



CX24

AUTHENTIC ROOTS. AMBITIOUS PURSUITS.

CSI



BUILDING A BANK OF KNOWLEDGE:  
THE POWER OF EDUCATION  
AND HELP FILES





Katie Dyer leads CSI's **training delivery** team. They manage the Learning Hub and help banks access our training resources.

**KATIE DYER**  
Manager - Education





Jay Stevens leads our team of corporate educators. They **create, develop and present** live and eLearning courses.

**JAY STEVENS**  
Director - Education





Amie leads our team of technical writers to deliver **Online Help** and Customer Communications.

**AMIE FOUNTAIN**  
Director – Technical Writing





Deborah Webb leads CSI's **Education and Technical Writing** teams. They work together to ensure consistent, accurate training and customer education.

**DEBORAH WEBB**  
VP - Education

# AGENDA

**01** - Learning Landscape

**02** - Learning Hub

**03** - Help Files

**04** - Training

**05** - Q&A

# LEARNING LANDSCAPE



# TALENT CHALLENGES IN 2024

The “war for talent” and the “silver tsunami” – talent attraction, retention and succession loom as concerns this year.

- Limited pool of experienced talent
- Increasing complexity of banking
- Knowledge holders and experts are retiring



# STRATEGIES FOR HIRING

“Banking on Talent in 2024: Addressing Challenges and Seizing Opportunities”

- Live Oak Talent Advisors

- Develop a strong employer brand
- Leverage technology to streamline hiring practices
- Offer competitive salaries and benefits
- Invest in Training



# 2023 COMMUNITY BANK SURVEY – INTERNAL RISKS



## Cybersecurity

Rated top concern for banks.



**92%**



## Staff Retention

Third greatest concern.



**77%**



## Compliance

Various flavors rated 5<sup>th</sup>, 7<sup>th</sup>, and 8<sup>th</sup>.



**70%**



*“We are also elevating our training and development to ensure that those who are new to banking really feel prepared for the role...”*

**Greg Hayes, Kish Bank**

2023 COMMUNITY BANK SURVEY

# COMPOUNDING FACTORS

CSI recognizes the challenges of your environment and we are **all in** to help.

- Short-staffed
- Shortened attention spans
- More to do, more interruptions to training
- Retention of learning
- Answers to questions needed quickly



LEARNING HUB

# Robust Platform. Centralized Training.

- Live training
- Live training on-demand
- eLearning usually under five minutes
- Help files
- Bank internal content
- Compliance content
- Complete reporting



# LEARNING HUB

The screenshot shows the CSI Learning Hub dashboard. At the top, there is a navigation bar with the CSI Learning Hub logo, a Usage Dashboard link, and several utility icons including a question mark, a trophy, a notification bell with '99+', a chat icon, and a settings gear. Below the navigation bar is a breadcrumb trail: < Back | CSI Dashboard. The main content area features a large hero banner with the CSI logo and the text 'Learning Hub On-Demand | Self-Paced | Helpful'. To the right of the banner are two promotional cards: 'CSI Live Online' with an 'EVENT CALENDAR' button and 'Product Channels' with a 'PRODUCT CHANNELS' button. Below these are two more cards: 'New and Updated Products' with a document icon and 'Hub News' with a magnifying glass icon. At the bottom, there are three course categories: 'Required Courses' (featuring 'Welcome to CSI!'), 'Not Started Courses' (featuring '1098 Property Address Reporting'), and 'In Progress Courses' (featuring 'Loan Balancing - Impact of File Maintenance'). Each course card includes a thumbnail with status indicators like 'IN PROGRESS', 'ENROLLED', or 'SUPPORT', and the course title and language/learner information.



# LEARNING HUB – LIVE COURSES

CSI Dashboard > Event Calendar

27 Items

TODAY < > April 2024 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC YEAR: 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2 Product Designer Training - ... Form Designer Training - Live 2 more events...	3 WatchDog CIP Training - Live New Account Console - Live 2 more events...	4 CSI IQ - Fundamentals - Live	5	6
7	8	9 CSI Academy - Navigating N... CSI Academy - Financial Ma...	10 CSI Academy - Safe Deposit ... Loans Escrow - Live	11 CSI Academy - Loans (LNS) -... CSI Academy - Time Deposit... 1 more events...	12 CSI Academy - Transfers - Li...	13
14	15	16	17 New Account Console - Live CSI Wire Training - Live	18 CSI Academy - Demand Dep... CSI Academy - NuPoint Tra...	19	20
21	22	23 DDA The Basics - Live	24 DDA The Basics - Live	25	26	27
28	29	30	1 WatchDog CIP Training - Live Form Designer Training - Live 1 more events...	2 CSI Quarterly Compliance U...	3	4





# LEARNING HUB – PRODUCT CHANNELS

CSI Dashboard > CSI Products

## DDA/SAV

Demand Deposit Accounts and Savings accounts.

[FOLLOW](#) 1/4

<p>Not Started</p> <p>LEARN WITH CSI <b>DDA/SAV</b> csi LearningHub</p> <p>Balancing the 9s</p> <p>EN   19m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DDA/SAV</b> csi LearningHub</p> <p>Club Account Processing - Initial Setup</p> <p>EN   10m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DDA/SAV</b> csi LearningHub</p> <p>Club Account Processing - Payout</p> <p>EN   08m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DDA/SAV</b> csi LearningHub</p> <p>DDA - Interest Formula Codes</p> <p>EN   10m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DDA/SAV</b> csi LearningHub</p> <p>DDA - Service Charge Routine</p> <p>EN   10m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DDA/SAV</b> csi LearningHub</p> <p>DDA - Tran Codes</p> <p>EN   16m 00s</p> <p>E-learning</p>
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## Digital Banking

CSI's solution for internet and mobile banking.

[FOLLOW](#) 1/4

<p>Not Started</p> <p>LEARN WITH CSI <b>DIGITAL BANKING</b> csi LearningHub</p> <p>Digital Banking - ACH Positive Pay Filters</p> <p>EN   06m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DIGITAL BANKING</b> csi LearningHub</p> <p>Digital Banking - Admin Training - Recording</p> <p>EN   52m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DIGITAL BANKING</b> csi LearningHub</p> <p>Digital Banking - Approving a Tax Payment</p> <p>EN   02m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DIGITAL BANKING</b> csi LearningHub</p> <p>Digital Banking - Approving an ACH Batch</p> <p>EN   02m 00s</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DIGITAL BANKING</b> csi LearningHub</p> <p>Digital Banking - Business Banking - Recording</p> <p>EN   1h 09m</p> <p>E-learning</p>	<p>Not Started</p> <p>LEARN WITH CSI <b>DIGITAL BANKING</b> csi LearningHub</p> <p>Digital Banking - Consumer Training - Recording</p> <p>EN   1h 15m</p> <p>E-learning</p>
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# Consolidated Events. Better Usability.



