

2010 TAG National Conference

MINNEAPOLIS
Marriott City Center
 JUNE 6 – 9

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The American Institute of Architects ranks the Minneapolis Library among the best library design in the country.

Special & General Sessions



PCI Alphabet Soup: The Odyssey Continues

MONDAY, JUNE 7 8:15 AM.

Bruce Chapa, Business Manager, Self Service Logical Security, Diebold

The PCI standards continue to be a driving influence in the POS and ATM industries as

Visa and MasterCard focus on the security of Cardholder Data. Join Bruce Chapa to learn about the latest developments associated with the various PCI standards, including the new PCI Point of Interaction family of standards.



ATM Logical Security

TUESDAY, JUNE 8 1:50 PM.

Chuck Somers, VP ATM Security and Global Professional Services, Diebold

The hackers are coming... This session discusses the impact of criminal malware, the trends, attack vectors and how the implementa-

tion of a combination of security technologies and business processes can help safeguard the "prize" (i.e., sensitive data and cash).

EXECUTIVE KEYNOTE



Built on Service

TUESDAY, JUNE 8 8:20 A.M.

Tom Swidarski, President and Chief Executive Officer, Diebold

Tom Swidarski, Diebold president and CEO will review Diebold's performance in 2009, discuss the business strategies that will drive the company's future growth and share his thoughts on the services and solutions that will help financial institutions succeed in a challenging marketplace.



Diebold Product Development Update

WEDNESDAY, JUNE 9 10:50 A.M.

Wico Van Genderen, Vice President Global Marketing and Product Management, Diebold

Each year the TAG Nacional Conference rounds out its annual meeting with a look into the development labs at Diebold. Come early and hear Wico Van Genderen as he discusses important developments in the future of self-service.

"The TAG Conference has once again proven to be the most beneficial resource we have available to us each year. In an economic climate when our non-operational expenses are scrutinized, the benefits derived from being a member of TAG, one-on-one interaction with Diebold representatives and attending the timely presentations at the TAG Conference validate our need for continued membership in TAG."

JOHN CAMPBELL, VIRGINIA CREDIT UNION, INC.



Workshops & Roundtables

Minneapolis' Lake Calhoun covers 422 acres and is a popular destination for sailing and fishing



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WORKSHOPS }

CUNA

If you are a Credit Union attendee, don't miss this opportunity to learn about CUNA and the products and services that they offer. This is a fun way to kick off your TAG Conference experience since the information is presented in a game format and is always a hit. Come and join in the fun. *Presenters: Diebold Associate; and Robert Petersen, America First Credit Union*

Hands-on ATM Deposit Automation

This workshop includes a 20-minute presentation about the challenges and benefits of self-service for routine transaction processing, followed by hands-on use of demonstration equipment. *Presenters: Diebold Associate; and Carol Leathers, Teachers Credit Union*

Mobile Banking Trends and Technologies

How should you be thinking about mobile banking? Beyond just benefits, what should you be thinking about today regarding this new delivery channel? This workshop provides answers to these questions and more. Benefits of mobile banking are showcased (both end-users and financial institutions), the range of banking solutions mobile technology enables, key decision criteria, as well as an overview of Diebold's unique solution. *Presenters: Diebold Associate; and Ronald Wright, Texas Dow Employees Credit Union*

PCI DSS & EDC

Does your organization use EDC? How do the PCI DSS requirements impact your use of EDC? Join us for this informative workshop and a discussion on the impact of PCI DSS on EDC. *Presenters: Diebold Associate; and Sandra Jones, MAX Credit Union*

ATM Fraud – The Industry Under Attack

In this workshop various fraud techniques (skimming, card fishing and trapping and currency trapping) will be discussed. You will walk away with a better understanding of the current threats, vulnerabilities, known attacks, industry trends and current solutions to help better prepare our industry for battling the changing landscape. *Presenters: Diebold Associate; and Jerold Marlow, Fifth Third Bank*

