

1. What is Rapid Response[®]?

Rapid Response[®] is a program created by the Federal Reserve System as a means of providing “just in time” information and training on emerging topics to Federal Reserve and State bank examiners.

Prior to the session, registered users of the site will receive an email alert with information to register for an upcoming session. Upon logging into the site and registering for the call, users will receive an email with the webinar link and phone code. The connection information and presentation will also be posted to the session page on the site.

Most calls last an hour and are moderated by a member of the Rapid Response[®] production team – just in case unanticipated problems arise. The moderator also assists with the Q&A portion of the session and wraps the call up at the end. During the presentation, the presenter typically spends 30-40 minutes on their presentation, allowing time for questions throughout. You can learn more here: www.stlouisfed.org/rapidresponse

2. Is Rapid Response[®] just a conference call, or is it a webinar with my computer?

Both! We understand that examiners locations can vary, so attendees have the option to watch and listen via their computer, watch online and listen via phone or simply call in and listen. A copy of the presentation is available for download on the Rapid Response website and through the webinar tool.

3. How do I register?

First, you need to set up a free account on our web site. Go to www.stlouisfed.org/rapidresponse and select the **Register** button under New Users. Begin by selecting your State agency from a drop down menu, and then fill out the new user’s registration form. You will receive an e-mail welcoming you to the site and confirming your registration.

4. How do I sign up for future sessions?

Log onto the Rapid Response[®] website, and you will see the upcoming sessions at the top right of the page. Registering is as easy as selecting the session you’d like to attend and then selecting Submit. (There is a visual of the website on page 2 of this document.)

5. How do I un-register myself for a session?

Log onto the Rapid Response[®] website, and you will see the upcoming sessions at the top right of the page, as well as your current registrations. To un-register, simply check the **No** button and select Submit (see page 2 for a visual of the site).

6. I registered for the upcoming Rapid Response[®] session, but have not received the call-in information. I've checked my spam filter/junk e-mail folder and the e-mail from Rapid Response[®] is not there. Who should I contact?

Contact your institution’s help desk to see if the e-mail has been blocked, and then let us know via our mailbox (rapidresponse@stls.frb.org) to alert us of the problem. If you are still unable to access the information, we’ll make sure to get you the information for the upcoming session.

7. How do I access the presentation?

Log onto the Rapid Response[®] website using the same e-mail with which you registered. Click on the date of the session you want and look for the presentation in the middle of the page. The presentation is usually loaded the morning of the session.

8. How do I submit a question in advance that I would like addressed in the upcoming Rapid Response[®] session?

Submit your question to: rapidresponse@stls.frb.org.

9. How do I ask a question during a Rapid Response[®] session?

You can either click the Ask Question button in the webinar, submit your question via email to rapidresponse@stls.frb.org, or ask a live question during the Q&A segment. Your question will be anonymously read on the call for the speaker(s) to answer.

10. Can other examiners in my office join me on the call?

We welcome other examiners to join you on the call. In fact, all examiners in your organization are welcome to set up a free account on our website. However, whenever and wherever possible, we would appreciate any attempts on your part to minimize the number of phone lines that call into the teleconference bridge in order to reduce costs associated with line usage. Gathering multiple listeners into a conference room or an office would be one way of minimizing line usage.

