

2026 CU Spark Tank

Tuesday, September 29 & Wednesday, September 30
Live! Casino & Hotel, Bossier City, LA



Join Luminate for a wide assortment of educational sessions designed to address the top issues facing today's credit unions. Sessions will focus on call center operations, compliance and branch operations, in a 2-day intensive format. All are presented by experts in their field.

Breakout Sessions:

Compliance

- **Update on New Compliance Laws & Regulations:** Stay informed on the latest compliance laws and regulations affecting credit unions. This session will cover key updates and provide guidance on ensuring your institution remains compliant.
- **Compliance Roundtable:** Join a collaborative discussion with peers to share insights and best practices on compliance challenges. This interactive roundtable will foster networking and idea exchange among credit union professionals.
- **Deep Dive into Regulation E:** Explore the intricacies of Regulation E, focusing on electronic funds transfers and consumer protections. Gain practical knowledge to effectively implement compliance measures at your credit union.
- **Overview of Compliance Operations Tool: Infosight 360:** Discover how Infosight 360 can streamline your compliance operations. This session will provide an overview of its features and demonstrate how it can enhance your compliance processes.

Branch Operations

- **Train the Trainer: Sales Training:** Learn how to effectively train your branch staff in sales techniques. This session emphasizes skill development to boost member engagement and sales performance.
- **Branch Operations Roundtable:** Engage in a roundtable discussion focused on branch operations. Share experiences, strategies, and solutions to common challenges faced by credit union branches.
- **Deep Dive into Regulation E:** Explore the intricacies of Regulation E, focusing on electronic funds transfers and consumer protections. Gain practical knowledge to effectively implement compliance measures at your credit union.
- **Managing Member Expectations:** Learn strategies to effectively manage member expectations and improve customer satisfaction. This session will cover communication techniques and service enhancements that foster positive member relationships.

Call Center Operations

- **Train the Trainer: Sales Training:** Learn how to effectively train your branch staff in sales techniques. This session emphasizes skill development to boost member engagement and sales performance.
- **Call Center Operations Roundtable:** Participate in a roundtable where call center professionals share insights and best practices. Discuss operational challenges and strategies for enhancing member service in the call center environment.
- **Best Practices for Handling Fraud:** Gain insights into the latest trends in fraud and learn best practices for detection and prevention. This session will empower call center staff to safeguard member information and reduce fraud risk.
- **AI in Call Centers:** Explore the role of artificial intelligence in enhancing call center operations. Discover how AI can improve efficiency, personalize member interactions, and streamline service delivery.

Registration

Your educational investment is \$450 per attendee. For the purposes of those applying for a grant, the food & beverage is estimated at \$125 and can not be deducted from the cost of the program.*

Certificates

Participation certificates will be issued upon request for credit unions that need documentation for continuing education or grant reimbursement.

**Please note, due to hotel food and beverage minimums, Luminate cannot deduct the cost of any food & beverage from the registration fee. The value of such is provided for credit unions applying for grants.*