ATM Skimming – Methods and Mitigation

This session will address the criminal use of technology relative to card skimming and PIN capture and the disaggregation of skimming and fraud redemption. Other topics to be discussed include: levels of criminal organization and the difficulties that this emerging threat places on the ATM industry. Representatives from Diebold will share its vision for innovative solutions to mitigate these risks. *Presenters: Diebold Associate; and Rhonda Dickinson, Educational Employees Credit Union*

Security Compliance vs. Information Security

It is never the risk that causes damage or creates opportunities – it is how we respond before, during, and after. So, how do we manage IT risks in a dynamic world? A comprehensive and cross-functional Governance Risk and Compliance model is critical to businesses serious about managing risks and addressing the evolving threat landscape. Join us for this up-to-the-minute workshop. *Presenters: Diebold Associate; Paula Walter, Pennsylvania State Employees Credit Union*

Deposit Automation ROI

In today's environment it is more critical than ever that we consider the financial implications of each project we pursue. During this session, we will feature an ROI that demonstrates the expenditures and savings potentially associated with ATM deposit automation. In addition, we will address the critical customer satisfaction variables that should be considered in conjunction with the financial aspects of an ROI. *Presenters: Diebold Associate; and Jerold Marlow, Fifth Third Bank*

Journey to PCI DSS

Has your organization started the journey to PCI DSS compliance? Do you have a plan to get there? Join an interactive discussion with Diebold's Bruce Chapa as he discusses how to navigate to PCI DSS compliance. *Presenters: Bruce Chapa, Business Manager, Self Service logical security, Diebold; and Ronald Wright, Texas Dow Employees Credit Union*

Imageway® ATM

Are you or your customers accepting checks at your ATMs today? Still picking up the paper every day? Why not eliminate that expense by utilizing Diebold's ImageWay® ATM solution along with our IDM5 or IDMBd? With ImageWay ATM you can scan the checks and even have the customer verify the total at the ATM. With the IDMBd, up to 30 checks can be inserted in a stack, saving time. Learn all the details in this informative workshop. *Presenters: Diebold Associate; Carol Leathers, Teachers Credit Union*



Agilis® Software: Enabling Business Growth Through Services

Learn about the strategic direction of Diebold's Agilis software platform and review the Agilis 91x roadmap. Gain an understanding of how Agilis is addressing current and future market needs including channel integration and alternative self-service terminal application options. *Presenters: Diebold Associate; and Robert Petersen, America First Credit Union*

Successfully Deploying and Maintaining Deposit Automation Enabled ATMs

This is a one-hour interactive presentation demystifying the deployment of ATM Deposit Automation enabled ATMs. This workshop features valuable information about how to prepare for a successful deployment and measure the success of your deployment. *Presenters: Diebold Associate; and Jerold Marlow, Fifth Third Bank*

New Diebold Software Deployment Model: Speed Time-to-Market

Learn about the advantages of the Agilis 91x v3.0 platform and how it enables you to meet your business needs more quickly and cost effectively. Information will be provided on Diebold's new 91x release management strategy and remote distribution capabilities, as well as our support and feature enhancement methodology, allowing you to stay up-to-date on security enhancements and speed up delivery of new offerings. *Presenters: Diebold Associate; and Ronald Wright, Texas Dow Employees Credit Union*

"Opteva Assistant Gets You Out of a Jam!"

Diebold's new Opteva Assistant provides enhancements to current Opteva diagnostics targeted to assist tellers and/or FirstLine personnel in clearing jams or quickly identifying supply issues. These advancements clearly indicate the location of the problem or issue and provide easy, step-by-step instructions accompanied by descriptive graphics for successful corrective action. Device support included in Opteva Assistant: Bulk Note Acceptor, Enhanced Note Acceptor, Motorized Card Reader, Advanced Function Dispenser, Receipt Printers, Bulk Cash Recycling Module. *Presenters: Shelly Ewing, senior product manager – SST, Software and Service Product Management, Diebold; and Sandra Jones, MAX Credit Union*