CSI Dashboard > CSI Quarterly Compliance

### CSI Quarterly Compliance

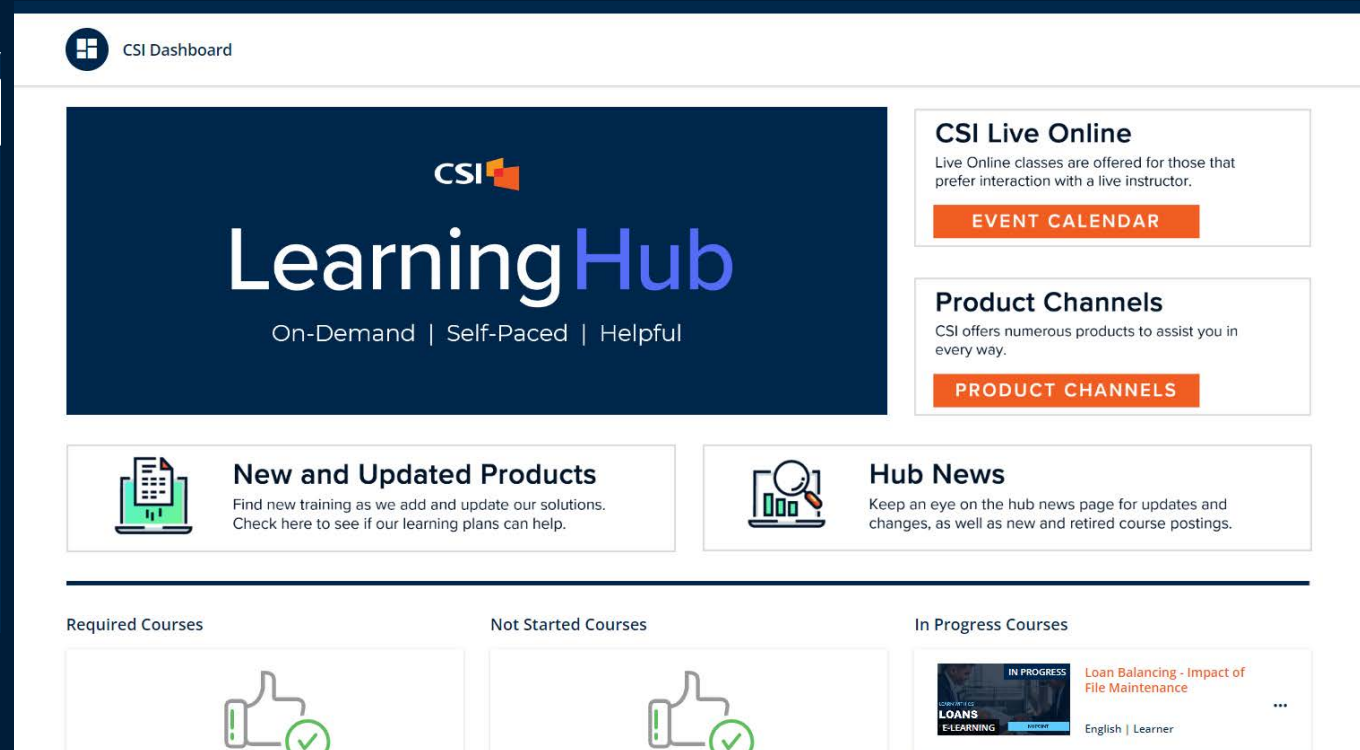
Quarterly Compliance Webinars are held each February, May, August, and November.

[REGISTER NOW](#)

## CSI Quarterly Compliance Webinars

The recordings for each webinar will be available approximately 10 days after the live events. Click the links below to watch each session!

Month	Duration	Action
November 2023	1 hr 26 min	<a href="#">ENROLL IN COURSE</a>
August 2023	53 min	<a href="#">ENROLL IN COURSE</a>
May 2023	1 hr 9 min	<a href="#">ENROLL IN COURSE</a>



CSI Dashboard

## Learning Hub

On-Demand | Self-Paced | Helpful

### CSI Live Online

Live Online classes are offered for those that prefer interaction with a live instructor.

[EVENT CALENDAR](#)

### Product Channels

CSI offers numerous products to assist you in every way.

[PRODUCT CHANNELS](#)

### New and Updated Products

Find new training as we add and update our solutions. Check here to see if our learning plans can help.

### Hub News

Keep an eye on the hub news page for updates and changes, as well as new and retired course postings.

Required Courses	Not Started Courses	In Progress Courses



## Event Calendar

CSI NuPoint

Keyword:

Today < >

### February 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01 New Account C...	02 Teller CTR End...	03
04	05	06 NuPoint Teller ...	07 CSI IQ - Custo... NuPoint Teller ...	08 Digital Banking...	09	10
11	12 CSI Academy - ... Digital Banking...	13 CSI Academy - ...	14 CSI Academy - ...	15 CSI Academy - ... CenterDoc - Ad...	16 CSI Academy - ...	17

# Your Branding. In-House Training.

- Upload your own courses
- Custom learning plans
- Automate onboarding
- Create classroom and virtual events
- Centralized reporting



# BRANDED BANK – SAMPLE SITES

Home

## INVISION BANK Learning Center

NB  
Norman Brame

CHANGE PASSWORD MY ACTIVITIES

Click the My Activities Link to View Your Required Courses

- My Activities**  
All your required courses can be found within My Activities >> Courses or by clicking here.
- All Courses**  
Browse all available courses in our Axiom Course Catalog.
- Live Training Calendar**  
Browse and schedule any live, virtual CSI/NuPoint Course.
- Need Help?**  
If you need help with the Learning Center, click here to send an email.

INVISIONBANK

InVision Bank Home

## INVISIONbank academy

- CSI Live Online**  
Live Online classes are offered for those that prefer interaction with a live instructor.  
[EVENT CALENDAR](#)
- CSI Product Channels**  
CSI offers numerous products to assist you in every way.  
[SEE PRODUCT CHANNELS](#)
- New and Updated Products**  
Find new training as we add and update our solutions. Check here to see if our learning plans can help.
- Hub News**  
Keep an eye on the hub news page for updates and changes as well as new course postings and course retirements.

