



VBA Internship Program – Possible Learning Objectives

| Rotation | Possible Learning Objectives/Tasks |
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| <p style="text-align: center;">Client Services – Business Development</p> <p>In this rotation, the intern will be provided the opportunity to learn the different techniques used in developing deposit and loan business for the bank</p> | <ul style="list-style-type: none"> • Deposit product review • Target market overview • Review prospect statements and prepare analysis • Make recommendations for deposit structure • Prepare prospect proposal • Work with Business Development Officer (BDO) on account implementation • Make follow up calls to new clients to complete the “on-boarding” process • Shadow BDO on calls to prospects and existing clients • Perform wellness calls to existing clients • Attend meetings of business organizations with BDO to develop prospects and referral sources • If applicable, assist BDO in preparation for up-coming events owned by BDO • Attend weekly sales meetings • Attend all bank sponsored activities such as seminars, networking events, etc. • Utilize internal resources to develop a prospect list |
| <p style="text-align: center;">Commercial Lending</p> | <ul style="list-style-type: none"> • Familiarize themselves with [bank specific types of reports] • Familiarize themselves with the credit summary template and different types of loans • Work with the LO in clearing exceptions, addressing past dues, maturities, and learn how to prepare a credit summary <ul style="list-style-type: none"> ○ Practice clearing exceptions with the LO ○ Practice addressing past dues with the LO ○ Practice addressing maturities with the LO ○ Prepare a credit summary with the LO • Learn the process for a client/prospect sales call • Shadow the LO on a client/prospect sales call |
| <p style="text-align: center;">Commercial Relationships</p> | <ul style="list-style-type: none"> • Understand the ways that the bank supports the businesses they work with • Understand the community involvement of the bank and the different ways the bank is active in the community |
| <p style="text-align: center;">Operations & Technology</p> | <ul style="list-style-type: none"> • Understand the role/responsibilities the department serves in the broader sense of banking operations. What is happening both upstream and downstream in the process? • Understand how financial transactions flow (ingress and egress points) through the bank (for example, the Payment Services area) |

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| <p style="text-align: center;">Accounting</p> | <ul style="list-style-type: none"> • Understand that generally accepted accounting principles that he/she learns in the classroom are alive and in action within the bank (the theory to actually be witnessed) • See a variety of internal controls, dual controls, risk mitigation that helps prevent fraud, etc. |
| <p style="text-align: center;">Mortgage Division</p> | <ul style="list-style-type: none"> • Understand that a small bank can and often do have a very sophisticated operation whereby the bank can compete nationally for the market's mortgage needs providing all types of mortgages (100%, 30 year fixed, government loans, etc.) • Understand the value a bank provides versus a broker in obtaining mortgage financing with a true lifelong financial relationship |
| <p style="text-align: center;">Branch Management</p> | <ul style="list-style-type: none"> • Security <ul style="list-style-type: none"> ○ All clear signal ○ Alarm key pad ○ Hold up buttons ○ Robbery kit ○ Cameras/VCR (differs by branch) ○ Security checklist • Branch opening procedures <ul style="list-style-type: none"> ○ Vault opening (dual control procedures) ○ Daily teller line set-up (cashiers checks, work from vault, teller drawers) ○ Night drop (dual control procedures, logging and processing deposits) • Vendor introduction • Phones <ul style="list-style-type: none"> ○ Answer in three rings ○ What to say when answering the phones ○ Transferring calls ○ Review of privacy policy • Teller line <ul style="list-style-type: none"> ○ Familiarize with where things are (deposit slips, bags, batch headers, cash tickets) ○ Introduce teller manual ○ Drawer limits/branch cash limits (top drawer, bottom drawer, coin) ○ Auditing ○ Review identification (acceptable forms of ID and documenting ID) ○ Review of Funds Availability (Reg CC) ○ Review the types of transactions <ul style="list-style-type: none"> ○ Check cashing – on-us and not on-us ○ Deposit – cash, split, checks, memo post, no hold ○ Loan payments – regular payment, unscheduled, payoff, paydown ○ Savings bonds – purchase/redemption |

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| | <ul style="list-style-type: none"> ○ Travelers checks – purchase/redemption ● Introduction to systems used ● Functions performed by platform staff ● Account opening (in person and online) <ul style="list-style-type: none"> ○ Pulling credit reports (internet) ○ CIP – US Patriot Act (documentation required) ○ Commercial account procedures ○ Personal account procedures ● Account maintenance <ul style="list-style-type: none"> ○ Changing address/phone numbers ○ Updating signers ○ Stop payments ● Inquiry functions ● Debit Card (application/approval process) ● Time management ● People management ● Handling objections |
| Compliance | <ul style="list-style-type: none"> ● CFs internal audit/compliance department basics ● Familiarity with the standards ● Runs reports and queries ● Build and understanding of auditing methodology ● Understanding the bank’s enterprise risk management approach ● Understanding the statement of condition ● BSA & The Patriot Act |
| Cash Management Services | <ul style="list-style-type: none"> ● Investments / ALCO ● Attend ALM meeting ● Investment portfolio recon ● Performance trust investment ● Principal and interest payment posting ● Liquidity reports ● Shareholder and corporate matters ● Review of financial reports and regulatory filing ● Review of budget process ● Attend advisory board meeting ● Accounts payable review ● Wire transfers and money desk ● Month-end closing process |