America's Next Inventor

Have you ever wanted to discuss product design with Diebold? Do you have suggestions for improvements or pain points that need improving? Join Dean Stewart and your peers in a lively and interactive session designed to give you direct input to the evolution of Self-Service. *Presenters: Dean Stewart, Director of Service Portfolio Management, Diebold; and Robert Petersen, America First Credit Union*

Understanding PCI & TG-3 Audits

Protecting the cardholder PIN is a fundamental ATM network security goal. This is the scope of both the PCI PIN Transaction Security requirements and the TG-3 (TR39) control objectives. This workshop session discusses what these audits are like and what it takes to pass one. Areas touched on will include preparation, documentation and the audit experience. *Presenters: Diebold Associate; and Carol Leathers, Teacher's Credit Union*

ATM Physical Security Impact on ATM Ops

This session will discuss physical attacks on the ATM, detection methods and the need for the ATM operations and security teams to collaborate on mitigation and coordinated response to attacks through a multi-layered security approach. *Presenters: Diebold Associate; and Paula Walter, Pennsylvania State Employees Credit Union*

Emerging Mobile Services

What does the future hold for mobile banking? This workshop will explore the emerging trends in mobile banking services and the capabilities that are likely to increase in end-user adoption for both banks and credit unions. Attendees will also learn about innovative and value-added solutions that Diebold is developing to take advantage of this powerful new delivery channel. *Presenters: Diebold Associate; and Ronald Wright, Texas Dow Employees Credit Union*

Outsourcing Fundamentals

This presentation will highlight Diebold's 7-Step Process and the basic factors you should consider to ensure your institution's outsourcing success; particularly in the areas of needs assessment, due diligence, solution design, design acceptance, pricing structure, contracts, and implementation, and ongoing governance. *Presenters: Paul Fisher, director, Integrated Services, North Area Sales, Diebold; and Sandra Jones, MAX Credit Union*

Payment Industry Trends

Payments are defined in many different ways. While deposit automation is a part of this discussion, there are several other payment methods that impact how we serve consumers. This workshop will explore some of the trends in the payments industry and will also allow for open dialogue with participants to share their thoughts about current trends. *Presenters: Diebold Associate; and Patricia Windland, First Tennessee Bank*

Software Stack Management

Discover how Diebold's new Software Stack Management service allows for greater peace of mind by helping to manage the software deployed in your ATM enterprise. Learn how we add considerable value to your configuration management strategy by automating the delivery of Agilis updates and reporting on the changes that were made. This service potentially greatly reduces the need for onsite service interruptions in your enterprise, allowing maximum availability for your customers. *Presenters: Diebold Associate; and Rhonda Dickinson, Educational Employees Credit Union*

Workshops & Roundtables

ROUNDTABLES

ATM Budget Planning Process

Get together with your fellow TAG members to discuss ATM daily operations, budget items, how best to prepare for budget time and manage ATM expenses for maximum service - all while keeping the daily operation reasonable and under budget. This roundtable session will also take a look at the fixed asset costs of purchasing equipment and what others in the industry are doing in this respect. Bring your ideas and experience and be prepared to share your thoughts. *Facilitator: Carol Leathers, Teachers Credit Union*

ATM Wireless Communication

Have you made the move to wireless or are you still on the fence? Wireless is cost effective and easy. This roundtable will help you better understand wireless and how to make the decision to switch, as well as address any concerns you may have. Join this roundtable to see what others are doing to improve communications and save money for their financial institutions. *Facilitator: Patricia Windland, First Tennessee Bank*

Branch/Remote/Merchant/Capture

Learn and share with others who have either implemented or are looking to enter into imaging beyond the ATM. Participants in this will discuss such topics as most reliable and popular scanners to differences in branch compared to teller capture, i.e., "What are your percentages of adjustments and how long do you store the actual checks and where do you store them?" Attendees will also share what types of merchants are using remote capture as well as review consumer home usage of remote capture for deposits and if their financial institution implemented approval criteria for allowing home capture capabilities. Learn about issues with attempting to deposit items through remote capture as well as the physical item at an ATM or branch and ways to prevent duplicate acceptance of items. This is a session you will not want to miss to learn more about imaging at various endpoints. *Facilitator: Rhonda Dickinson, Educational Employees Credit Union*