Required Courses      Not Started Courses      In Progress Courses

**IN PROGRESS** Bank Policy Handbook

INVISIONBANK training



# COMPLIANCE AND BANK CONTENT

The screenshot displays the Invision Bank LMS interface. At the top, there is a navigation bar with the Invision Bank logo, a home button, and user profile icons. The main content area is organized into three sections:



- Banking Compliance and Soft Skills:** Content provided by OnCourse and Open Sesame. This section features a carousel of six course cards, each marked as 'New'. The courses include:
  - [SS Eth] Anti-Discrimination in Mortgage Transactions (15m 00s)
  - [SS Eth] Consumer Relationships (20m 00s)
  - [SS Eth] Ethical Behavior of Consumers (10m 00s)
  - [SS Eth] Ethical Conduct in the Appraisal Process (20m 00s)
  - [SS Eth] Ethical Issues Related to Federal Lending Laws I (20m 00s)
  - [SS Eth] Ethical Issues Related to Federal Lending Laws II (15m 00s)
- Bank Courses:** 0084 Custom Content. This section features a carousel of six course cards, each marked as 'New'. The courses include:
  - 0084 - Marketing Learning Plan (4 courses)
  - 2023 Handbook - Benefits (EN)
  - 2023 Handbook - Employee Conduct & Misc. (EN)
  - 2023 Handbook - Introduction & Employment (EN)
  - 2023 Handbook - Timekeeping & Payroll (EN)
  - 2023 Loan Policy Manual (EN)
- NuPoint Courses:** This section features a carousel of six course cards, each marked as 'New'. The courses include:
  - CFI Quarterly Compliance (EN)
  - CFI Quarterly Compliance (EN)
  - CFI Quarterly Compliance (EN)
  - Field Ins - Mortgage (EN)
  - Field Ins - Bank Admin (EN)
  - Field Ins - Admin Training (EN)

# Bank Compliance. Professional Training.

- Compliance courses
- Banker's knowledge
- BSA and AML case studies
- Pre- and post-tests
- Refresher courses
- Expanded courses
- Professional Accreditation Credits



# COMPLIANCE TRAINING - PRETEST

Progress  36 %Menu ▾✕

**Multiple Choice**

A(n) \_\_\_\_\_ is the most effective measure a mortgage company can take to demonstrate a commitment to ethical lending practices.

- A.  Compliance management system
- B.  Consumer education initiative
- C.  Internal compliance audit
- D.  Third-party transaction test


[Submit](#)

[SS Eth] Consumer Relationships 3 of 3 [Previous](#) [Next](#)

- ▾ Objectives
  - Objectives
- ▾ Pretest
  - Pretest
- ▾ Consumer Relationships
  - Company Compliance
  - Relationships with Consumers
  - Handling Consumer Complaints
  - Consumer Education
- ▾ Posttest
  - Posttest

# COMPLIANCE TRAINING – CASE STUDY

OnCourse Learning

Progress  46 %

Menu ▾

Conversation Activity

I see you've been with our bank for a long time, but I'm new here. Do you come in often?

Every Monday, to deposit the weekend's sales.

Next Dialogue

BSA Tellers - Business Is Booming

1 of 3 [Previous](#) [Next](#)

- Scenario
  - Setting the Stage
  - Action
- Encore
  - That's A Wrap
- Post-Test
  - Post-Test




# Announcing Banking for Beginners

- 15 introductory banking courses
- Designed for non-bankers
- General knowledge of banking systems, money, deposit and loan products and other key topics.



We believe **EVERY** bank needs access to **Banking for Beginners**, so we are adding it to our **Standard** enterprise training.

# OUR STANDARD TRAINING PACKAGE NOW INCLUDES BANKING FOR BEGINNERS



On-Demand | Self-Paced | Helpful

**CSI Live Online**  
Live Online classes are offered for those that prefer interaction with a live instructor.

[EVENT CALENDAR](#)

**New and Updated Products**  
Find new training as we add and update our solutions. Check here to see if our learning plans can help.

**Hub News**  
Keep an eye on the hub news page for updates and changes, as well as new and retired course postings.

**Required Courses**

IN PROGRESS Welcome to CSI!

**Not Started Courses**


ENROLLED 1098 Property Address Reporting

**In Progress Courses**

IN PROGRESS Loan Balancing - Impact of File Maintenance



## Banking for Beginners



**Recommended for:**

- Asset Management
- Board of Directors
- Commercial
- Compliance - External Audit
- Compliance - Internal Audit
- Human Resources
- Mortgage Professionals
- Operations & IT
- Retail
- Wholesale Banking

**Series Description**

Banking for Beginners is a library of short, pre-recorded courses for the new employee. This training series is designed to help promote a general understanding of banking systems, money, deposit and loan products and other key topics that employees at a financial institution should be familiar with. During the programs, students will be offered a chance to learn about the history of banking as well as what the future may offer. Each course contains a video module, handout in PDF format and a short, 5 question quiz. The average session duration is less than 15 minutes.

**Course Catalogs**  
Browse all available courses and learning plans by catalog.

**Quarterly Compliance**  
Check here to find recordings of past CSI's Quarterly Compliance webinars.

**My Calendar**

TODAY < > April 2024    JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC    YEAR: 2024    EXPORT

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2 <small>Loan Payment Processing - ...</small>	3 <small>CSI IQ - Fundamentals - Ses...</small>	4 <small>CSI IQ - Fundamentals - Ses...</small>	5	6
7	8	9 <small>CSI Academy - Navigating N...</small>	10 <small>CSI Academy - Safe Deposit...</small>	11 <small>CSI Academy - Loans (ENI)...</small>	12 <small>CSI Academy - Transfers - U...</small>	13



# Announcing Banking Essentials

- 24 CISA courses
- 172 MicroLearning FAST modules covering a range of compliance topics
- Added to the Banking for Beginners you already have, so you get a package of essential knowledge.



