



# THE UTAH BANKER

March/April 2009

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# UTAH BANKERS ASSOCIATION

*A Century Of Service*

The Official Publication of the Utah Bankers Association

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## THE BOTTOM LINE

By Howard Headlee,  
UBA President

# Don't Believe Everything You Think!

I am constantly reminding folks when it comes to the national media, "Don't believe everything you hear." The more they talk, the more I realize they don't know much about banking; their main purpose is not to educate, but to sell advertising. However, I have also recently stumbled upon some more great advice, "Don't believe everything you think."

Experts say we have on average about 60,000 thoughts a day. And of those 60,000 thoughts, about 95% of them are the same thoughts we had yesterday. The worst part about this merry-go-round of thoughts is that for the average person, these habitual thoughts have a negative bias. I would guess this is especially true during the current economic turmoil. But here's the good news: the majority of our negative thoughts are not even true! Nonetheless, they can still have a devastating impact on our health.

I am not suggesting that we should not wrestle with the very real challenges facing our economy or our banks. But I am suggesting that our ability to resolve our real problems will have a lot to do with how we think about the ones that may not even exist.

A leading brain researcher said, "Based on what we know about the

plasticity of the brain, we can think of happiness as a skill no different from learning to play a musical instrument. It is possible to train our minds to be happy." And I believe that it is in this state of happiness, despite the stress around us, that we find the creative and innovative solutions to the challenges we face.

So first of all, don't believe everything you think. Challenge the habitual negative thoughts, write them down, disprove them, and then set them aside. They are typically unproductive and rob you of your energy to innovate and solve your real problems.

One way to do this is to amplify the happy things—even the smallest things. Celebrate them internally and celebrate them with others. Many of

Our Bottom Line is You

■ The Bottom Line - continued on page 6

# A Prudent Decision

## to Weather the Storm in Salt Lake

I lived my college years in central Alabama, where hurricane season would occasionally “move north” and force our college into lockdown mode. The faculty and students would batten down the hatches, stock up on potato chips and Tab (I am dating myself!), and would play bridge for hours until the storm cleared. I never feared for our safety because we had the security of being together.

This year’s UBA Convention will be similar to these “hurricane parties,” as we called them growing up. Rather than holding the annual meeting in Sun Valley, the UBA’s Board has opted to hunker down in our state’s capital, where we can join together to weather the economic storm from the comfort of a local hotel.

We made our prudent decision to move the location in part because of increased public scrutiny of how banks are spending money, including TARP funds. New criticisms surrounding banks taking “bail-out” money and going to resorts would be sure to surface.

The decision also makes sense as our member banks work to control expenses and limit the time their employees are away from their offices during this economic downturn.

Some have asked: why still have a convention if it’s not in Sun Valley?

The answer is because now, more than ever, our industry is strengthened when we come together. The UBA’s member banks will benefit by banding collectively, sharing solutions, and learning from great speakers who will address critical topics and provide some useful insights.

The UBA’s mission is to “protect” and “promote” the banking industry. Shifting the convention location will not only protect our image and our pocketbooks, it will offer communal shelter during these tumultuous times.



## CHAIRMAN'S MESSAGE

By LeeAnne Linderman,  
UBA Chairman





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#### ■ The Bottom Line - continued from page 4

these will revolve around your relationships with others. This collaboration will not only crowd out our bias toward negativity, but it will lay the groundwork for innovation and problem solving.

Finally, remember what makes you passionate about banking. Helping people realize their dreams, support their family, put a roof over their heads, and enjoy their leisure time. This may not be the prevailing wind of the day, but in the long run, that is what we do. We build dreams, lives, families and communities and that is something we can all be passionate about.

Look for those around you who are caught in the repetitive cycle of negative thoughts and teach them not to believe everything they think. It starts with you, it will change the culture where you work and eventually it will benefit those you serve.



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Legend: ■ Eliminated/decreased ■ Maintained/increased  
Annual sales shown as an index from 1980 to 1985

Year	Eliminated/decreased	Maintained/increased
1980	100	100
1981	100	100
1982	96	137
1983	88	159
1984	89	195
1985	116	283
1986	119	375

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“The future isn’t  
what it used to be.”

— Yogi Berra



- The average U.S. bank has a customer loss ratio of about 15%
- 68% of banking customers who leave one bank for another do so for dissatisfaction related to customer service
- Decreasing the customer loss ratio by 5% would result in an 85% increase in profits for most banks

It used to be that a good product, reasonable fees and a convenient location were enough to be successful. Today, the business of being competitive involves mixing warm and fuzzy with business logic and a marketing plan that keeps your customers loyal to you.

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customers makes a lot of sense.