Fraud Mitigation/Lessen Impact

Skimming, hidden cameras, ghost ATMs, ram raids and PIN IDs – did you know that the odds of your financial institution being a victim of an electronic crime is much higher than an in-branch armed bank robbery? The U.S. Secret Service reports \$8.5B in annual U.S. debit/credit card fraud losses, including ATM skimming. Join your peers for an open discussion on ATM security. *Facilitator: Ronald Wright, Texas Dow Employees Credit Union*

Plastic Card Types

Attend this roundtable for an in-depth discussion on the various types of cards (credit, debit, ATM, gift, reloadable, campus, etc.) issued in the industry today. Have you considered or are you considering the

elimination of various card products including ATM cards? Share what types of cards your institution issues, how you manage your card portfolio and discuss future goals. *Facilitator: Paula Walter, Pennsylvania State Employees Credit Union*

ATMs +200

Join this roundtable to discuss how to effectively operate and manage a large number of ATMs. Having a large fleet of ATMs is a good thing but the task of keeping everything running smoothly certainly can have its challenges. We all need new ideas and solutions. Come share your experiences and learn from your peers. *Facilitator: Patricia Windland, First Tennessee Bank*

ATMs -200

Often times, smaller financial institutions have a different set of challenges than the major players. This is your opportunity to get together in a group where everyone present has fewer than 200 ATMs. Participants will discuss the challenges as well as the successes they have experienced and share with each other how they were handled. Join us for what is sure to be a lively and informative conversation. *Facilitator: Paula Walter, Pennsylvania State Employees Credit Union*

Multi-Media Dispensing

Are you currently, or would you eventually like to dispense stamps, tickets, prepaid cards, etc.? Learn what other financial institutions are dispensing – other than cash –and how it affects their ROI and satisfies customer needs. Join this roundtable to share and learn with other TAG members. *Facilitator: Sandra Jones, MAX Credit Union*

Opteview® and the Customer Experience

In this session, you will connect with industry peers to discuss how your institution is benefiting or could benefit by using the Opteview product. Share experiences on call rate, FIFT, repeat rate and other measurable performance metrics. The features and functionality of the Policy Manager, which helps to keep your network safe, will also be discussed. *Facilitator: Robert Petersen, America First FCU.*

Outsourcing – Learn From Your Peers

Has your financial institution looked at outsourcing or perhaps already begun to outsource? We need financial institutions that have already begun outsourcing, those who have looked at it and those who are not currently considering outsourcing to contribute to this conversation. Topics up for discussion include, pros and cons, the realities of outsourcing, providing customer service and saving money and additional problems or difficulties to be faced when outsourcing. Join us and share your successes, challenges and help us get a big picture view on the topic. *Facilitators: Carol Leathers, Teachers Credit Union, and Ronald Wright, Texas Dow Employees Credit Union*



Agenda

TRACKS: I Special Sessions III PCI/Cards IIII Deposit Automation IV Security/Fraud V Advanced ATM

Sunday, June 6

12:00 p.m. to 8:00 p.m.
 Conference Registration & Information

2:00 p.m. to 5:00 p.m.
 Inside Transaction Processing Group (I)

4:00 p.m. to 5:00 p.m.
 Future Product Concept Focus Group (I)