# BANKING ESSENTIALS ADDS AFFORDABLE COMPLIANCE AND CISA TO OUR STANDARD

**CSI Live Online**  
Live Online classes are offered for those that prefer interaction with a live instructor.  
[EVENT CALENDAR](#)

**Product Channels**  
CSI offers numerous products to assist you in every way.  
[PRODUCT CHANNELS](#)

**Course Catalogs**  
Browse all available courses and learning plans by catalog.

**Quarterly Compliance**  
Check here to find recordings of past CSI's Quarterly Compliance webinars.

**Banking for Beginners**

**Recommended for:**

- Asset Management
- Board of Directors
- Commercial
- Compliance - External Audit
- Compliance - Internal Audit
- Human Resources
- Mortgage Professionals
- Operations & IT
- Retail
- Wholesale Banking

**Series Description**  
Banking for Beginners is a library of short, pre-recorded courses for the new employee. This training series is designed to help promote a general understanding of banking systems, money, deposit and loan products and other key topics that employees at a financial institution should be familiar with. During the programs, students will be offered a chance to learn about the history of banking as well as what the future may offer. Each course contains a video module, handout in PDF format and a short, 5 question quiz. The average session duration is less than 15 minutes.



**Microlearning FAST Modules**

**Recommended for:**

- Asset Management
- Board of Directors
- Commercial
- Compliance - External Audit
- Compliance - Internal Audit
- Human Resources
- Mortgage Professionals
- Operations & IT
- Retail
- Wholesale Banking

**Series Description**  
Our Flashback Approach Section microlearning courses five to overview or a refresher on or students to better retain cond

**Customer Information Security Awareness (CISA) for Banks**

**Recommended for:**

- Asset Management
- Board of Directors
- Commercial
- Compliance - External Audit
- Compliance - Internal Audit
- Human Resources
- Mortgage Professionals
- Operations & IT
- Retail
- Wholesale Banking

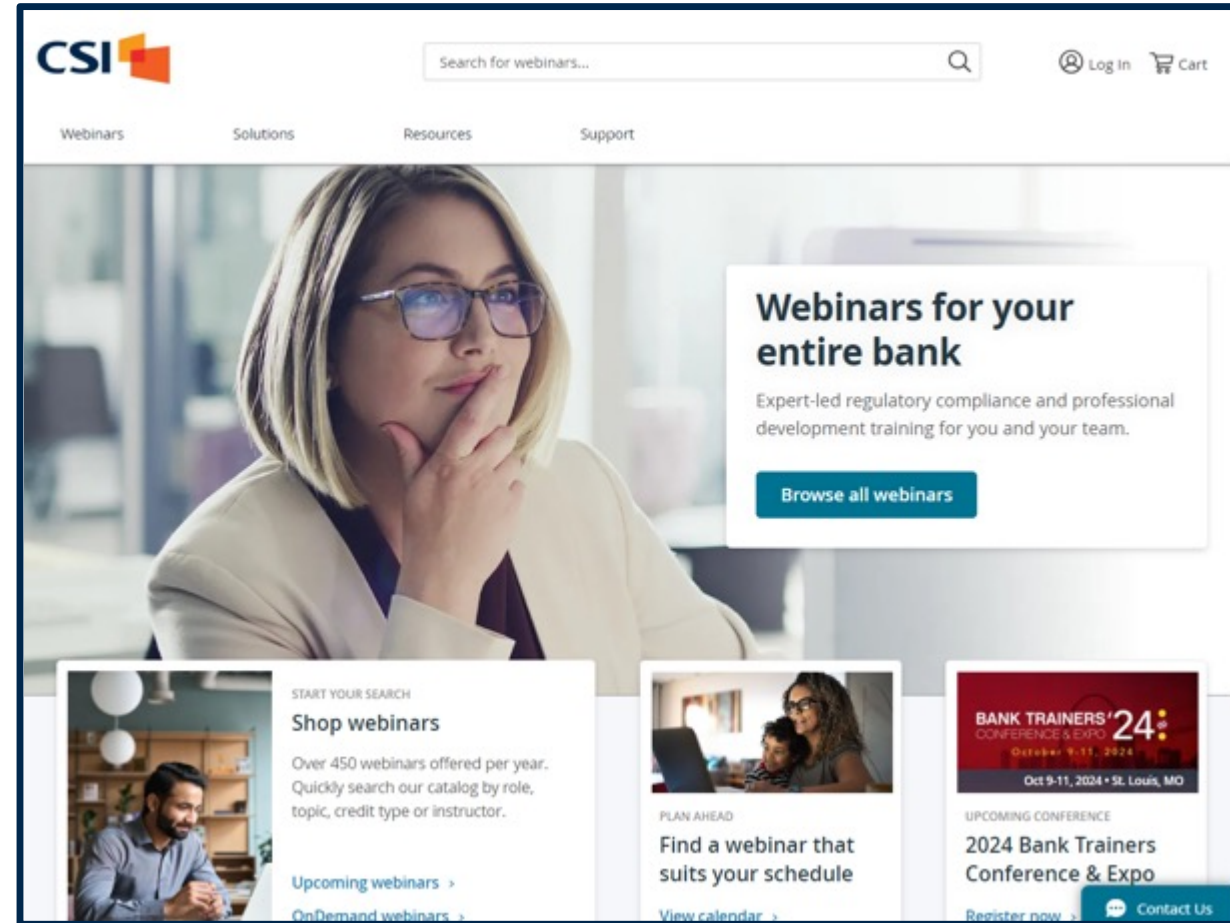
**Series Description**  
Critical to any financial institution is protection of customer or member information. Customers utilize financial institutions who they trust and all employees are critical to protecting the information of those they serve. This series provides courses for training staff on how to effectively secure and protect this information.

