

Sunday			
4pm - 7pm	Registration Early Check-In		
Monday, September 13			
8am - 9am	<b>Opening Remarks</b> Susan R. Faulkner, Chief Executive Officer, Marquis		
9am - 11am	<b>Building Success from Within: A Culture of Excellence</b> The Ritz-Carlton Leadership Center		
	<table border="1" style="width:100%"> <tr> <th style="width:50%">Compliance</th> <th style="width:50%">Marketing</th> </tr> </table>	Compliance	Marketing
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11am - 12pm	<b>Fair Lending:                      Building A Program That Strives for Excellence</b> <b>Fair Lending Exams: A Preparation for Excellence</b> <i>Learn first-hand how to achieve excellence in Fair Lending Exams.</i>	<b>Building Success with CRM:                      A Process of Excellence</b> <i>A well-implemented CRM is a foundation for success. When done right, CRM connects your staff to your customer. Join us and learn best practice implementation process from Schneider Sales Management, the pioneer of CRM-based sales training and implementation.</i>	
	<b>Client Quick Fire: A Demonstration of Excellence</b> <i>Clients will share their stories and explain how you can adopt their execution excellence.</i>		
1pm - 2pm	<b>Client Quick Fire: A Demonstration of Excellence</b> <i>Clients will share their stories and explain how you can adopt their execution excellence.</i>		
2pm - 3pm	<b>The CARES Act and How It Affects CRA and Small Business Lending</b> <b>Client Quick Fire: A Demonstration of Excellence</b> <i>Clients will share their stories and explain how you can adopt their execution excellence.</i>		
3pm - 4pm	<b>CRA Small Business and Fair Lending:                      A Path to Excellence</b> <i>Learn first-hand how to navigate CRA and Fair Lending analysis for small business using CenTrax NEXT.</i>	<b>Clarify Your Message:                      A Story of Excellence</b> <i>This workshop explains how to use simple story telling to differentiate your message in the perceived commodity world of financial services.</i>	
	<b>Client Quick Fire:                      A Demonstration of Excellence</b> <i>Clients will share their stories and explain how you can adopt their execution excellence.</i>		
4pm - 6pm	Learning Lab Training (By Appointment Only)		
6:30pm - 8:30pm	Welcome Reception		
Tuesday, September 14			
8am - 9am	Marquis Development Road Map: A Path to Excellence		
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9am - 10am	<b>Community Development:                      ANPR Goals and Proposals for CRA</b> <b>Campaign Results: A Path to Excellence</b> <i>To move marketing from the backroom to the boardroom, you must produce results. We will show you a year's worth of campaign performance metrics and provide tips to get the most out of your direct marketing budget.</i>		
10am - 11am	<b>Community Development: A Practice of Excellence</b> <i>Learn how CDTrax and CenTrax NEXT will enhance the collection and reporting of community development related opportunities, e.g., investments, services, loans and donations.</i>	<b>Client Quick Fire:                      A Demonstration of Excellence</b> <i>Clients will share their successes and explain how you can adopt their execution excellence.</i>	
	<b>Client Quick Fire: A Demonstration of Excellence</b> <i>Clients will share their stories and explain how you can adopt their execution excellence.</i>		
11am - 12:30pm	<b>HMDA: A Path to Excellence</b> <i>Learn first-hand how to navigate HMDA Data Integrity Tools using CenTrax NEXT.</i>	<b>Automate Your Marketing:                      A Plan of Excellence</b> <i>Automation is the fastest growing marketing discipline for today's marketer. Learn what the most important automation topics are and how to execute them across Marquis' product suite.</i>	
	<b>Rooting Out Errors to Achieve Excellence</b> <i>Lessons learned regarding building a HMDA process; data collection/verifications and data integrity, using CenTrax NEXT.</i>		
	<b>Client Quick Fire: A Demonstration of Excellence</b> <i>Clients will share their stories and explain how you can adopt their execution excellence.</i>		
1:30pm - 2:15pm	<b>Compliance Management Systems:                      A Structure of Excellence</b>		
2:30pm - 3:15pm	<b>Show Your Results: A View of Excellence</b> <i>Learn how to demonstrate performance using Marquis' Business Insights Tool.</i>		
3:30pm - 4:30pm	Closing Session		