



2021 AMBA *Virtual* FALL WORKSHOP

Military Banking – Focus on the Future

MONDAY, AUGUST 23 – TUESDAY, AUGUST 24, 2021

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Live Morning Sessions 10:00 AM - 12:00 PM

- 10:00 – 10:10 AM** **Welcome and Opening Remarks: VADM (Ret.) John Bird, AMBA Chairman, and Maj Gen (Ret.) Steven. J. Lepper, AMBA President & CEO**
- 10:10 – 10:55 AM** **Financial Regulator Perspectives**
Moderator – **Ms. Diana Banks**, Vice President, American Bankers Association
Ms. Grovetta Gardineer, Deputy Comptroller for Compliance Risk Policy, Office of the Comptroller of the Currency
Ms. Doreen R. Eberley, Director, FDIC Division of Risk Management, Federal Deposit Insurance Corporation
- 10:55 – 11:25 AM** **Legislative Perspective**
Col (Ret.) Dan Merry, Vice President, Government Relations, Military Officers Association of America (MOAA)
Ms. Jennifer Davis, Deputy Director, Government Relations, National Military Family Association (NMFA)
- 11:25 – 11:45 AM** **Military Family Financial Readiness Coalition Update**
Ms. Shannon Razzadin, Executive Director, Military Family Advisory Network (MFAN)
- 11:45 – 12:00 PM** **Military Saves Month Update**
Ms. Angela Caban, Director, Military Saves, Consumer Federation of America

Live Afternoon Sessions 2:00 PM – 4:00 PM

- 2:00 – 2:45 PM** **Veterans Benefits Banking Program (VBBP) Update**
Moderator – **Maj Gen (Ret.) Steven. J. Lepper**, AMBA President & CEO
Ms. Shannon Razzadin, President & Executive Director, Military Family Advisory Network (MFAN) – VetCents Update
Ms. Rebecca Wiggins, Executive Director, Association for Financial Counseling and Planning Education (AFCPE) – Financial Counseling Update
Mr. Bruce McClary, Senior Vice President, Communications – National Foundation for Credit Counseling (NFCC) – Credit Counseling Update
Ms. Christine Bensedira, Director, Veterans Benefits Administration Finance Center - VBBP Partnership
Ms. Andia Dinesen, Executive Vice President, AMBA – VBBP Website
- 2:45 – 3:05 PM** **DoD Financial Readiness Update**
Mr. Andrew (Andy) Cohen, Director, Financial Readiness, Office of the Under Secretary of Defense (Personnel and Readiness)
- 3:05 – 3:50 PM** **DoD Military Banking Program Panel Discussion**
Mr. Bill E. Hawbecker, Director, DoD Banking and Credit Union Office, Defense Finance and Accounting Service - *invited*
Mr. John Wynn, Department of Navy - *invited*
Mr. David Fuqua, Marine Corps - *invited*
Mr. Robert Burke, Department of Air Force - *invited*
MAJ Jennifer Evans, Department of Army - *invited*
- 3:50 – 4:00 PM** **Day one wrap-up: Maj Gen (Ret.) Steven J. Lepper, President & CEO, AMBA**

Monday Special Sessions – by invitation only

4:00 PM

AMBA General Membership Meeting

4:00 PM

Bank Liaison Officer Training

TUESDAY, AUGUST 24, 2021

Live Morning Sessions 10:00 AM - 12:00 PM

10:00 – 10:10 AM

Day Two Welcome Remarks: Mr. Steven J. Lepper, President & CEO, AMBA

10:10 – 12:00 AM

Lessons Learned from COVID

Consumer Fraud

Mr. Jim Rice, Assistant Director, Office of Servicemember Affairs, Consumer Financial Protection Bureau – fraud and schemes

COVID Military and Veteran Family Research

Mr. Bruce McClary, Senior Vice President, Communications NFCC – personal finance perspective

Ms. Crystal Lewis, Director of Research & Insights, NMFA – military spouse employment perspective

Dr. Shelley Kimball, Director of Research, MFAN – food insecurity

Bank perspective

Mr. Tom McLean, Regional Military Executive, Armed Forces Bank

Mr. Paul Benda, American Bankers Association - *invited*

Mr. Chris Cole, Executive Vice President and Senior Regulatory Counsel, Independent Community Bankers of America

Live Afternoon Sessions 2:00 PM – 4:00 PM

2:00 – 2:30 PM

Presentation of Military Departments' 2020 Distinguished Bank Service Awards – Presented by the Military Services

2:30 – 3:00 PM

Is the Future of Payments the Future of Banking?

Mr. John Broda, President & CEO, Armed Forces Financial Network

Mr. Jeff Riesenberger, Vice President of Member Engagement, Armed Forces Financial Network

3:00 – 3:30 PM

Military Retirement & Transition

Armed Forces Bank

Mr. Tom McLean, Regional Military Executive

Ms. Jodie Pitsenbarger, Manager of Branch Operations

Regions Bank

Mr. Steve Beres, Vice President, Service Members and Veterans Outreach Manager

Ms. Kimberly Robichaud, Diversity, Equity & Inclusion Program Manager

3:30 – 3:45 PM

Military Saves Designation of Savings Excellence – Award Presentation

Ms. Angela Caban, Director, Military Saves, Consumer Federation of America

3:45 – 4:00 PM

AMBA Workshop Action Items/Closing Remarks:

VADM (Ret.) John Bird, Chairman, AMBA and **Maj Gen (Ret.) Steven J. Lepper**, President & CEO, AMBA

Special Session

Why We Serve

Maj Gen (Ret.) Andrew “Andy” Egeland