# Announcing Webinars On Demand

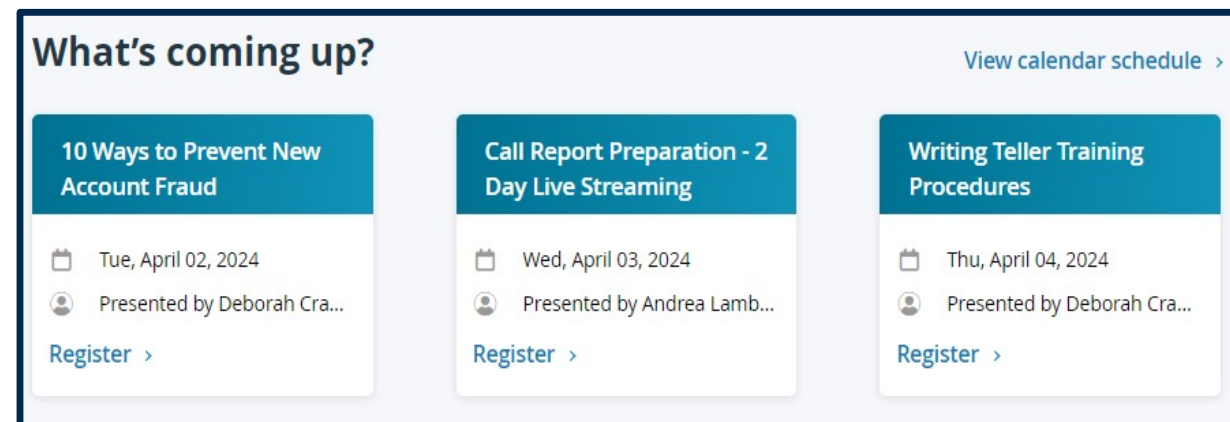
- No subscription required
- Pay only for what you need
- Some are free
- CEU, CPE, CRCM credits
- Expansive range of topics
- Live and On Demand



# WEBINARS ON DEMAND

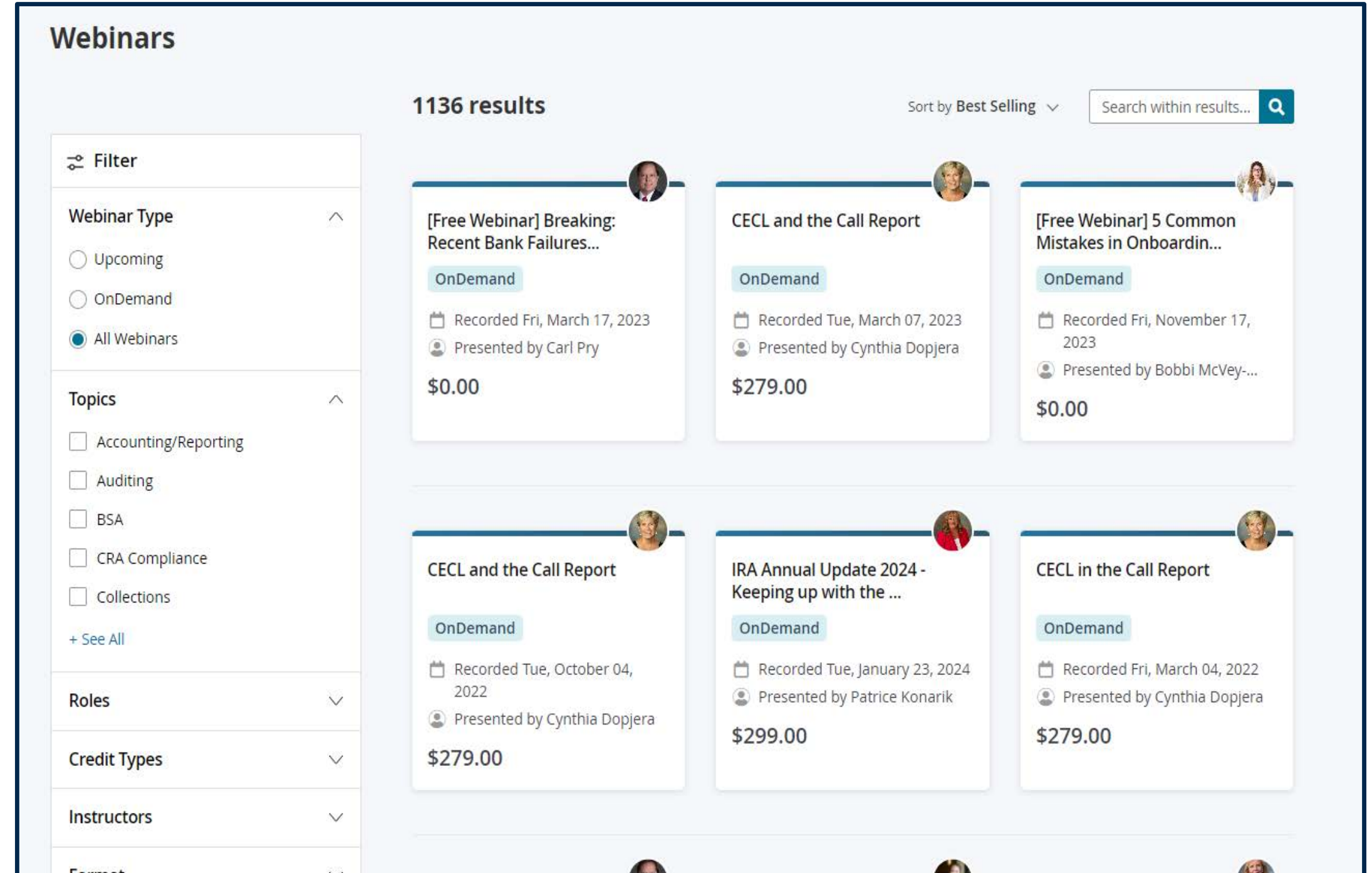


The landing page features the CSI logo and navigation links for Webinars, Solutions, Resources, and Support. A search bar is located at the top right. The main content area includes a large image of a woman in a white blazer and glasses, with the text "Webinars for your entire bank" and a sub-headline "Expert-led regulatory compliance and professional development training for you and your team." Below this is a "Browse all webinars" button. At the bottom, there are three promotional cards: "Shop webinars" (Over 450 webinars offered per year), "Find a webinar that suits your schedule" (Plan Ahead), and "2024 Bank Trainers Conference & Expo" (Oct 9-11, 2024 • St. Louis, MO).



