

AGENDA

Retail Executives Committee Meeting

September 21, 2022 | 10am-1:00pm

VBA Office, Glen Allen

Committee Mission Statement

Fostering a robust retail banking environment in the Commonwealth of Virginia whereby customers prosper by way of enhanced products, services and delivery options; senior retail executives grow professionally through peer exchange and education; banks profit from enhanced retail strategies; and the VBA promotes and safeguards retail banking against threats within the financial system with the support of state legislative officials.

I. Welcome

II. 2023 VBA Connect & Protect Experience Discussion – Kristen Reid

Be thinking about topic/speaker suggestions for next year's program

III. Guests Joining Us from VBA Operations & Technology Committee (via Zoom)

Discussion around gaps between Operations & Retail areas to help provide better understanding of these roles; bring any thoughts/ideas you might have that can provide helpful insight to better understanding

IV. VBA Member Relations Update – Amy Binns

V. Roundtable Discussion Topics

- a. Salary expectations for new and seasoned employees
- b. Bitcoin fraud / increase in check fraud
- c. What is morale like at your bank? Are you doing anything to help measure this?
- d. Retail Help Desk – anyone doing this and have best practices or tips? Soft skills training - in-person customer service, mystery shopping, etc.?
- e. Other topics you would like to gain the committee's insight on

VI. Adjourn

Final 2022 Meeting Date
December 7, 2022 (Zoom)

