-making to avoid future conflicts and relitigating decisions down the road.

BREAKOUT: STRATEGY – CONTINUED

- **Key Operational Risks: Strategies for Resilience**

  Operational risk is more than a regulatory buzzword—it's a fact of life. In this session, we'll review the most pressing operational risks facing financial institutions and give you practical advice on how to manage and mitigate them.

  Joe Terry, Solutions Architect
  Monica Bolin, Manager, Enterprise Risk Management

- **The Human Firewall: Employees & Information Security**

  Employees play a critical role in data security and defending against cyber-attacks. Learn strategies for transforming your employees from potential vulnerabilities into a strong line of defense and developing policies and procedures that prioritize cybersecurity and ensure employee compliance.

  Michael Carpenter, Vice President, Solutions Architect

BREAKOUT: COMPLIANCE

- **Policy Shepherd: Guiding Your Institution with Effective Policies**

  Policies can help enforce a culture of compliance and risk management—or they can gather dust. How do you know if your policies are effective at all levels? Find out during this session.

  Lara Miller, Risk and Policy Specialist

- **Risk & Regulatory Outlook: 2024**

  Join our panel of experts for a discussion on the biggest legal, political, and regulatory risks facing financial institutions today—and how to prepare for them.

  Stephanie Lyon, Vice President, Regulatory Compliance
  Monica Bolin, Manager, Enterprise Risk Management
  Robert Brosh, Director, Regulatory Compliance

- **Cultivating Compliance: Developing Tomorrow's Leaders**

  Explore strategies and best practices for nurturing the next wave of compliance professionals. Learn how to identify high-potential talent, design effective development programs, and empower emerging leaders at a time when compliance responsibilities are increasing complex.

  Stephanie Lyon, Vice President, Regulatory Compliance

BREAKOUT: RISK & VENDOR MANAGEMENT

- **Managing Third-Party AI Risk: What You Need to Know Today**

  Artificial intelligence is slowly transforming banking—everything from the customer experience and competition to the back office. This session examines AI from a risk and governance perspective, highlighting policies supported by risk assessments and your institution's risk appetite. You'll learn how to evaluate AI opportunities to understand how third parties and your institution are using AI, which AI tools make sense for your institution and which ones are too risky.

  Rafael DeLeon, SVP Industry Engagement

- **What's New with Vendor Due Diligence, Expectations, Especially in Higher Risk Relationships**

  Rafael DeLeon, SVP Industry Engagement

BREAKOUT: LENDING COMPLIANCE

- **Inside the new CRA: What You Need to Know for Implementation**

  The OCC, FDIC, and Federal Reserve have released their final Community Reinvestment Act (CRA) modernization rule. This rule introduces pivotal changes, including revised thresholds, expanded assessment areas, and new evaluation tests, accompanied by critical deadlines. Understand what these developments mean for your CRA program.

  Join this session for practical advice and insights on implementing CRA effectively while still balancing your current CRA programs. We will also discuss the status of the lawsuit against the FDIC, OCC, and FRB, examining its impact on regulatory compliance with the Community Reinvestment Act and banks.

  Alesha Briley, Regulatory Compliance Expert

- **Countdown to 1071**

  1071 implementation is right around the corner. Find out what your institution should be doing today to prepare for this new small business lending requirement.

  Alesha Briley, Regulatory Compliance Expert

BREAKOUT: HMDA

- **HMDA in Focus: Strategies for 2024**

  HMDA data is a major part of your lending compliance program. What have we learned from the most recent HMDA data and what does your institution need to be doing? Join this session for timely insights and strategies for navigating HMDA compliance.

