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:
  o Deborah C. Wright, CEO & President, Carver Federal Savings Bank
  o Joy Cousminer, CEO & President, Bethex Federal Credit Union;
  o Jane Azia, Director of Non-Depository Institutions and Consumer Protection, NYS
    Banking Department;
  o Joseph Coleman, FiSCA Chairman and President of Rite Check Cashing;
  o 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 – 14th District)
• Haiti Relief Fund
  o 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