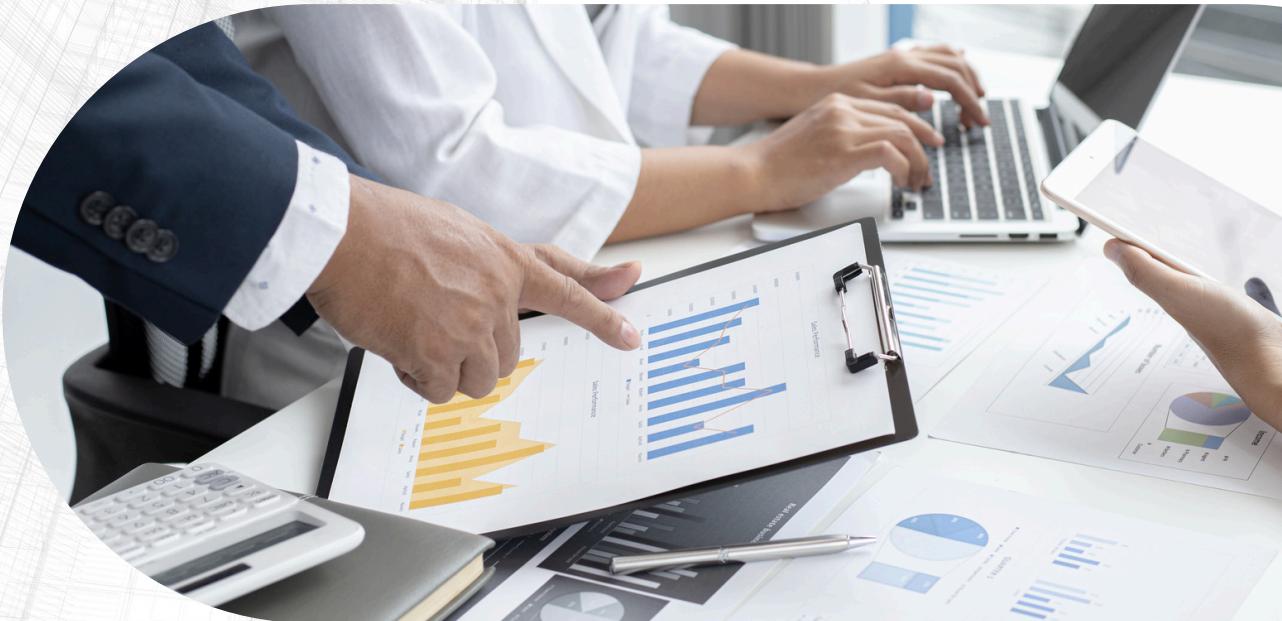




Bank Operations *Forum*



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, 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