This section is titled "What's coming up?" and includes a "View calendar schedule" link. It displays three upcoming webinar cards:

- 10 Ways to Prevent New Account Fraud**: Tue, April 02, 2024. Presented by Deborah Cra... Register >
- Call Report Preparation - 2 Day Live Streaming**: Wed, April 03, 2024. Presented by Andrea Lamb... Register >
- Writing Teller Training Procedures**: Thu, April 04, 2024. Presented by Deborah Cra... Register >



The search results page is titled "Webinars" and shows "1136 results". It includes a "Sort by Best Selling" dropdown and a search bar for results. A filter sidebar on the left allows users to filter by Webinar Type (Upcoming, OnDemand, All Webinars), Topics (Accounting/Reporting, Auditing, BSA, CRA Compliance, Collections, + See All), Roles, Credit Types, and Instructors. The main content area displays a grid of webinar cards:

- [Free Webinar] Breaking: Recent Bank Failures...**: OnDemand, Recorded Fri, March 17, 2023, Presented by Carl Pry, \$0.00
- CECL and the Call Report**: OnDemand, Recorded Tue, March 07, 2023, Presented by Cynthia Dopjera, \$279.00
- [Free Webinar] 5 Common Mistakes in Onboardin...**: OnDemand, Recorded Fri, November 17, 2023, Presented by Bobbi McVey..., \$0.00
- CECL and the Call Report**: OnDemand, Recorded Tue, October 04, 2022, Presented by Cynthia Dopjera, \$279.00
- IRA Annual Update 2024 - Keeping up with the ...**: OnDemand, Recorded Tue, January 23, 2024, Presented by Patrice Konarik, \$299.00
- CECL in the Call Report**: OnDemand, Recorded Fri, March 04, 2022, Presented by Cynthia Dopjera, \$279.00



# TECC Certification. Onboarding Better.

- Application training paths
- Training bank exercises
- Knowledge checks
- Rigorous testing

Syllabus

10 Lessons 3h 00m

- TECC Information  
HTML
- TECC - TDA Training  
File
- Pre-Conversion Inquiry Training - Recording  
Video  
Lesson with prerequisites
- TDA Account Review  
Observation checklist  
Lesson with prerequisites
- New Account Console - Opening a Certificate of Deposit In NuPoint Platform  
Video  
Lesson with prerequisites
- TDA File Maintenance  
Observation checklist  
Lesson with prerequisites
- TDA - Beneficiaries  
Video  
Lesson with prerequisites

TECC Information

PREVIOUS LESSON NEXT LESSON

Welcome to TECC – Training Excellence Champion Certification!

The following course is the second element of the TECC program; exercise-based Training Bank Script.

Prior to completing the Training Bank Script, please ensure that you have completed the first element - Pre-requisite E Learning Courses.

This course guides you through exercises to become more familiar with day-to-day activities. You may save the Training Bank Script to your desktop or print it out to use with the Checklist by selecting the "Download File" button on the next page.

The Checklist helps you stay on track as you complete each exercise. Please allow as much uninterrupted time as possible. Should you need to step away, the e learning hub is designed to save your place so you may continue your TECC journey without losing your spot.

There is a short quiz at the end of this course to test your knowledge of the information you have learned while taking the first two elements of TECC (e learning and Training Bank Script).

Please feel free to reach out to your Transition Specialist with questions.

HELP FILES




# Help Files

- One of our most widely used resources
- Over 1.2 million views in FY24

# OVER 1 MILLION HELP VIEWS THROUGH FEB. FY24



# TARGETED INFORMATION: TOPIC LEVEL


**Credit Information** 

Requested By

Requesting Institution

Address 1

Address 2



## Credit Information Statement

A [Credit Information Statement](#) is available to provide the information most often requested by credit bureaus. The statement lists balance, maturity and overdraft information on a customer's active deposit accounts. Balance, delinquency counters, and loan collateral is provided for open and closed loans on file for your customer. The accounts included on the statement are linked to the customer with a single, primary, secondary, fiduciary or bank-defined direct (X, Y, or Z) relationship.

For credit requests from other parties, the Credit Information Statement screen can be used to produce a statement suitable for mailing. The credit requestor's name, institution name and address can be printed on the statement. The statement can be printed on a bank printer, or can be printed later from the bank directory.

When the statement is printed, your bank's name and address, or the branch address if you are using the option to print branch addresses on notices and statements, is printed at the top of the statement. An authorized signature area is printed at the bottom of the statement for you to sign.

1. Lookup a Customer.
2. Make sure all accounts are loaded. If both Active and Closed accounts are not loaded, a reminder message will be displayed.
  - a. Click on the Active Accounts listing under Details in the Customer Information menu. If all are not listed, click on Get More Accounts until all are displayed.
  - b. Click on the Closed Accounts listing under Details in the Customer Information menu. If all are not listed, click on Get More Accounts until all are displayed.

3. Select Credit Information Statement under Details in the Customer Information menu.



# RESEARCH TOOLS

CSI DEMAND DEPOSITS

Learning Hub Customer Service Portal FAVORITES

## How can we help?

Search...

- FEATURES & OPTIONS
- GETTING STARTED
- REPORTS
- STATEMENTS
- NOTICES
- GLOSSARY
- TRAN CODES

### Features & Options

- Account Confirmations
- Account Lookup
- Accounts (Open New DDA)
- Account Numbers
- Account Profitability Analysis (APA)
- Account Reconciliation Download File (CSI & BAI Formats)
- Activity Source and Type Codes
- Activity Posting Sequence
- Address and Mailing Information
- Allowable Overdraft Amount
- Alternate Additional Addresses

# TARGETED INFORMATION: FIELD LEVEL

**View: Customer Detail Lookup**  
**DOE, BETTY**

Customer Profile Demographics Bank Info Tax Info ID Theft Custom Fields CIP Fields

CIF Key	DOE BET	First Contact Date
Officer Initials	1	Date Last Changed
Branch Code	Branch Name 1	Public ID Last Changed
NAICS Code	0	Delete Override
BSA Risk Code	0- Not Determined	Employee Code
F/S Date		Centervoice Last Active
F/S Office		PIN Change Date
F/S Com		PIN Change Source
Privacy C	Info can be Disclosed	Profitability Statement Frequency
Privacy Notice Date	01/10/2004	Profitability Model Number
Exclude From Privacy	No	Exclude MKT Mailing
CSR		Officer 2

Help (111)  
Shows Full Value  
Displays a field description and any translates the field may have.  
Copy Caption and Value

## CSI Field Help

BSA Risk Code

Field Properties

App Code	CIF
DDN	111
FM Code	853

Description

Current Level of Risk  
1 = Lowest Risk  
9 = Highest Risk

Used to identify customers that present a risk to the bank as defined by the Bank Secrecy Act. For example, use this code to identify and monitor accounts suspected of fraud, kiting or money laundering.

This code will automatically pre-fill with Not Determined (0) on any new account linked to the customer.

Translates

0	0- Not Determined
1	1- Lowest Risk
2	2- Low Risk
3	3- Low Risk
4	4 Low- to Medium Risk
5	5- Middle Risk
6	6- Medium Risk
7	7- Medium to High Risk
8	8- High Risk
9	9- Highest Risk

# NUPOINT NEWS

The screenshot shows the top portion of the NuPoint News website. At the top left is the CSI logo. To its right is a navigation menu with links for 'NuPoint Help', 'CSI Event Calendar', 'CSI Learning Hub', and 'Customer Portal'. Below the navigation is a list of news items, each with a date and a 'More information' button.