5:00 p.m. to 5:45 p.m.
 Sponsor Orientation Meeting - Group Photo

5:15 p.m. to 5:45 p.m.
 First Timer's Orientation Meeting

6:00 p.m. to 9:00 p.m.
 Welcome Reception/Vendor Displays

Monday, June 7

7:00 a.m. to 5:00 p.m.
 Registration & Information

7:00 a.m. to 8:00 a.m.
 Continental Breakfast/Vendor Displays

8:00 a.m. to 8:15 a.m.
 CONFERENCE WELCOME

8:15 a.m. to 9:15 a.m.
 GENERAL SESSION
 PCI Alphabet Soup

9:15 a.m. to 9:45
 Break/Visit Sponsors

9:45 a.m. to 12:15 p.m.
 Regional Meetings

12:15 p.m. to 1:30 pm.
 Lunch w/ Sponsors/Visit Sponsor Booths

1:30 p.m. to 2:30 p.m.
 Sponsor Presentations & Overviews

2:30 p.m. to 3:00 p.m.
 Break/Visit Sponsor Booths

3:00 p.m. to 4:00 p.m.
 Sponsor Presentations & Overviews

4:00 p.m. to 5:00 p.m.
 WORKSHOPS
 CUNA (I)
 Hands-on ATM Deposit Automation (III)
 Mobile Banking - Trends & Technologies (V)
 PCI DSS & EDC (II)
 ATM Fraud - The Industry Under Attack (IV)

6:30 p.m. to 9:30 p.m.
 TAG/DIEBOLD Party

Tuesday, June 8

7:00 a.m. to 5:00 p.m.
 Registration & Information

7:00 a.m. to 8:10 a.m.
 Continental Breakfast/Visit Sponsor Booths

8:10 a.m. to 8:20 a.m.
 GENERAL SESSION
 Introduction

8:20 a.m. to 9:30 a.m.
 GENERAL SESSION
 Executive Keynote
 'Built on Service' Diebold Direction
 & Industry Trends

9:30 a.m. to 10:00 a.m.
 Break/Visit Sponsor Booths

10:00 a.m. to 11:00 a.m.
 WORKSHOPS
 • ATM Skimming - Methods & Mitigation (IV)
 • Security Compliance vs. Information Security (IV)
 • Deposit Automation ROI (III)
 • Journey to PCI DSS (II)
 • Imageway® ATM (V)

11:15 a.m. to 12:00 p.m.
 ROUNDTABLES
 • ATM Budget Planning Process (I)
 • ATM Wireless Communications/
 What's New? (V)
 • Branch/Remote/Merchant/Capture (III)
 • Fraud Mitigation/Lessen Impact (IV)
 • Plastic Card Types (II)

12:00 p.m. to 1:15 p.m.
 Lunch/Visit Sponsor Booths

1:15 p.m. to 1:50 p.m.
 GENERAL SESSION
 Sponsor Prize Drawing

1:50 p.m. to 2:45 p.m.
 GENERAL SESSION
 ATM Logical Security

2:45 p.m. to 3:00 p.m.
 Break

3:00 p.m. to 4:00 p.m.
 WORKSHOPS
 • Agilis Software; Enabling Business Growth
 through Services (V)
 • Successfully Deploying & Maintaining
 Deposit Automation Enabled ATMs (III)
 • New Diebold Software Deployment Model (V)
 • Opteva Assistant (V)
 • America's Next Inventor (I)
 • Understanding PCI & TG-3 Audits (II)

4:00 p.m. to 4:15 p.m.
 Break

4:15 p.m. to 5:00 p.m.
 ROUNDTABLES
 • ATM +200 (I)
 • ATM -200 (I)
 • Multimedia Dispensing (I)
 • Opteview® and the Customer Experience (V)
 • Outsourcing – Learning From Your Peers (V)

5:00 p.m. to 9:30 p.m.
 Free Night – Enjoy Minneapolis



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Wednesday, June 9

7:00 a.m. to 12:15 p.m.
 Registration & Information

7:00 a.m. to 8:15 a.m.
 Continental Breakfast

8:15 a.m. to 9:15 a.m.
 GENERAL SESSION
 Talk with Diebold

9:15 a.m. to 9:25 a.m.
 Break

9:25 a.m. to 10:25 a.m.
 WORKSHOPS
 • ATM Physical Security Impact on ATM Ops (IV)
 • Emerging Mobile Services (V)
 • Outsourcing Fundamentals (V)
 • Payment Industry Trend (II)
 • Software Stack Management (V)

10:25 a.m. to 10:50 a.m.
 Break & Hotel Checkout

10:50 a.m. to 11:50 a.m.
 GENERAL SESSION
 Diebold Product Development Update

11:50 a.m. to 12:15 p.m.
 TAG Business Meeting

12:15 p.m.
 Adjourn

Bicyclists ride over the Stone Arch Bridge, a former railroad bridge built by railroad tycoon James J. Hill for his Great Northern Railway. It is on the National Register of Historic Places



Additional Sessions

INTEGRATED SERVICES SYMPOSIUM

DATE/TIME: To be announced

Diebold will host an Integrated Services Symposium during the TAG National Conference. The Symposium is designed to connect you with industry experts, discuss your current business challenges, interact with the latest technology and develop a customized solution to meet your needs.