  Cassandra Wayman, Lending Compliance Analyst
  Justin Smith, SVP Sales, Lending Compliance

NSTRUCT

MULTI-PRODUCT

- **Data Extraction**
  And the Roadmap for Data Visualization

  Amy Hughes & Chris Cotton

- **Reporting (Legacy)**
  Nrisk, Nfindings, Ncontinuity, Nvendor

  Amy Hughes & Jamie Germain

- **Integration Between Our Products**
  Nrisk – Nfindings, Nrisk – Nvendor, Nrisk – Ncontinuity

  Mikey Havron & Mitchell Klein

NCOMPLY

- **Complaint Management**
  Denise Guira & Joe Terry

NCONTINUITY

- **How To Conduct Your Own BIAs**
  Steve Fochler

- **Tabletop Exercise & Leveraging Events for Routine Testing (Part 1)**
  Steve Fochler

- **Tabletop Exercise & Leveraging Events for Routine Testing (Part 2)**
  Steve Fochler & Jason Moses

NRISK

- **Maturing Your Program & Capturing Data Outside of Your Assessment**
  Denise Guira & Joe Terry

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Wednesday, Oct 2nd

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NVENDOR

- **Nvendor Managed Services**
  What To Do After Receiving Our DD Deliverables
  Cathy Ryan, Annette Brown & Client
- **Out of the Box Tracking**
  SLAs, AI, DEI, etc. (SW Tracking, Where to Locate in Executive Summaries)
  Denise Guira, Chinyere Watson & Cathy Ryan
- **The Future of Nvendor Surveys**
  Amy Hughes

QUANTIVATE PRODUCTS

- **ERM - Maturing Your Program**
  Jason Moses
- **Integration Between Our Products**
  Andrea Tolentino
- **Advanced and Executive Reporting**
  Andrea Tolentino
- **Risk Appetite and KPI/KRI Tracking**
  Andrea Tolentino

NTERACT

NTERACT

- **Ask an Advisor**
  Maximize the value of your Ngage experience with our "Ask an Advisor" offering, designed to provide you with personalized, one-on-one guidance powered by the new Solutions Advisory department. Whether you need expert advice on Governance, Risk, and Compliance (GRC) principles, lending compliance strategies, or in-depth insights into the functionality and usage of our software, this session is tailored just for you.
- **Night on the Town @ Country Music Hall of Fame**

2024 AGENDA

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NTERACT

Wednesday, Oct 2nd

NSIGHTS
General Sessions

NTERACT

DAY 3

Wednesday, Oct 2nd

8:00 AM – 3:00 PM

NSIGHTS

GENERAL SESSIONS

- **Risk and Compliance: Quantifying Return on Investment**

  Learn how to demonstrate the value of your risk and compliance functions. From developing a framework and relevant metrics for assessing your initiatives to defining cost savings and demonstrating continuous improvement, you'll come away with strategies and methodologies for measuring and communicating the tangible benefits of effective risk management and compliance.

  Brayden Smith, SVP, Customer Experience
  Joined by an esteemed customer panel

- **Incident Response Essentials: Notifications, Best Practices & Beyond**

  Effective incident response can make the difference between a minor disruption and a catastrophic breach. This session will guide you through the critical components of a robust incident response plan, from beginning to end, including regulatory requirements, incident identification and assessment, post-incident review and improvement, and more.

  Steve Fochler, Business Continuity Specialist
  Mitchell Klien, Vice President, Risk Services
  Robert Brosh, Director, Regulatory Compliance
  Monica Bolin, Manager, Enterprise Risk Management
  Eric Smith, VP of Technical Services Delivery/Sales Engineering, FortifyData

BREAKOUT: GENERAL SESSION – CONTINUED

- **Management Masterclass: Progressive Efficiency & Workshop**

  Unlock the secret to continuous improvement with progressive efficiency, a concept widely used in the product development and technology fields to optimize processes, systems, and organizations over time. Discover how Ncontracts product development experts harness the power of incremental improvements, data-driven decision making and metric-driven outcomes to streamline processes and enhance productivity.

  Now that you understand progressive efficiency, see it in action. In this interactive session, you'll gain the knowledge and skills needed to implement progressive efficiency principles successfully within your financial institution.

  Bill Simpson, Chief Product and Technology Officer
  Jake Gutting, SVP Product Management
  Stephanie Lyon, Vice President, Regulatory Compliance

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- **Nsider Live: Peer to Peer Networking by Institution Type**