**CSI** NuPoint Help CSI Event Calendar CSI Learning Hub Customer Portal

**2024 Vacation Club Check Processing - February 23**  
It's time again to schedule your Vacation Club Check processing.  
[More information](#)

**FedNow Service Send Functionality Now Available - February 22**  
We are thrilled to announce that CSI has launched one of the first implementations of the FedNow Service Send capability through our modern P2P solution, Social Payment Instant Network (SPIN).  
[More information](#)

**Fraud Reduction - February 21**  
Identity theft and New Account Fraud, including Synthetic Account Fraud, continue to trend upward.  
[More information](#)

**NuPoint® Teller Application Release v24.15 - February 20**  
NuPoint® Teller enhancement will be available in March 2024.  
[More information](#)

**Form W-4R: Withholding Election Notice - Type 228 - February 19**  
In response to discussions involving CSI Regulatory Compliance and CSI's primary forms provider, Wolters Kluwer, it was determined that Election Notice (TDA-504 - Type 228) should be updated to Form W-4R.  
[More information](#)

Don't see the memo you're looking for? [Click here](#) to access the email archives.

## Customer Service Corner

These links give you quick access to items frequently requested from CSI Customer Service.

- [Balancing Assistance](#)
- [Account Confirmation Requests](#)
- [ACH Origination Procedures](#)
- [FMS - PADS Changes](#)
- [Call Report Reference Lines](#)
- [Child Support Data Match](#)
- [Club Processing Form](#)
- [How to Request a Digital Banking Special Bulletin](#)
- [How to Request an Email Statement Message or Disclosure](#)
- [How to Request a LNS Alert File/See LNSREG File Definitions](#)
- [How to Request a Premier Print Notice](#)
- [How to Request a Statement Letter](#)
- [How to Request a Statement Stuffer / Insert](#)
- [Collecting NuPoint Trace Files](#)
- [NuPoint Enhancement Request Form](#)

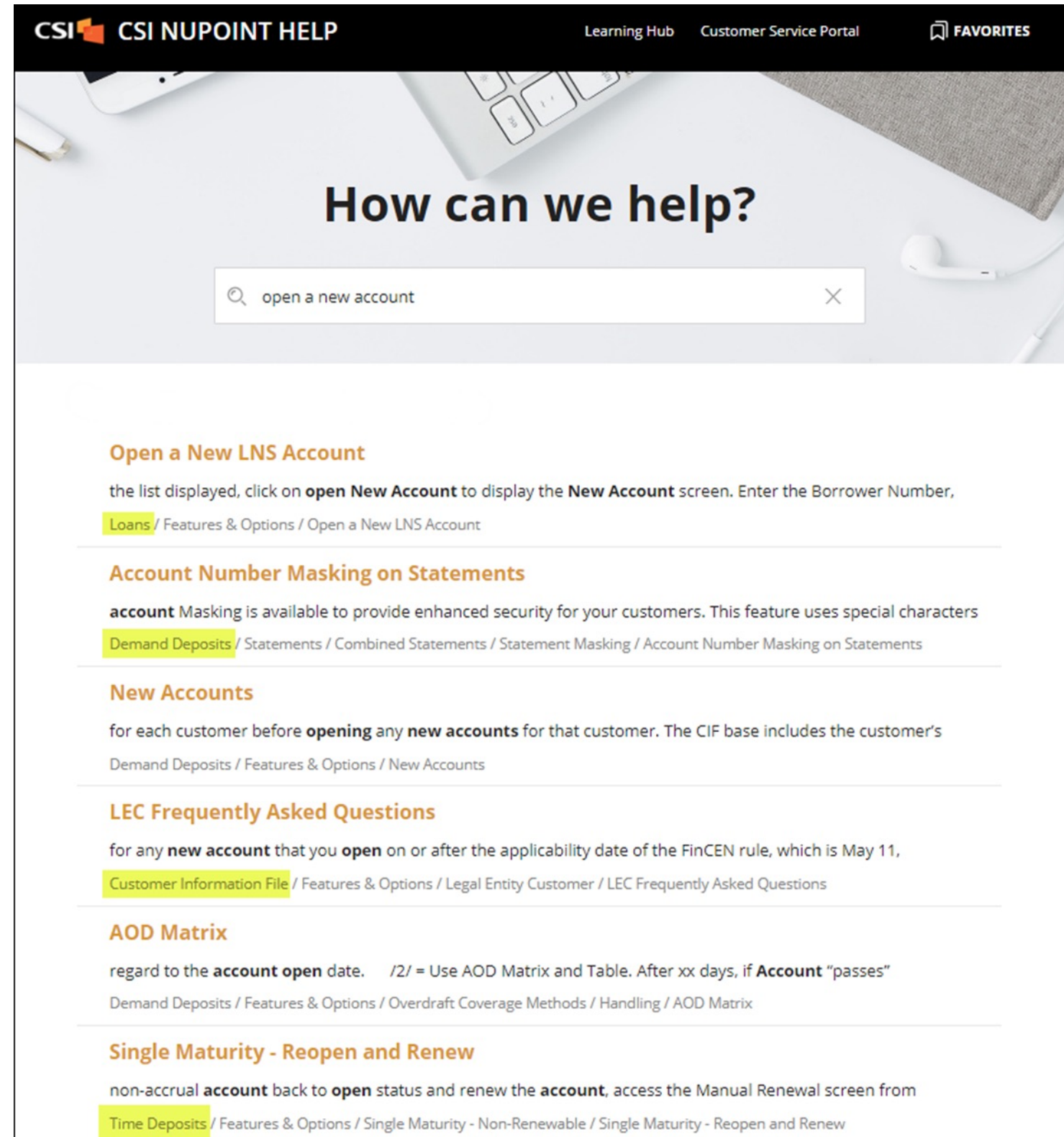


GLOBAL SEARCH  
FILTERED RESULTS  
COMING SOON

It's on the roadmap!

One source, one access point – breaking down the silos of information (DDA, LNS, CIF, etc.) into one overall help that will search across our entire knowledge base.