During these customized sessions, experts will discuss:

- How to streamline processes while enhancing customer service
- How to keep pace with changing security requirements
- How to grow our business in a highly competitive market
- How to enhance the customer experience with the latest technology

In addition, you will have the opportunity to interact with live demonstrations including deposit automation, image processing, teller automation and mobile banking, as well as logical and physical security solutions.

INSIDE TRANSACTION PROCESSING GROUP (Diebold/Postilion)

Sunday, June 6 2:00 p.m. to 5:00 pm.

As a Diebold/Postilion customer, be sure to attend this session and learn about the latest upcoming releases and features planned for the following year. PCI and the possible impact to reports, research, connectivity tracking/logging and other self-assessment and audit requirements as they apply to your RealTime or Office applications will

be discussed. The Regulation E change for Overdraft will also be addressed. Attendees will be able to discuss how it affected their ATM/POS application and if any changes had to be made at the ATM.

This session will feature highlights of the most popular training sessions and Postilion and discuss how other training attendees might benefit. Regular network mandates and the process Diebold/Postilion has in place to support them are also topics on tap.

This is your opportunity to listen, share common questions and possible concerns and obtain information on future goals with other customers, as well as Diebold and Postilion experts.

FUTURE PRODUCT CONCEPT FOCUS GROUP

Sunday, June 6 4:00 p.m. to 5:00 p.m.

Join Dean Stewart, Director of Diebold's Self-Service Portfolio Management Group to discuss future hardware and software concepts. This is a great opportunity to submit and discuss your ideas regarding future Diebold product offerings.

FIRST TIMERS

Sunday, June 6 5:15 p.m. to 5:45 p.m.

Are you attending your first TAG Conference? Congratulations! This session will provide you with all the tools you need to have a successful TAG Conference experience. You will gain an understanding of the history behind Diebold/TAG and learn how the TAG Conference is organized and its many functions. You will also be personally introduced to your TAG Board of Directors as well as Diebold personnel and vendors. By the end of this session, you will understand your agenda and learn about the many networking opportunities available at the Conference.

REGIONAL MEETINGS

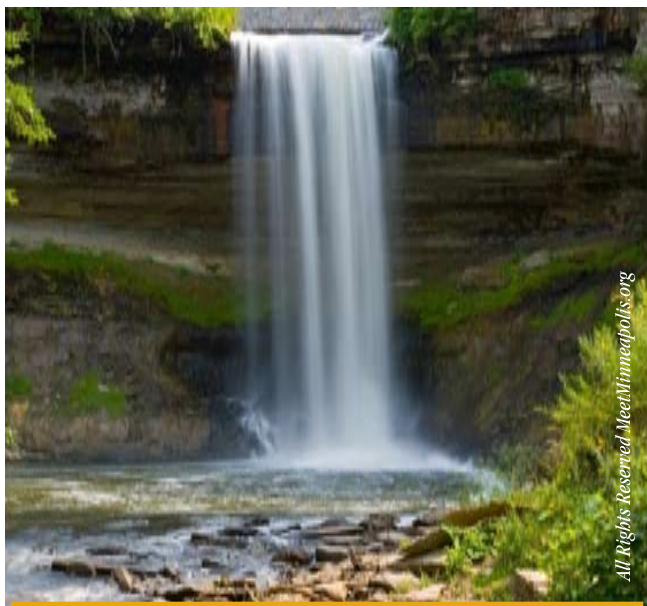
Monday, June 7 1:30 p.m. to 4:00 p.m.