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## WASHINGTON UPDATE

By Edward L. Yingling,  
President and CEO,  
American Bankers Association

# A Regulatory Reform Roadmap

**O**ur ABA Future Regulatory Reform Task Force has developed a set of principles that will guide our industry in the challenging months ahead as the new administration and Congress get down to business.

Regulatory reform is very much front and center among lawmakers and policymakers. It is absolutely critical—as we move forward—that we get this right.

Bankers representing a broad cross-section of our industry served on the ABA Future Regulatory Reform Task Force. The principles established by the task force were also approved by ABA's Board of Directors. These principles recognize both where our industry is coming from—the critical role that banks play in our economy—and where we need to go.

Banks have been, and will continue to be, the primary institutions for saving, lending, and financing economic growth in our nation's communities. Banks are also the leading players in the payments system and the only institutions that can be found participating in every stage of the payments system. Because our nation's banks are held to high standards of financial strength and integrity of operations, they are well-positioned to serve as engines of economic recovery and to provide continued economic growth and development.

We support a regulatory program that fosters a climate in which we can build on these accomplishments and continue our progress in providing more and better services to more people and businesses at lower costs.

The principles our task force developed call for reforms that focus

on solving the problem. Broadly put, the central objective of reform efforts should be enhancing the ability of all financial institutions to meet the needs of their customers.

We also believe Congress should be careful not to impose new regulations on the banking sector, which did not cause our current crisis and continues to provide credit. Instead, Congress should remove unnecessary regulations that impede sound lending and efficient operations.

Our principles emphasize that FDIC-insured financial institutions are not the problem. The bank regulatory supervision process has been demonstrated to be the most effective approach in minimizing systemic and individual institution safety and soundness risk. Congress should focus on the inadequately and ineffectively regulated sectors of the financial services industry that caused the crisis.

We also recognize that the current system of bank regulators has many advantages. These advantages should be preserved as the system is enhanced to address systemic risk and non-bank resolutions.

We support the roles of the Office of the Comptroller of the Currency, Federal Deposit Insurance Corp., Federal Reserve, the Office of Thrift Supervision, and the state banking



commissioners with regard to their diverse responsibilities and charters within the U.S. banking system.

The dual banking system is essential to promote an efficient and competitive banking sector. Charter choice and choice of ownership structure are essential to a dynamic, innovative banking sector that responds to changing consumer needs, customer preferences, and economic conditions.

We are strongly opposed to charter consolidation. Unlike the flexibility and business options available under charter choice, a consolidated universal charter would be unlikely to serve evolving customer needs or encourage market innovation. Diversity of ownership, including S corporations, limited liability corporations, mutual ownership, and other forms of privately held and publicly traded banks should be strengthened. Diversity of business models is a distinctive feature of American banking that should be fostered.

We support having a regulator with explicit systemic risk responsibility. (It is widely expected that the Fed will be given this role.) Systemic risk oversight should utilize existing regulatory structures to the maximum extent possible and involve a limited number of large market participants, both bank and non-bank. The primary responsibility of the systemic risk regulator should be to protect the economy from major shocks. The systemic risk regulator should pursue this objective by gathering information, monitoring exposures throughout the system, and taking action

in coordination with other domestic and international supervisors to reduce the risk of shocks to the economy.

The ABA will also support giving the Fed broader authority over the growing number of non-bank participants in the payments system.

There should not be a new consumer regulator for financial institutions (a concept that was proposed by the Bush Treasury and has some Democratic support). Safety and soundness implications, financial risk, consumer protection, and other relevant issues need to be considered together by the regulator of each institution.

A new system for the establishment of accounting rules—that makes standard-setters accountable and considers the real-world effects of accounting rules—needs to be created in recognition of the critical importance of accounting rules to systemic risk and economic activity. Accounting should be a reflection of economic reality and not a driver. Rules, such as loan-loss reserves and fair value accounting, should minimize pro-cyclical effects that reinforce booms and busts.

There is much more. Stay tuned, get involved, and remain engaged. Working together, we can create success during a challenging year ahead.

Reach Ed Yingling by e-mail at [ed.yingling@aba.com](mailto:ed.yingling@aba.com).

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# Another Successful Legislative Session Comes to an End



In a year of upheaval in the economy the Utah State Legislature concluded its 2009 session on March 12th rather quietly. There was no rush to finish action on bills before the midnight deadline as they adjourned around 11:00 p.m.

Utah's legislators worked diligently on a number of issues, but their primary task was to balance a \$10.6B budget that many said could not be balanced with tax increases. In the end, the state "back-filled" many of the projected cuts with the one-time federal stimulus monies; therefore, if the economy and state budget revenues don't turn around soon the cuts could be even more drastic next year.

We were stunned to find out after the fact, that budget leaders for the first time ever used nearly \$400,000 of reserves from the restricted fund of the Department of Financial Institutions to balance the budget. This amounts to a tax targeting state chartered banks and credit unions. Our legislative friends were very upset to learn this had happened. We are still trying to determine how we can keep this from happening "under the radar" in the future.