# GLOBAL SEARCH: COMING Q4



**CSI** CSI NUPOINT HELP Learning Hub Customer Service Portal FAVORITES

## How can we help?

open a new account

**Open a New LNS Account**  
the list displayed, click on **open New Account** to display the **New Account** screen. Enter the Borrower Number,  
[Loans](#) / [Features & Options](#) / [Open a New LNS Account](#)

**Account Number Masking on Statements**  
**account** Masking is available to provide enhanced security for your customers. This feature uses special characters  
[Demand Deposits](#) / [Statements](#) / [Combined Statements](#) / [Statement Masking](#) / [Account Number Masking on Statements](#)

**New Accounts**  
for each customer before **opening** any **new accounts** for that customer. The CIF base includes the customer's  
[Demand Deposits](#) / [Features & Options](#) / [New Accounts](#)

**LEC Frequently Asked Questions**  
for any **new account** that you **open** on or after the applicability date of the FinCEN rule, which is May 11,  
[Customer Information File](#) / [Features & Options](#) / [Legal Entity Customer](#) / [LEC Frequently Asked Questions](#)

**AOD Matrix**  
regard to the **account open** date. /2/ = Use AOD Matrix and Table. After xx days, if **Account** "passes"  
[Demand Deposits](#) / [Features & Options](#) / [Overdraft Coverage Methods](#) / [Handling](#) / [AOD Matrix](#)

**Single Maturity - Reopen and Renew**  
non-accrual **account** back to **open** status and renew the **account**, access the Manual Renewal screen from  
[Time Deposits](#) / [Features & Options](#) / [Single Maturity - Non-Renewable](#) / [Single Maturity - Reopen and Renew](#)



# FREQUENTLY ASKED QUESTIONS

Getting Started	>	<b>HOME:</b> FREQUENTLY ASKED QUESTIONS / LOGGING IN / LOGGING OUT
Image Admin (Bank) Functions	>	<b>Logging In / Logging Out</b>
Features & Options	>	<a href="#"><u>Why did I get logged out?</u></a>
Frequently Asked Questions	∨	<a href="#"><u>How do I reset my password?</u></a>
Accounts		<a href="#"><u>What are the password requirements?</u></a>
Branding		<a href="#"><u>How often do I have to change my password?</u></a>
<b>Logging In / Logging Out</b>		<a href="#"><u>I can't remember my password.</u></a>
Messages and Attachments		<a href="#"><u>I'm trying to change my password but I am stuck in a loop.</u></a>
Statements and Notices		<a href="#"><u>Why is my account locked? How do I unlock it?</u></a>





# MERIDIAN ONLINE MANUAL UPGRADE

The screenshot shows the top navigation bar with the CSI logo and 'MERIDIAN ONLINE MANUAL 24.16' on the left, and 'Learning Hub', 'Customer Service Portal', and 'FAVORITES' on the right. The main content area features a background image of a laptop and keyboard with the text 'How can we help?' and a search bar containing 'Search...'. Below this are three columns of content: 'SPRINT UPDATES' with a keyboard key icon, 'MERIDIAN HELP' with a meeting icon, and 'LINKS PRODUCT HELP' with a network diagram icon.

# One Source Resources. One Voice Training.

- Education workbooks
- Implementations resources
- Links to more info
- More being added continuously

# EDUCATION RESOURCES



**PRODUCT SETUP**

**EDUCATION RESOURCES**

Product Setup  
Formerly "Getting Started"

**Education Resources**

A variety of product and services training is available from CSI. You can choose from a combination of live online classes, eLearning, and recorded webinars.

Click on any link below for information about that resource. Please read the course description carefully before registering to attend a live event or starting an eLearning course. Our training is geared to specific user levels. You'll get the most benefit from attending a course geared to your current knowledge level.

[CSI Academy - Safe Deposit Box \(SDB\) - Live](#)

[CSI Academy - Safe Deposit Box \(SDB\) Recording](#)

[Safe Deposit Box - Recording](#)

[NuPoint Safe Deposit Box - Basics](#)

[NuPoint Safe Deposit Box - Balancing](#)

[CenterView - SDB Reports](#)

A specifically designed course is offered by our Implementation team for banks that have signed up to begin using the Safe Deposit (SDB) application for the first time. This resource guide has been developed to support implementation training.

[Implementing the Safe Deposit Application](#)

Education Resources  
Implementation and  
Education Services content



TRAINING

# 91 Years of Talent. Broad Perspectives.

The Educator Team has a combined 91 years of experience with CSI NuPoint including:

- Implementations
- Product Support
- Customer Service
- Product Management
- Education Services
- Academia

# CURRENT INITIATIVES



# PRESENTATION EVALUATION

We are continually adjusting content to be flexible and accessible to fit into your busy schedules:

- Reduced course length
- New eLearnings are granularly focused
- All assets are reviewed on a regular schedule for accuracy and quality (over 500 eLearnings)

# CONTENT COLLABORATION

To ensure consistent information relay, educators collaborate with Technical Writing by:

- Using content in CSI Live courses that is extracted from Online Help
- Long-range plan for course documentation to be stored in Online Help to ensure automatic updates as products change in the future

# CREATING A TAILORED LEARNING EXPERIENCE

Pre-planned contacts with the learners before and after the sessions:

- Pre-event surveys
- Post-event evaluations
- Post-event follow-up emails

# CSI ACADEMY (NOT JUST FOR NEW BANKS)

- The move to virtual
- Originally meant for new customers
- Expanded to any customer
- A la cart sessions offered monthly



# SOMETHING FOR EVERYONE

- Experienced employees can benefit from our content
- New features and options are covered in live courses and round tables

# Announcing Optimizing Your Options

- Application-focused learning paths
- Broken down by sub-systems
- Self-paced and can be done in any order
- Periodic round tables with Subject Matter Experts

Q&A

# ROADMAP ITEMS DISCUSSED TODAY

## TECC Certification

Available now for Onboarding Banks. Medium to long range for existing banks.

## Optimize Your Options

Ongoing, medium range.

## FAQs

Ongoing, long range.

1

2

3

4

5

## Banking Videos and Webinars

Sept. 1, 2024

## Global Search

Long range.



## Contact **Info**

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### **Education Services**

### **Computer Services, Inc.**

3901 Technology Drive

Paducah, KY 42001

800.545.4272

[help@education.csiweb.com](mailto:help@education.csiweb.com)





THANK YOU!



CX24

AUTHENTIC ROOTS. AMBITIOUS PURSUITS.