



KANSAS BANKERS  
ASSOCIATION

# 26th Annual Bank



## & Operations Conference

FEBRUARY 7-8, 2022

HYATT REGENCY, WICHITA



## 26TH ANNUAL BANK TECHNOLOGY & OPERATIONS CONFERENCE

### February 7, 2022

11:15 - 6:00 p.m.

Registration & Refreshments

12:00 - 12:50 p.m.

Peer Group Discussion

1:00 - 1:15 p.m.

Welcome - *Mike Ewy - Chairman, KBA*

1:15 - 2:30 p.m.

**Hacking and Attacking the Remote Workers: How to be Secure When Working "out of the office"; What You Need to Know When the Worst Happens,** *Steve Stasiukonis, Secure Network Technologies, Inc.*

You will learn how hackers leverage a variety of techniques to defeat the remote worker and defeat security controls. It's not a matter of "IF" but rather WHEN". Most banks have no idea what to do when they experience a cyber incident. For IT professionals a cyber incident is the worst day of their career. Learn ideas on how to deal with a cyber incident.

2:00 - 5:00 p.m.

Exhibitor Check-in and Set-up

2:30 - 2:45 p.m.

Refreshment Break

2:45 - 3:45 p.m.

Concurrent Session I

1. **The CIO of the Future**, *John Venzon, Cornerstone Advisors*

With all of the transformation taking place in the financial services industry, how is a CIO to keep up? This session explores the skills required for technology teams as they transition from value-added operators to leaders who need to manage vendors, deal with technology now priced as commodities, and deliver bottom-line results.

2. **Cryptocurrency & the Blockchain: Digital Dollars or Counterfeit Currency,** *Steve Stasiukonis*

It's like money, highly controversial, it's not country-backed, it's pseudo anonymous and becoming popular across the planet. You will learn how cryptocurrency is used for the purchase of anything like cars, homes, drugs and other illegal things.

2. **Cybersecurity Strategy: Awareness vs. Fear,** *ZB Serrato, CalTech*

We all hear about the latest attack that sparks new fears and oversight from regulators, possibly even new requirements from cyber insurance providers. We need to focus on first things first. Start with cybersecurity fundamentals. Doing so can mitigate over 85% of cyber-attacks and up to 99% of account compromises. What fundamentals? Which ones are too often overlooked?

3:45 - 4:00 p.m.

Refreshment Break

4:00 - 4:55 p.m.

**Future of Community Banking and the Race to the Singularity,** *Suresh Ramamurthi, CBW Bank*

This session will cover the various neo banks such as Square, Chime, Varo, Money Lion and their journey. What it means for Kansas banks and how to position them.

5:00 - 6:00 p.m.

Concurrent Session II

1. **Cybersecurity Strategy: Awareness vs. Fear,** *ZB Serrato, CalTech*

We all hear about the latest attack that sparks new fears and oversight from regulators, possibly even new requirements from cyber insurance providers. We need to focus on first things first. Start with cybersecurity fundamentals. Doing so can mitigate over 85% of cyber-attacks and up to 99% of account compromises. What fundamentals? Which ones are too often overlooked?

2. **Cybersecurity Insurance,** *Tammy Placzek, INTACT Insurance Financial Services*

Cyber insurance is an integral part of a bank's overall cyber security risk management, but many bankers are not sure what is covered and what is not. In this session, the presentation will review the makeup of a typical cyber insurance policy, including insuring agreements and key terms. Also covered what is generally excluded from coverage and why.

3. **Ransomware, Prevention, Mitigation and Recovery,** *Mike Gilmore, RESULTS Technology*

In this presentation, we will talk about the steps banks can take to protect themselves from ransomware, how to limit the damage if it happens, and how to recover from an attack.

6:00 - 7:30 p.m.

Reception in Showcase

### February 8, 2022

7:45 - 8:45 a.m.

Continental Breakfast in Showcase

8:45 - 9:00 a.m.

Welcome by Jeff Martin, KBA Technology Committee Chairman

9:00 - 10:15 a.m.

**Financial Fragmentation: Threat and Opportunity,** *Lee Wetherington, Jack Henry*

Ecosystem disruption continues. In pursuit of more convenience in their financial lives, consumers have unintentionally made them more complex to manage. It is not uncommon for young couples to do business with 30 to 40 financial providers. The good news is that banks are well positioned to solve financial fragmentation, simplify customers' financial lives, and achieve first-app status in the process.

10:15 - 10:30 a.m.

Refreshment Break

10:30 - 11:30 a.m.

Concurrent Session III

1. **Trends in Payments for 2022 and Beyond,** *Lee Wetherington, Jack Henry*

\$250B in payments dollar volume has been siphoned away from banks and other financial institutions. Square provides payment processing for more merchant outlets than 5 of the biggest U.S. banks combined. Real-time payment connections will triple thru EOY 2022. Growing use of crypto currency and BNPL are cannibalizing traditional payments and credit respectively.

2. **Simplifying Vendor Due Diligence,** *Alexandria Fontana, CoNetrix*

Gathering our vendor's due diligence is one thing, understanding what we read as we review is something different entirely. This session offers how to see what your due diligence documents are telling you, and how to recognize the "fluff" that can be ignored. You'll get specific instructions for reviewing SOC reports, financial statements, and business continuity plans, learn the key elements to examine in each document and gather techniques to explain results to the board.

### **3. Game Changers: How Tech-Savvy Community Banks Are Differentiating Themselves in Today's Competitive Market, *Jack Vonder Heide, Technology Briefing Centers, Inc.***

FinTech has grown exponentially, and customers are bombarded with non-bank offerings that promise to make their financial lives better. The array of choices is impressive and community banks are under increased pressure to ramp-up function and add value. This program provides several examples of community banks that are meeting the challenge and delivering creative solutions that delight existing customers and create a solid foundation for future growth.