On a positive note, a \$10 million housing stimulus proposal developed by the Governor's Housing Action Committee, which included a number of bankers, was adopted by the legislature. (It was eerily similar to a proposal put forward by the UBA and Home Builders during last year's legislative session.)

There were many bills that had the potential of negatively impacting the banking industry, but thanks to careful monitoring and collaboration with our many friends on the hill, I think we were able to avoid any known negative outcomes.

Below is a brief summary of some of the most significant issues:

## 3SSB 270 Gift Card Amendments

This bill started as an initiative to exempt gift cards that carry no expiration date and no dormancy fees from

Utah's escheatment law. However, the State Treasurer claimed it would cost the state \$120,000 per year in an attempt to kill the bill. It was later discovered that \$120,000 was the entire amount escheated for all gift cards, gift certificates and credit memos. When the Treasurer refused to lower the fiscal note, the bill was delayed for two years but amended to exempt all gift cards, gift certificates and credit memos from the state escheatment law. It passed 70-4 in the House and 28-0 in the Senate. Thanks to the work of Frank Pignanelli at the UAFS, Shelly Tuescher from American Express and, our friends at the Retail Merchants Association, all this was accomplished in about 5 hours on the last day of the session.

## HB 438 Foreclosure Clarifications

This bill would have modified Utah's one action rule to require lenders to foreclose against real estate before pursuing remedies from any guarantor. Luckily the sponsor is a good friend of our industry and when informed of our concerns, the bill was held in rules and died.



## SB 230 Construction Payment Amendments

We spent a lot of time negotiating with the general contractors and the sub-contractors on this bill and I thank all the bankers who provided important input. We were able to get the bill to a point where we were not opposed, but it was amended on the last night to make the entire process voluntary which effectively guts the new provisions.

## HB 286 Regulation of Lending by the DFI

This bill was important to bring Utah's mortgage lending laws applicable to banks into compliance with the recently passed SAFE Act. It's passage now ensures that HUD will not take over regulation of mortgage lending in Utah.

## HB 285 Loss of Personal Information

This bill would have given Utah the worst and most unworkable data breach law in the country. Luckily, the sponsor is a close friend of the industry and pulled the bill when he learned of our concerns.

## HB 111

This bill would have been the first attempt to cap interest rates and fees on payday and title lenders. While it would not have impacted the banks, we were concerned about it becoming a slippery slope. The failed in its first committee vote.

Aside from the work on Utah's Capitol Hill it we have spent considerable efforts on issue in Washington D.C.

The ABA-state association task force on FDIC's Special Assessment is meeting regularly to manage all viable al-

ternatives to FDIC's emergency assessment. Despite FDIC Chairman Sheila Bair's announcement that the agency will cut the assessment if the FDIC's line of credit is increased, the association remains deeply concerned about the impact on its member banks of any special assessment. One option for potential relief is the allocation of fees for the Temporary Liquidity Guarantee program to the fund which could provide another couple basis points of relief.

ABA and UBA continue to lead the effort against Mark-to-Market accounting by calling for quick action on MTM rules, including improvements to accounting for "other than temporary impairment." Based on ABA's and the state association's efforts congress and regulators have agreed to address the issue in depth prompting the FASB and the SEC to commit to action within the next three weeks.

Significant efforts are also underway to manage mortgage reform and oppose additional commercial lending for credit unions, just to name a few.

Although Utah's legislators are often criticized in the media as being too conservative, backward, overly zealous in some areas and even unethical, insiders know that they are some of the most dedicated and hardworking individuals around. Although you may not always appreciate the issues that they are working to manage, not agree with their perspective on them, you have to give them credit for excellent and hard work, on a minimal salary with only the best interest of Utah and its citizens in mind. Kudos for a job well done!



# We're green!

**Newsletters Ink** has received its certifications in the SFI (Sustainable Forest Initiative) and FSC (Forest Stewardship Council) programs, which are based on the premise that responsible environmental behavior and sound business decisions can coexist to the benefit of landowners, manufacturers, shareholders, customers, the people they serve, the environment, and future generations.

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# Security 101: Building a Computer Security Incident Response Plan

By SecureWorks

**W**hen a breach occurs, being well-prepared to respond can mean the difference between a minor event and a widespread incident. And with Internet threats growing in number and sophistication, having a Computer Security Incident Response Plan (CSIRP) is more important now than it ever has been.

A CSIRP provides invaluable guidance amidst the chaos and urgency of a security breach. Without a CSIRP in place, organizations find themselves wasting time and resources as they scramble to respond – leading to higher costs and more damaging incidents.