The popular Regional Meetings are once again on the agenda this year and scheduled for Monday morning. Don't miss this opportunity to meet other TAG members in your area, your Diebold Area Sales and Service VPs and your TAG Board of Directors. The Regional Agenda includes time for open discussions to address regional issues, current events and to ask questions and receive feedback.

TALK WITH DIEBOLD

Wednesday, June 9 8:15 a.m. to 9:15 a.m.

A panel of key Diebold executives address questions, concerns and suggestions from the TAG membership. Join us on the final day of the Conference for one of our most popular sessions.

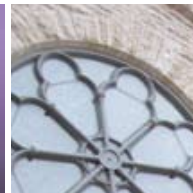


Minnehaha Falls is a 530-foot waterfall located near the entrance of Minnehaha Park.

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“As a first time TAG Conference attendee, I was not sure what to expect but found valuable networking opportunities. The informational atmosphere encourages two-way dialogue with all levels of attendees from other institutions, vendors and Diebold management.”

KIM FREY, FINANCIAL RESOURCES FCU



Registration Form

ATTENDEE INFORMATION: *Please print:*

Company Name _____

Name _____ Title _____

Address _____ City _____ State _____ Zip _____

Phone _____ Cell _____ E-mail _____

Name on Badge _____ Emergency Contact Person _____

Emergency Contact Phone _____ Dietary or Special Needs _____

GUEST INFORMATION:

The TAG Board of Directors encourages you to bring family members or guests along on your trip to Minneapolis, Minn. Although these guests are not invited to attend conference sessions (including breakfast and lunch), they are welcome to join us at the MONDAY EVENING PARTY HOSTED BY TAG & DIEBOLD.

Conference Attire:

Casual dress is acceptable for all meetings and social events.

Conference Cancellation Policy:

After April 9 thru May 7, 2010 Forfeit 50% of registration fees paid
 After May 7, 2010 Forfeit 100% registration fees paid

CONFERENCE FEES:

The conference fee includes conference sessions, conference materials, Welcome Reception, breakfasts, lunches, and TAG/DIEBOLD Party. Refer to separate information about what is included in the fees for the TG-3 Pin security and Key Management Policy and Procedures classes.

Conference Registration Fee	Before 5/1	5/1 & After
TAG Member Attendee	\$845	\$1,045
Non-Member Attendee	\$1,345	\$1,345
TG-3 PIN Security & Key Mgmt. Class Fee	Exam Fee	
TAG Member Attendee	\$1,070	\$300
Non-Member Attendee	\$1,400	\$300
Key Mgmt. Policy & Procedures Class Fee	Exam Fee	
TAG Member Attendee	\$465	\$300
Non-Member Attendee	\$600	\$300

Discount Take \$100 off for each additional attendee from the same member financial institution and \$100 off for each financial institution CEO attending the conference. \$ _____

Conference Registration Fee \$ _____

TG 3 PIN Security & Key Mgmt. Class/Exam \$ _____

Key Mgmt. Policy & Proc Class/Exam \$ _____

TOTAL Amount Due \$ _____

REMITTANCE:

Although the hotel can accept most credit cards, TAG is able to accept only VISA or MasterCard. Please indicate which account to charge for your conference fee. Expiration date is required.

VISA MasterCard

Name on Card _____

Account number _____

Expiration Date _____

Three easy ways to register:

- Register online at www.dieboldtag.com starting April 1st.
- Fax registration form with credit card payment to 330-305-9565.
- Mail registration form with check payable to TAG • P.O. Box 35606 • Canton, OH 44735-5606

Hotel Accommodations:

WE WILL BE MAKING YOUR HOTEL RESERVATIONS FOR YOU.