**11:30 - 12:30 p.m.**

**Lunch for All Participants**

**12:30 - 1:00 p.m.**

**Dessert in Showcase**

**1:10 - 1:30 p.m.**

**Awarding of Exhibitor Prizes (Exhibitor Hall)**

**1:40 - 2:40 p.m.**

**Concurrent Session IV**

**1. Staying Viable in the FinTech Future, *Sarah Fankhauser, DCI***

A look at how today's community bankers need to think about staying viable as part of the fintech revolution and market future including: strategic partnerships, become a direct bank or sponsor bank and the changes in IT infrastructures, staff, and product offerings banks need to succeed.

**2. Faster Payments, Opportunities, Challenges and the Conversations You Should be Having Right Now, *Bruce Hopkins, SHAZAM***

For the last few years, the term "faster payments" has been talked about as the industry tried to define a new set of payment rails. Now the challenge falls to your institution. How will you be using faster payments? When will your cardholders and merchants become senders and receivers?

**3. Emerging Consumer Technologies: Shaping the Digital Expectations of Tomorrow's Bank Customers, *Jack Vonder Heide***

Instagram, TikTok and dozens of daily text messages are essential staples of today's younger bank customers yet older customers grew up without them. Each generation embraces the technologies of its day. What will the future look like? This presentation provides a overview of emerging consumer technologies that will become mainstream for the next generation of bank customers.

**2:50 - 4:00 p.m.**

**King of the Hill - Mobile App Edition, *Dave DeFazio, StrategyCorps***

See how the hottest mobile banking apps advise and educate consumers while siphoning deposits from your financial institution. Right now, fintech disruptors are helping tech-savvy consumers reimagine banking tasks while enticing them with new places to keep their funds – instead of a checking account at your financial institution. The secret to improving your future deposit growth lies in understanding the changing role of banking products in the financial lives of today's consumers. In this session, Dave will dive into ongoing research that explains these trends – including which mobile features matter most to each generation, from millennials to baby boomers.

**4:00 p.m.**

**Adjournment**

#### 2021-2022 Bank Technology Committee

**Jeff Martin**

Chair, First Heritage Bank, Centralia

**Scott Fowler**

Bankers' Bank of Kansas, Wichita

**Wendi Hinck**

Flint Hills Bank, Eskridge

**Amanda Valburg**

Farmers State Bank, Westmoreland

**Shawn Wilson**

The Bennington State Bank, Salina

**Mike Alyward**

Vice-Chair, Bank of Commerce, Chanute

**T.J. Haverkamp**

Community National Bank, Seneca

**Dustin McClure**

Union State Bank, Uniontown

**Chris Waldschmidt**

Freedom Bank, Overland Park

#### 2021-2022 KBA Officers

**Mike Ewy**

Chairman, Community State Bank, Coffeyville

**Mark Schifferdecker**

Vice Chair, GNBANK, Girard

**Shan Hanes**

Chair-Elect, Heartland Tri-State Bank, Elkhart

**Jonathon Johnson**

Past Chairman, Home Savings Bank, Chanute

## 2022 BANK TECHNOLOGY & OPERATIONS CONFERENCE



**Dave  
DeFazio**  
StrategyCorps



**Sarah  
Fankhauser**  
DCI



**Alexandria  
Fontana**  
CoNetrix



**Mike Gilmore**  
RESULTS Technology



**Bruce Hopkins**  
SHAZAM



**Suresh  
Ramamurthi**  
CBW Bank



**ZB Serrato**  
CalTech



**Steve Stasiukonis**  
Secure Network  
Technologies, Inc.



**John Venzon**  
Cornerstone Advisors



**Jack  
Vonder Heide**  
Technology Briefing  
Centers



**Lee  
Wetherington**  
Jack Henry &  
Associates

# 2022 BANK TECHNOLOGY & OPERATIONS CONFERENCE

## GOLD



**CalTech**



**SHAZAM**



**KBA Insurance, Inc.**

A SUBSIDIARY of KBA

## SILVER



**D·C·I**

DATA CENTER INC.

## BRONZE



**RESULTS**  
TECHNOLOGY



**CoNetrix**

A Family of Technology Companies



**OXEN**

TECHNOLOGY

**THANK YOU!**

# 2022 Bank Technology & Operations Conference

February 7-8, 2022 - Hyatt Regency, Wichita  
400 W. Waterman St - (316) 293-1234



	<u>Early bird registrations postmarked on or before January 24, 2022.</u>	<u>Registrations postmarked after January 24, 2022.</u>
___ KBA Members	\$295	\$370
___ Non KBA Members	\$450	\$525

Registration fee includes instruction, refreshments, meals, and electronic access to material via downloadable app. We understand that circumstances arise requiring cancellation. If you cancel by January 31, 2022, your registration fee will be refunded. Substitutions are allowed with notice. If you have special dietary needs, please contact the KBA office. If you have a disability, and require special accommodations, please contact the KBA office.

A block of sleeping rooms has been reserved at the Hyatt Regency for the nights of February 6 and 7 at a room rate of \$135. The cutoff for this special rate is **January 16, 2022**. Reservations may be made online, at, <https://www.hyatt.com/en-US/group-booking/WICRW/G-KB22> OR you may call the hotel directly at (877) 803-7534 (please mention you are part of **KS Bankers - Technology Conference**).

Registrant Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Bank or Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
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### Three ways to register:

1. Complete and mail registration form with payment.
2. Fax registration form followed by mailing of payment. Please use this form as your invoice.
3. Register online using a credit card @ [www.ksbankers.com](http://www.ksbankers.com)