## What is the purpose of a CSIRP?

A Computer Security Incident Response Plan provides structured guidance for mitigating a successful attack, whether by an outside assailant or a ma-

licious insider, on your IT systems and data. Specifically, a CSIRP helps you:

- ▶ Determine what happened
- ▶ Determine how it happened
- ▶ Assess the impact/damage
- ▶ Contain the incident to prevent further damage
- ▶ Recover from the incident
- ▶ Prevent similar incidents in the future
- ▶ Identify the attacker (if possible)
- ▶ Document the incident

## Preparing a CSIRP

For a CSIRP to be effective during crisis, it must have an appropriate balance of thoroughness and usability. It's not possible to conceive of every potential attack you could face in the future. Even if it were possible, the resulting lists of procedures would be so extensive that referencing them during a crisis would be too time-consuming to be useful. When developing your CSIRP, you want to build flexible guidelines for response and recovery that can be readily applied to any incident situation.

The first step towards developing a CSIRP that is both flexible and thorough is determining the set of priorities that will govern your response activities. For example, if your organization is a hospital your first priority during a security incident is to prevent the loss of life. So during a security incident, actions to prevent the loss of life super-

cede all others. Establishing priorities will align your response activities with what is best for your organization.

Once you have established your priorities, the next CSIRP development step is defining generic action plans for common incident situations that lay out high-level procedures for response and recovery based on those priorities. For example, upon receiving a report of abnormal host behavior an initial plan for action may be to first isolate the system and then review available information from security controls such as anti-virus, host intrusion prevention software and network and host logs to verify the abnormal behavior and determine if there is an incident. Having action plans in place removes ambiguity regarding how to best follow priorities in a given situation.

A CSIRP also needs to define roles and responsibilities during an incident to eliminate potential confusion and delays during the response and recovery process. This means not only assigning responsibility for specific tasks but also granting appropriate levels of authority to those involved in response activities. Even with guidelines and priorities established, decisions will have to be made while responding to an incident. Select members of your CSIRP team need to have sufficient authorization to make those decisions and take action accordingly in a timely fashion. There also needs to be clear escalation paths to any individuals whose approval is needed prior to taking actions that will have a significant impact on the organization.

### CSIRP Review and Testing

Once you have prepared your CSIRP, it needs to be reviewed and tested to see how it performs and identify areas in need of improvement. Periodic reviews should be performed on a regular basis afterwards to ensure it is up-to-date. Tabletop exercises where the CSIRP team is placed in theoretical incident situations and walks through response and recovery activities are a very good way to evaluate CSIRP performance and familiarize team members with their roles and responsibilities. You can also conduct war games where you execute a full incident scenario in a simulated environment complete with “bad actors” going up against your response team. This is a good way to test more mature CSIRP plans that have already been subject to numerous tabletop exercises and reviews.

You should also conduct a “lessons learned” session with CSIRP team members after you experience a real security incident to take advantage of the opportunity to review CSIRP effectiveness. Were your priorities correct and properly aligned with your organization’s goals? Were action plans sufficient to minimize incident impact? Analyzing CSIRP performance after an incident will help you identify revisions that can be made to improve CSIRP effectiveness during future incidents.

## A Backgrounder on the Capital Purchase Program

It’s important to note that the Treasury programs that use funds to help a failing institution are not the same as the department’s Capital Purchase Program, which is for healthy banks only.

Many of these healthy banks were asked or directed to take CPP funds. The government money is a capital injection—an ownership stake in healthy banks. This is not money that is used directly for lending, but is combined with new deposits to support lending many times the level of new capital.

Here are some more details about the CPP:

- ▶ Capital goes into an existing capital account that supports all loans and is not allocated loan by loan. Bank call reports will show if a bank has increased its lending, but each bank is different with specific markets and business considerations. The capital will support additional lending to businesses and consumers, help homeowners avoid foreclosure and perhaps assist the government by acquiring weak financial institutions.
- ▶ Treasury will make billions of dollars under this proposal. The net cash inflow to the Treasury from the investment is over \$30 billion, since banks pay for the use of this money. Moreover, publicly traded banks issued warrants, conservatively valued at between \$10 billion and \$15 billion. The total return to the government will likely be between \$40 billion and \$45 billion.
- ▶ For every dollar of capital invested, banks can lend up to \$7, provided they raise \$6 in new deposits and have qualified businesses or individuals that want to borrow. Banks have incentives to make loans; that’s how they will make the money to pay Treasury for the use of the money and warrants on the capital, which will increase in value as banks make money and their stock rises. But the regulators are asking for tighter lending standards, and no one will benefit from the making of bad loans.
- ▶ New loans are being made to individuals and businesses. As of December 2008, 156 of the nation’s 8,400 banks had received funds under the CPP.

Submitted by the American Bankers Association. For additional information contact ABA’s **Brian Nixon**.

