

2024 TRI-STATE TRUST FORUM

SEPTEMBER 26 & 27, 2024 | VENUE AT PORTWALK PLACE, PORTSMOUTH, NH

AGENDA

WEDNESDAY

SEPTEMBER 25

Tee Times TBD

EARLY ARRIVAL GOLF

Sponsored by the vendors, come enjoy a day of golf at a local course. It's all for fun! Pre-registration required by contacting Daniel Kimbell at 802.751.4334 or dkimbell@passumpsicfinadvisors.com for further details.

THURSDAY

SEPTEMBER 26

8:00 AM – 9:30 AM

EXHIBITOR & SPONSOR SET UP

9:30 AM – 10:00 AM

REGISTRATION & COFFEE WITH EXHIBITORS AND SPONSORS

Sponsors:

Cheetah – Exhibitor Reception
 Federated Hermes – Opening Luncheon
 Fifth Third Bank – Exhibitor Reception
 Fiverity – Opening Luncheon

Exhibitors:

FCI Advisors	Proxytrust
New Edge Capital	Raymond James
NextFolio	Thomson Reuters

10:00 AM – 10:05 AM

WELCOME

Susan Martore-Baker, *President*, Cambridge Trust Company of NH
Chair, NH Bankers Association Trust Committee

Daniel Kimbell, *CTFA, CRSP, EVP, Managing Director*, Passumpsic Financial Advisors
Chair, Vermont Bankers Association Trust Committee

10:05 AM – 11:00 AM

MARKET UPDATE AND 2025 OUTLOOK

John Sherman, *CFA, Senior Portfolio Manager* - Federated Hermes

Market Update and Expectations for 2025 returns

11:00 AM – 12:15 PM

HEARTFELT LEADERSHIP: HOW ETHICAL LEADERS BUILD TRUSTING ORGANIZATIONS

Richard Karwic, *MBA, Consultant* - The Knowledge Institute

Leaders provide the culture, environment, values and incentives that foster and encourage change. Most importantly, great leaders create environments of trust which allow employees to challenge, innovate and work as teams. In a rapidly changing world, heartfelt leaders build great organizations. In this session, we will discuss the qualities of great leaders and how you can become a great and heartfelt leader, no matter your title or place in an organization.

12:15 AM – 1:00 PM

LUNCH WITH THE EXHIBITORS AND SPONSORS

Sponsored by **FEDERATED HERMES** and **FIVERITY**

2024 TRI-STATE TRUST FORUM

SEPTEMBER 26 & 27, 2024 | VENUE AT PORTWALK PLACE, PORTSMOUTH, NH

1:00 PM – 2:00 PM

PLANNING INVOLVING DIFFERENT TYPES OF GRANTOR TRUSTS

Michael F. Macero, *Director, Washington National Tax - KPMG LLP*

This presentation discusses the types of trusts that can hold S-Corporation stock; namely a wholly grantor type trust to either the settlor or a beneficiary, a testamentary trust, an administrative trust for which a Section 645 election has been made; a voting trust, a qualified subchapter-s trust, or an electing small business trust. We would also cover the rules involving the holding of S-Corporation stock by an estate; as well as discuss the timing involved in the various trust related elections involving the holding of S-Corp shares; namely covering the making of qualified subchapter S trust election, an electing small business trust election; as well as making various late elections as applicable.

2:00 PM - 3:00 PM

LOCKING THE BACKDOOR! CONTROLLING ATTRITION! POSTPONING THE INEVITABLE!

Michael Dixon, *Consultant - Pohl Consulting & Training, Inc.*

The key to retention is relationships with your clients—relationships that are driven by the quality service you provide. That sounds simple but there are very deliberate tactics that you and your organization can use to control the inevitable attrition that every Trust department experiences. Think about it: At some point, every single client will stop paying you a fee - it is inevitable! This presentation is designed to:

- reinforce the need for a strong retention program;
- provide very specific tactics to control attrition; and
- offer you a tool kit with structured programs for designing a sustainable retention program.

Evaluate the attrition control of our service model and make the changes you need to better position your organization.

3:00 PM - 3:15 PM

AFTERNOON BREAK WITH EXHIBITORS

3:15 PM - 4:15 PM

IDENTIFYING, ATTRACTING AND RETAINING PROFITABLE CLIENTS-- FINDING THEM AND KEEPING THEM

Michael Dixon, *Consultant - Pohl Consulting & Training, Inc.*

Have you confused prospecting with selling? They are not the same, but they must work hand in hand if you are to develop a robust business. Are you employing the most effective approaches to prospecting? We'll help you identify your best sources of new business and how to go after those sources using a disciplined and systematic approach. We address why follow up is key and best practice methods for follow up in prospecting and client management. We will provide guidelines and ideas on standards of service designed to ensure client satisfaction.

4:15 PM - 5:15 PM

EXHIBITOR RECEPTION

Sponsored by CHEETAH & FIFTH THIRD BANK

Join us for a reception and peer discussions. Also take a little time to thank our sponsors/exhibitors for their support of our event.

2024 TRI-STATE TRUST FORUM

SEPTEMBER 26 & 27, 2024 | VENUE AT PORTWALK PLACE, PORTSMOUTH, NH

FRIDAY

SEPTEMBER 27

8:15 AM – 9:00 AM

FULL BREAKFAST BUFFET & COFFEE WITH EXHIBITORS AND SPONSORS

Sponsors:

Cheetah – Exhibitor Reception
Federated Hermes – Opening Luncheon
Fifth Third Bank – Exhibitor Reception
Fiverity – Opening Luncheon

Exhibitors:

FCI Advisors
New Edge Capital
NextFolio
Proxytrust
Raymond James
Thomson Reuters

9:00 AM – 9:05 AM

WELCOME

Susan Martore-Baker, *President*, Cambridge Trust Company of NH
Chair, NH Bankers Association Trust Committee

Daniel Kimbell, *CTFA, CRSP, EVP, Managing Director*, Passumpsic Financial Advisors
Chair, Vermont Bankers Association Trust Committee

9:05 AM – 10:00 AM

TRI-STATE ECONOMIC UPDATE

Brian Gottlob, *Director, Economic and Labor Market Information Bureau*
NH Department of Employment Security

A view of the local tri-state economy.

10:00 AM – 10:15 AM

MORNING BEVERAGE BREAK WITH THE EXHIBITORS

10:15 AM – 11:00 AM

KEYS TO A SUCCESSFUL TRUST EXAM

Katarina Ireland, *CFIRS, CFE, Senior Trust Examiner*, Division of Risk Management
Supervision - FDIC

Eileen Smith, *Trust Examination Specialist*, Division of Risk Management Supervision
FDIC

Todd Abrams, *Asset Management Lead Expert* - OCC

Hear from regulatory experts the keys to a successful trust exam.

11:00 AM – 12:00 PM

WHAT IF THE “WICKED WITCH OF THE WEST” HAD A LAPTOP

Steven Wujek, *Network & Security Architect*
Technology Concepts & Designs, Inc. (TCDI)

The impact of AI and cybersecurity on the industry.

12:00 PM

ADJOURNMENT