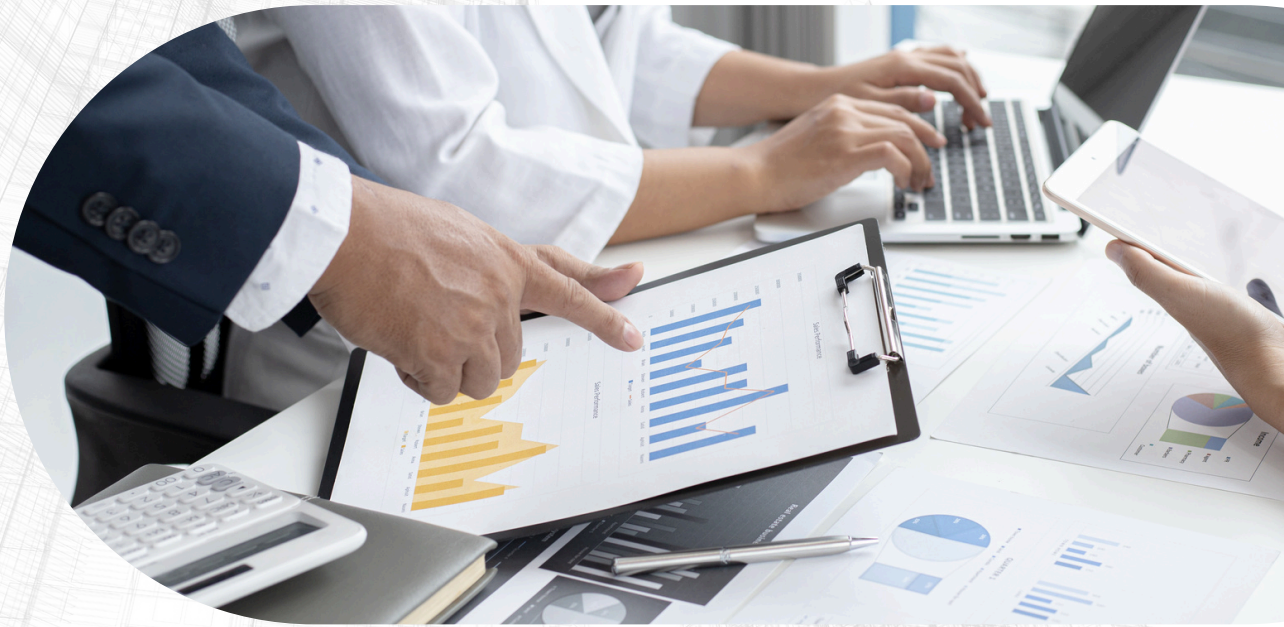




# Bank Operations *Forum*



PRESENTED IN PARTNERSHIP WITH



**QUARTERLY MEETING DATES**

**2026**

**MARCH 24 & 25  
JUNE 11 & 12  
OCTOBER 14 & 15  
DECEMBER 1 & 3**

**Our Forum  
Location:**

**Hotel 24 South**



24 S Market St, Staunton, VA 24401  
540-885-4848



# VACB Operations Forum Information

## About the Forum:

New for 2026: the **VACB Operations Forum**, led by **Patti Joyner** at Financial Solutions, Inc. is an exciting new educational and networking opportunity for community bank Operations staff. Join your peers for learning and information sharing in a community bank-centric environment.

## About the Meetings:

Each quarterly session will offer attendees the opportunity to attend an introductory session the afternoon prior to the full-day session. **Please refer to the pricing on page four for full details.**

## It Provides:

- **Expert Guidance** on operations and compliance issues and evolving regulations.
- **Networking Opportunities** with peers to share issues, solutions and best industry practices.
- **Practical Tools and Resources** for enhancing your bank's operations.

## Who Should Attend?

Operations Officers (primary attendees)  
Additional bank staff, especially for topic-specific sessions

## Flexibility

Enrollment is tied to your institution, allowing multiple staff members to benefit from the program.