# Home Savings Bank Celebrates 30-Year Career and 90th Birthday of Elaine J. Sorensen

By Arlene Valdez, Home Savings Bank



**W**hen most bankers are contemplating retirement and dreaming of golf and world travel, Elaine J. Sorensen began her banking career at the age of 60. Home Savings Bank of Salt Lake City will be honoring Elaine's 30-year career at the same time that she will be celebrating her 90th birthday. April 27, 2009 will be a special day for those two reasons.

"Elaine is an amazing banker, who maintains daily office hours and is responsible for the majority of our IRA deposit portfolio," states Arlene Valdez, Retail Banking Manager.

"Our customers love their interaction with Elaine, and her ability to deliver a level of service beyond their expectations is a standard that all bankers should strive for." Not only does she know her customers, but often knows their extended family members over many generations. "Elaine brings a tradition of true community banking to an environment that is rapidly changing."

Elaine began her career in 1979 after successfully raising her family of four children.

She and her deceased husband, J. Gordon Sorensen, were part of the original founders of Home Savings Bank in 1961. Home Savings Bank has continued to grow from that initial investment from one location in the Sugarhouse area to an additional two branches in Park City and Draper. The bank is a full service community bank with a strong history of local lending and deposit products.

"I would describe her as having a zest for life, a love of family, friends, and animals. She teaches through example, and is uninhibited to express her opinion. Her philosophy of work is: work is a blessing and not to be considered drudgery. She is an inspiration to all." These are the comments John G. Sorensen, President had to share when asked about Elaine's career.

Elaine is not one to stand idly by while the banking environment is constantly changing.

She has seen many changes in banking during her 30 year career of which she has embraced and grown with. When she started, the use of software and computer systems on the front line of banking was a very new feature. She has embraced the digital age with gusto. One thing that has not changed is her commitment to high quality customer service and the community banking spirit. When asked when she plans to retire, her response is, "Never, I love my job!"



Elaine with her son John Sorensen, President & CEO of Home Savings Bank.



# BANKERS

## ON THE MOVE

**Andrew Adamson**, Barnes Banking Co., has been named Branch Manager at the 431 East 400 South Branch in Salt Lake.

**Heidi S. Bleggi**, AmBank, has been named Executive Vice President.

**Tyler Michael Heaps**, Central Bank, has been hired as a Mortgage Loan Officer working out of the Spanish Fork Office.

**Becky Ivins**, Bank of American Fork, has been hired as a mortgage loan officer based out of the bank's Financial Center in American Fork.

**George Hofmann**, Zions First National Bank, Executive Vice President and Director of Business Bank-

ing, was presented with a Legacy of Excellence Award by the Salt Lake Junior League at the organization's holiday lunch on Dec. 6. Hofmann received the award in recognition of his four years of service on the organization's Community Advisory Board and for his service as its chairman.

**Tracey Olson**, Bank of American Fork, has been promoted to Assistant Vice President and Operations Manager for the bank's Draper branch.

**Lloyd Sedillo**, Barnes Banking Co., has been named Branch Manager at the 1120 South State Branch in Orem.

**Sunny Street**, AmBank, has been named Vice President.

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# BANK KUDOS

**Bank of American Fork** celebrated the grand opening of its Saratoga Springs branch on Feb. 19. The bank's 12th branch is located at 1543 N. Redwood Road and will service customers in Saratoga Springs and the surrounding areas of Eagle Mountain and Lehi.

"Bank of American Fork's Saratoga Springs branch will offer our exceptional brand of service to existing customers and also to any new customers who are seeking a better banking experience," said Jim Miller, branch manager. "We're thrilled to be in this community and look forward to working with the citizens and businesses of Saratoga Springs."

**Central Bank** was able to help several families this past Christmas season with the Central Bank Angel Tree program. Many community members participated by donating to the Angel Tree and then Central Bank was able to match the amount and purchase clothing, winter coats, toys, and groceries

for many families within the community. Central Bank feels the program was a huge success and would like to thank all who participated in anyway.

## Zions Bank Opens Innovative Branch at Intermountain Medical Center

Managing the triage of personal and business finance can be a challenge for busy medical professionals. That's why Zions Bank is bringing them convenience and specialized services by opening an innovative new office within Intermountain Medical Center, the largest hospital in the Intermountain West that serves six surrounding states.

The new Zions+Med Office is the first of its kind to operate on a hospital campus in Utah. The branch will cater to doctors and their practices by offering concierge services in an upscale office environment that provides full-service banking without traditional teller windows. Amy McGee, a Private Banking relationship manager who will direct the Zions+Med Office, and her team specialize in serving those in the medical profession and will assist clients with personal and business banking needs—ranging from Private Banking services and financial planning to medical practice financing and Treasury Management.



