



Financial Service Centers of New York, Inc.  
A TRADE ASSOCIATION

# PROGRAM

May 11, 2010

New York Marriott Brooklyn  
333 Adams Street, Brooklyn, New York 11201

Financial Service Centers of New York, Inc.  
Eighteenth Annual Conference and Exposition  
*2010: A Year of Threats and Opportunities*

- 8:00 am – 9:30 am **Exhibitor Setup (Salon F, G, H, I)**  
**Registration – Ballroom Foyer**
- 8:30 am – 9:15 am **Continental Breakfast (Ballroom Foyer)**  
*Sponsored by NetSpend*
- 9:15 am – 10:15 am **General Membership Meeting (Salon E)**
- President's Report (Including Presentation: FSCNY Then & Now)
  - Floor Nominations
  - General Counsel Report
  - National Update, William Sellery, FiSCA Washington Representative
  - Association Business
  - Website Re-Launch
- 10:15 am – 11:15 am **Exhibit Hall**  
**Refreshment Break**  
*Sponsored by Marshall & Sterling*
- 11:15 am – 12:30 pm **Jonathan Mintz, Commissioner, NYC Department of Consumer Affairs (Salon E)**
- **Panel Discussion on the Role of Alternative Financial Service Providers in Serving the Underbanked & Unbanked, with Q&A. Panelists include:**
    - Deborah C. Wright, CEO & President, Carver Federal Savings Bank
    - Joy Cousminer, CEO & President, Bethex Federal Credit Union;
    - Jane Azia, Director of Non-Depository Institutions and Consumer Protection, NYS Banking Department;
    - Joseph Coleman, FiSCA Chairman and President of Rite Check Cashing;
    - Jason Carballo, FSCNY President and COO of Castle Financial Services.
- 12:30 pm – 1:30 pm **Luncheon (Salon D)**
- Address by Congresswoman Carolyn Maloney (NY – 14<sup>th</sup> District)
  - Haiti Relief Fund
    - Address by Councilman Mathieu Eugene
  - Presentation of Scholarship Awards
- Sponsored by MoneyGram*
- 1:30 pm – 2:45 pm **Exhibit Hall**
- All Workshops to be held in the following rooms: Writers, Actors, Comedians & Singers
- 3:00 pm – 3:50 pm **Workshops I**
- Employment Law
  - Igniting Commitment: Engaging Employees for Breakthrough Performance
  - Risk Management
  - Compliance (Employees)
- 4:00 pm – 5.00 pm **Workshops II**
- BSA/AML Compliance
  - Marketing
  - Customer Service (Employees)
- 4:00 pm – 6:30 pm **Exhibit Hall**  
**Reception – Cocktails & Hors d'oeuvres (5:00-6:00 P.M.)**  
*Sponsored by Capital One & Western Union*
- 6:30 pm **Exhibitor Breakdown**