## Why Join VACB's Operations Forum?

### Regulatory Expertise

Stay updated with quarterly seminars led by industry expert Patti Joyner, CRCM.

### Collaboration

Build vital connections with peers and gain practical operations solutions.

### Ongoing Support

Year-round access to operations and compliance experts, frequent updates and comprehensive operations portal.

### Quarterly Meetings

Four in-depth, in-person sessions, complete with detailed handouts and education credits.

### Operations Hotline

Direct access to community banking experts to assist you in addressing your specific problems

### Compliance Portal

Access to job aids, tools and seminar and other resource materials provided by our subject matter experts.



# Benefits of Enrollment in the Forum

## Compliance Resources

The Forum includes detailed presentations, checklists, tools, and real-world operations examples, allowing bankers to focus on seminars and access materials electronically for reference and training – a KEY component of compliance is operational success!

## Practical Solutions

The Forum offers practical, user-friendly operations techniques and improves documentation skills, helping community banks build effective, compliant operations without significant time or financial investment.

## Risk Management

The Forum reduces the risk of regulatory actions by ensuring effective compliance management, updated policies, adequate training, and internal monitoring, adapting to regulatory changes to prevent errors.

## Participant Interaction

Members receive timely answers and can test techniques before implementation. The Forum encourages ACTIVE participation, peer evaluation, and a two-way flow of information to enhance operations efforts.

## Commitment to You

Designed to meet the UNIQUE needs of community banks, this NEW Forum delivers cost-effective training services provided by one of the industry's best banking professionals

## Meet Our Expert | Patti Joyner, CRCM



**Patti Joyner** is a dynamic speaker and leader with strong, intuitive management skills, and a deep conviction that "excellence is not optional." She has extensive experience in working with financial institutions, bank data processors and governmental agencies. Patti has more than 35 years of experience in the financial industry as an entrepreneur and financial institution executive. She is a Certified Regulatory Compliance Manager (CRCM), skilled regulatory compliance consultant, bank operations specialist, system automation designer and an enthusiastic regulatory compliance instructor who believes in providing real-world solutions ready for immediate implementation.



# VACB Operations Forum Enrollment Information

## Program Enrollment:

- VACB Member Banks: \$1,700/ year
- Non-Member Banks: \$3,000/year

## Seminar Agenda for All Quarters

- **Introductory Half-Day Session** to be held 1 – 5pm the day BEFORE the full day session
- **Full Day Session** will be held 9 am – 3:30 pm

## Enrollment Includes:

- Attendance at four quarterly live meetings at Hotel 24 South in Staunton, VA
- Participation in live webinars between meetings as needed
- Access to additional programs at discounted rates
- Comprehensive reference library on our “Members Only” portal
- Year-round access to our operations/compliance expert for your bank specific questions
- Continuing Education Credits per quarterly session with a year-end certificate of completion for your records
- Fees includes breaks, lunch and all meeting materials provided by VACB

## Quarterly Seminars Pricing:

- VACB Member Banks: first registrant included in enrollment for BOTH the afternoon and full day sessions
- Additional attendees for BOTH the afternoon and full day session \$425 each
- Additional attendees at the Full-Day Session \$295 each
- Additional attendees at the Half-Day Session \$195 each

## Designated Banker:

Name of Institution: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Operations (main) Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

ADA Requirements: \_\_\_\_\_

**Charge my enrollment fee to:**    **VISA**                      **MasterCard**                      **Discover**

Number: \_\_\_\_\_ CVV: \_\_\_\_\_

Address where Credit Statement is mailed: \_\_\_\_\_

Signature: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

## Two ways to register:

1. Fill out and return completed form with your check or credit card information to:  
VACB, 6003 Staples Mill Road, Richmond, VA 23228

2. Register online at [www.vacb.org](http://www.vacb.org), from the EVENTS tab select products to enroll in the Operations Forum.

**For any questions, please contact Katharine Garner at:** (804) 673-8250 or [kgarner@vacb.org](mailto:kgarner@vacb.org)

More Information at  [www.vacb.org](http://www.vacb.org)