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# 2009 Ag Outlook

The Utah Bankers Association's 2009 Ag Outlook, held in conjunction with Utah State University Extension, was held January 29 & 30 in St. George. Over 75 bankers and producers attended the two-day event, and were treated to a tour of the Mountain Sunrise Feed Company in Beryl, Utah. Highlighting the event was a presentation by John Blanchfield, Senior Vice President of the ABA Center for Agricultural and Rural Banking, providing an update from Washington. John's presentation was sponsored by Farmer Mac. Central to the event were presentations by the Utah State University Extension providing updates on various commodities and the economic outlook for the farming industry. Jim Robb, Director of the Livestock Marketing Information Center in Colorado presented an outlook for Dairy, Beef and Sheep.

Members of the committee included Brance Hammons, Bank of Utah (Committee Chair); David Alexander, First National Bank of Morgan; Kip Bowler, The Village Bank; Greg Christensen, Bank of American Fork; Darren Cole, Cache Valley Bank; Joan Evans, KeyBank; Dillon Feuz, Utah State University; Barry Fitzgerald, Wells Fargo; Cynthia Johnson, Lewiston State Bank; Robert Taylor, Zions First National Bank; Boyd Warren, Capital Community Bank; Craig White, Utah Independent Bank; and Dorene Cheney, Utah Bankers Association.



John Blanchfield, Director of the ABA Center for Agricultural and Rural Banking provided an update from Washington during the Outlook.



Brance Hammons, Bank of Utah, Committee Chair, welcomes attendees.



Jim Robb, Lyle Holmgren, Dillon Feuz



2009 Ag Committee



Outlook attendees tour Mountain Sunrise Feed Company in Beryl, Utah.



Dillon Feuz from Utah State University discussed corn, hay and other feed grains. He also served on the conference committee.



Jim Robb, Director of the Livestock Marketing Information Center in Colorado, presented an outlook for Dairy, Beef, and Sheep.



Conference attendees enjoy networking during 2009 Ag Outlook.



# 2nd Annual Hall of Fame Luncheon

The 2nd Annual Utah Bankers Hall of Fame Luncheon was held on Wednesday, February 25, at the Rice Eccles Tower on the University of Utah Campus. Over 70 Legacy and active bankers attended to network and get reacquainted. Coach Kyle Whittingham, celebrated University of Utah football coach, was a special guest. The Hall of Fame celebrates individuals who have made a significant contribution to

the banking industry. This year's honorees were Don B. Allen, Attorney, Ray Quinney & Nebeker and Senior Counsel to the UBA for many years; Angus Belliston, Sr. Vice President, Zions Bank; and Dale O. Gunther, Director, Bank of American Fork, UBA Chairman 2001/02 and UBA's Distinguished Banker in 2006. Each year, banks nominate retired bankers, board members and industry partners for recognition at the annual event.



Howard Headlee (left) and LeeAnne Linderman (far right) with this year's honorees (left to right) Angus Belliston, Don Allen and Dale Gunther.



Matt Packard, Central Bank, Mike Pazzi, Wells Fargo and Mark Packard, Central Bank (left to right)



Coach Whittingham



Commissioner Ed Leary speaks to attendees.



Bob Hatch, Wells Fargo and LeeAnne Linderman, Zions Bank



Pat Richards, Wells Fargo, Ray Dardano, UBS Bank, Jim Anderson, Bank of Utah and Bob Hatch, Wells Fargo

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- Conferences—Compliance, Women's, Agricultural, Leadership (new this year)
- Graduate School of Banking online webinars
- ABA Telephone Briefings
- BAI Learning & Development online

*\*This issue is focusing on Webinars.*

## What is a Webinar?

A **webinar** is an enhanced telephone seminar. The audio portion is delivered by speaker phone. You may also view a corresponding PowerPoint presentation using a PC. No special hardware is needed. The program consists of 90 minutes instruction and 30 minutes live Q&A. Each webinar registration provides one connection to the webinar, materials and access to the On-Demand Webinar for 30 days following the broadcast. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a PIN, materials and instructions prior to the seminar. For any questions about these webinars, call 888-262-7701.