Conference Hotel: Minneapolis Marriott City Center

Room Rate: \$179 + applicable taxes / night

VISA MasterCard AmEx Discover Other _____

Account No. _____

Expiration Date _____

Check-in Date _____ Check-out Date _____

Special Room Needs _____

**There must be a minimum of 5 students registered for the TG-3 Operations Class by May 17th. If registration does not meet this requirement, you will be promptly notified and all payments will be refunded in full.*

Travel Arrangements: YOU WILL BE RESPONSIBLE FOR MAKING YOUR OWN TRAVEL ARRANGEMENTS. Be sure your hotel check-in and check-out dates match your travel dates. Nearest Airport: Minneapolis St. Paul International Airport (MSP). Recommended airport transportation is Super Shuttle (approx. \$16 one-way) or taxi (approx. \$35 one-way). On-site parking is available for \$19 per day, self parking or \$28 per day, valet.

Activity & Special Sessions

TRACKS: I Special Sessions II PCI/Cards III Deposit Automation IV Security/Fraud V Advanced ATM

Monday June 7, 2010

6:30 p.m. to 9:30 p.m.
 TAG/DIEBOLD Party
 _____ Number of Attendees
 (NOT including you)

SPECIAL SESSIONS

Monday - Wednesday June 7-9, 2010

9:00 a.m. to 5:00 p.m. daily
 TG-3 PIN Security & Key Management Training

Additional Fees
 \$1070 TAG Members +\$300 for Exam • \$1400 Non-TAG Members +\$300 for Exam

Thursday - Friday June 10 - 11, 2010

9:00 a.m. to 5:00 p.m. daily
 Key Management Policies & Procedures Writing Course

Additional Fees
 \$465 TAG Members +\$300 for Exam • \$600 Non-TAG Members +\$300 for Exam

You will be able to make changes to your Session Selections at the Conference. This information simply serves as a guide to assist us in planning for meeting space needs.

Fax this form to 330-305-9565. For more information, call the TAG Hotline at 888-TAG-2197.

Minneapolis has a thriving business climate coming from a diverse economic base including Fortune 500 companies such as Target Corporation, U.S. Bancorp, General Mills Medtronic and more.

SESSION SELECTIONS

(Mark ONE session in each time period that you plan to attend.)

Sunday, June 6, 2010

- 2:00 p.m. to 5:00 p.m.**
 Inside Transaction Processing Group (I)
- 4:00 p.m. to 5:00 p.m.**
 Future Product Concept Focus Group (I)
- 5:15 p.m. to 5:45 p.m.**
 Conference First Timer's Orientation (I)

Monday, June 7, 2010

- 4:00 p.m. to 5:00 p.m.**
 Workshops
 CUNA (I)
 Hands-on ATM Deposit Automation (III)
 Mobile Banking - Trends & Technologies (V)
 PCI DSS & EDC (II)
 ATM Fraud - The Industry Under Attack (IV)

Tuesday, June 8, 2010

- 10:00 a.m. to 11:00 a.m.**
 Workshops
 ATM Skimming - Methods & Mitigation (IV)
 Security Compliance vs. Info Security (V)
 Deposit Automation ROI (III)
 Journey to PCI DSS (II)
 Imageway® ATM (V)
- 11:15 a.m. to 12:00 p.m.**
 Roundtables
 ATM Budget Planning Process (I)
 ATM Wireless Communications/ What's New? (V)
 Branch/Remote/Merchant/Capture (III)
 Fraud Mitigation/Lessen Impact (IV)
 Plastic Card Types (II)
- 3:00 p.m. to 4:00 p.m.**
 Workshops
 Agilis Software; Enabling Business Growth through Services (V)
 Successfully Deploying & Maintaining Deposit Automation Enabled ATMs (III)
 New Diebold Software Deployment Model (V)
 Opteva Assistant (V)
 America's Next Inventor (I)
 Understanding PCI & TG-3 Audits (II)
- 4:15 p.m. to 5:00 p.m.**
 Roundtables
 ATM + 200 (I)
 ATM -200 (I)
 Multimedia Dispensing (I)
 Optevue® & the Customer Experience (V)
 Outsourcing – Learn From Your Peers (V)

Wednesday, June 9, 2010

- 9:25 a.m. to 10:25 a.m.**
 Workshops
 ATM Physical Security Impact on ATM Ops (IV)
 Emerging Mobile Services (V)
 Outsourcing Fundamentals (V)
 Payment Industry Trends (II)
 Software Stack Management (V)



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