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you to one connection at one location with permission to copy materials for participants. Complete one registration per location. The following webinars are available and you may go to the UBA website for more information and registration at [www.uba.org](http://www.uba.org):

## April

- 1** Commercial Working Capital Lines of Credit
- 6** Loan Review
- 7** Completing the New RESPA Forms
- 13** FHA Loans
- 14** Developing Procedures for Levies, etc.
- 20** Loan Officer Clinic, Part 1
- 21** Way to Go: Best Practices for the Frontline
- 24** Frequent Mistakes in Lending Compliance
- 27** Loan Officer Clinic, Part 2

## May

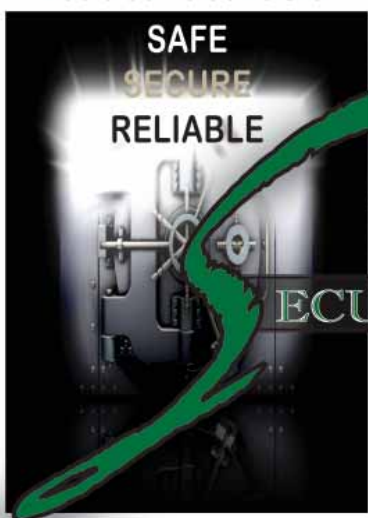
- 4** Director's, Part 1 – The Board's Role
- 5** Real Estate Loan Documentation
- 6** IT Exam Hot Topics, Part 1 – IT Exam Hotspots
- 8** Proper Collection of Government Monitoring Information
- 11** Director's, Part 2 – Asset Quality
- 13** IT Exam Hot Topics, Part 2 – Vendor Management
- 14** Gathering SAR Information
- 19** Business Entities for Lenders
- 20** IT Exam Hot Topics, Part 3 – Remote Access
- 22** Director's, Part 3 – Success Indicators
- 26** IT Exam Hot Topics, Part 4 – Incident Response
- 28** Flood Insurance

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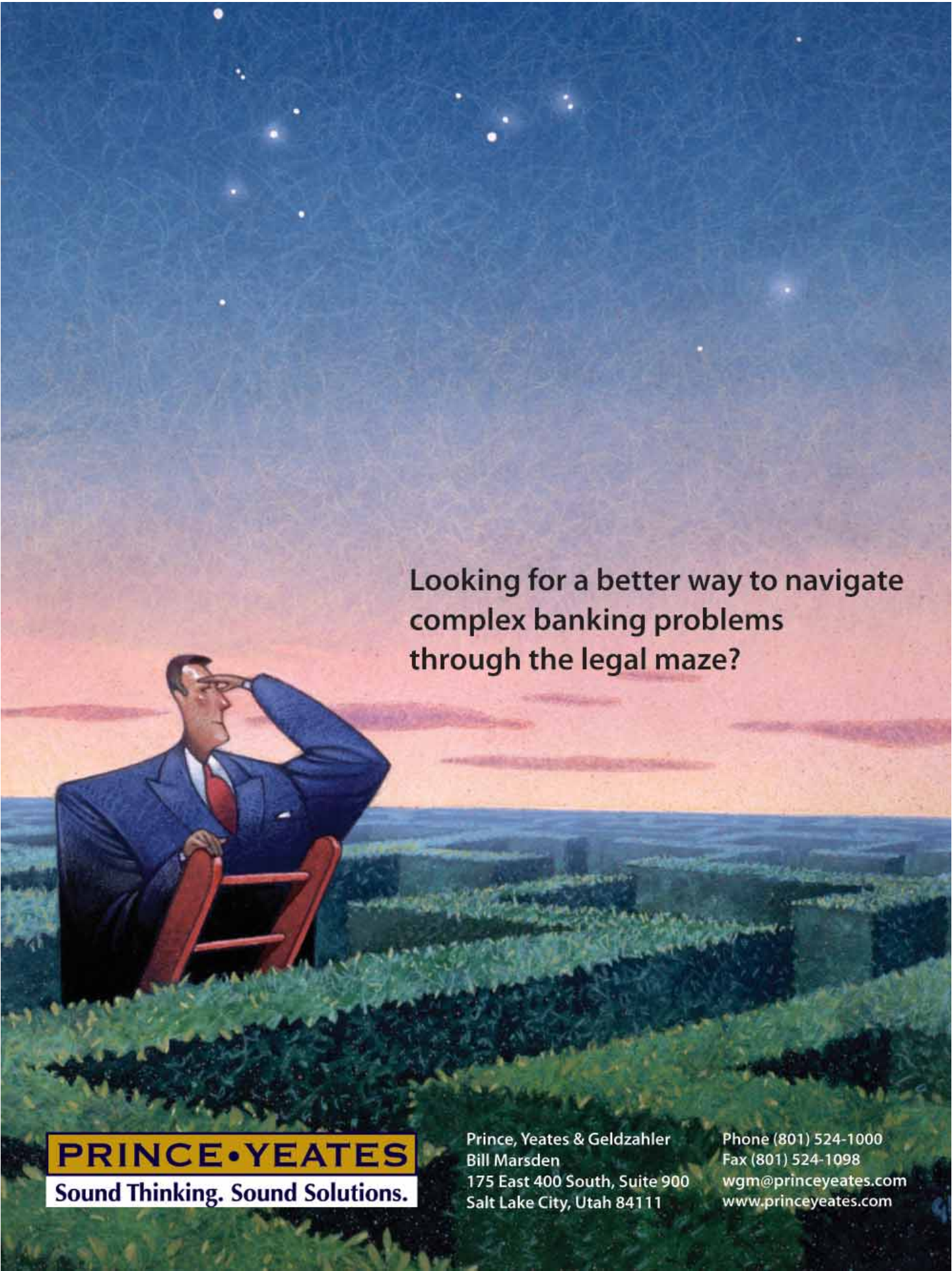
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An illustration of a man in a dark blue suit and red tie, sitting in a red wooden chair. He is positioned in the center-left of the frame, looking upwards and to the right with his hand on his forehead, as if searching for something. He is surrounded by a complex, multi-level maze of green hedges. The background is a vast, open landscape under a deep blue night sky filled with numerous stars. The overall mood is one of contemplation and seeking solutions.

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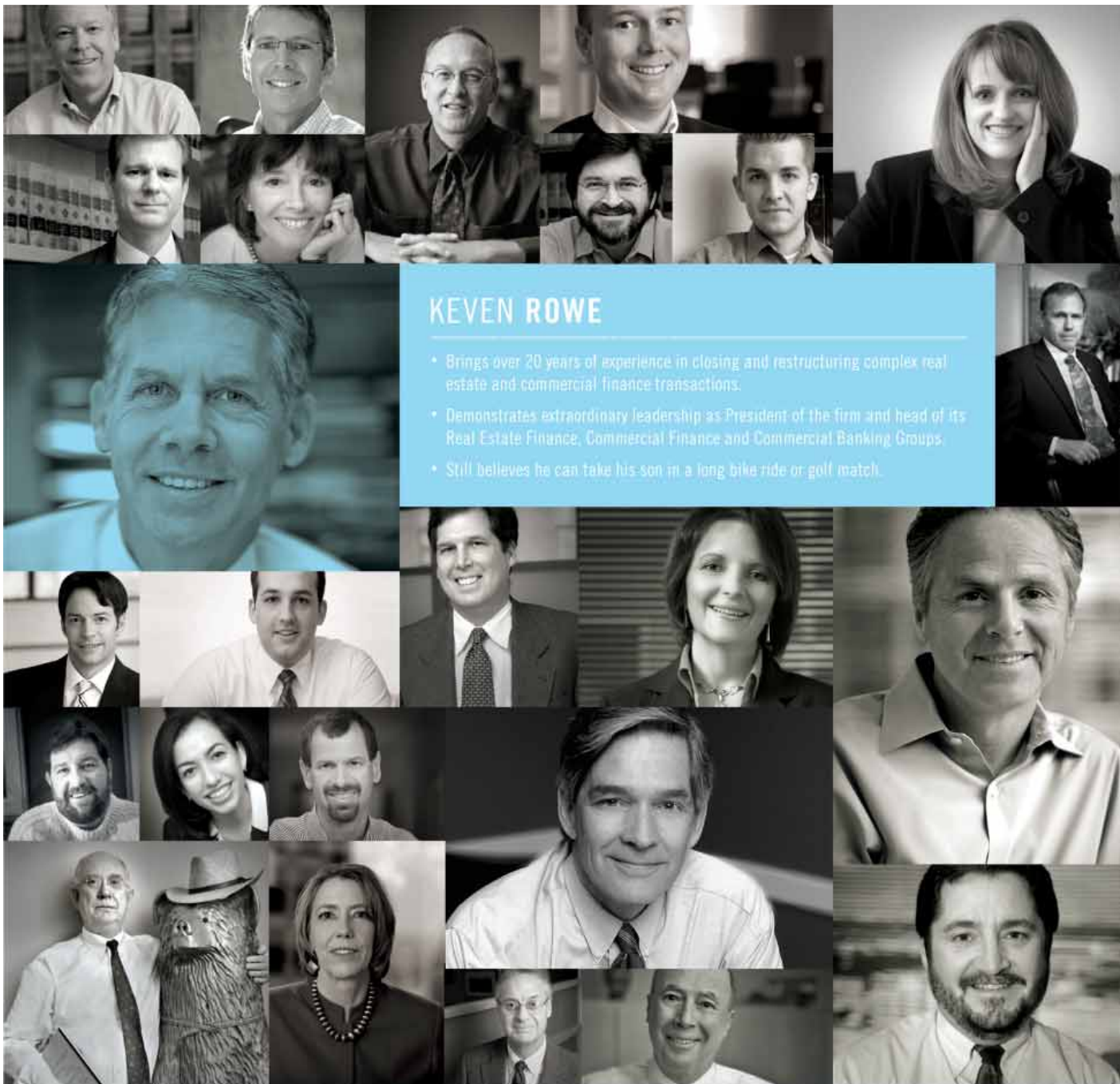
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