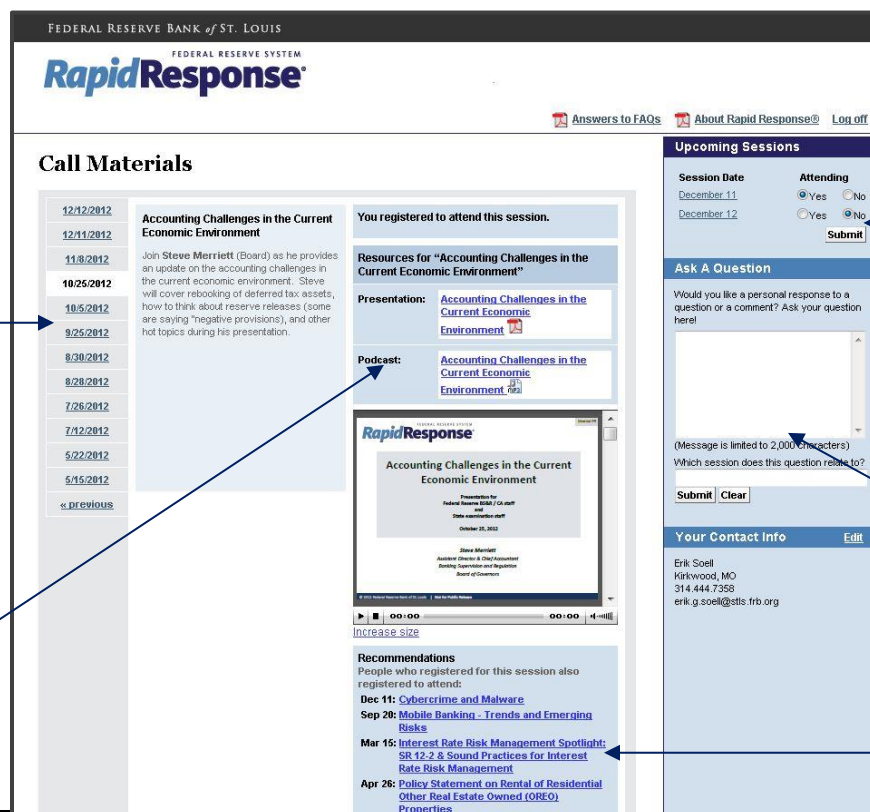
11. When is the audio available after the call?

The audio is generally available on the Rapid Response website a few days after the call is over.

12. How do I listen to the audio of a past session?

Log onto the Rapid Response[®] site, and select the date of the session in the left column and click the link in the Recorded Archive box (middle of the page, see the screen below).

13. Rapid Response[®] web site overview:



Tip # 1 - Choose the session you want by clicking on the date

Tip # 2 - Access the presentation or audio by clicking on the link.

Tip # 3 - Select the sessions you would like to attend and then select Submit

Tip # 4 - Write your question in the text box and select Submit to ask a question

Tip # 5 - View recommended sessions based on that specific topic

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Program Statistics (as of December 2017)

Total State Examiners Registered in the Rapid Response System	•1,566
Total Number of Session Registrations (since 2009)	•18,722
Total Continuing Professional Education credits (CPEs) for Fed and State Examiners (provided since January 2011)	•13,730
Sessions Since May 21, 2009	•329

Top Five Sessions

Title	Date	State Registrations
Information Technology Series: Nation State Threat	11/04/2015	229
Information Technology Series: Blockchain Technology	10/14/2015	215
Loss Data, Data Analysis, and the Current Expected Credit Loss (CECL) Model	9/29/2015	214
Information Technology Series: Cybercrime and Malware Series: Chip and Pin Car Technology	5/22/2016	212
Information Technology Series: Virtual Currency Series: Research Perspective of Math-Based Currencies	04/08/2014	200

Notable Non-Fed Rapid Response Presenters

- **Til Schuermann**, Oliver, Wyman & Company LLC, Management Consultants
- **John Weiss**, Partner, Duane Morris Law Firm
- **Tom Kellermann**, Strategic Cyber Ventures, LLC
- **Agent Ed Cabrera**, United States Secret Service
- **Michael Alix**, PriceWaterhouseCooper
- **Ed DeMarco**, Milken Institute Center for Financial Markets
- **Steve White**, Stinson Leonard Street, LLP
- **Tony Wilkinson and Jane Butler**, NAGGLP
- **Hal Schroeder and Matt Esposito**, FASB
- **Brian Tishuk**, FS-ISAC

Survey Feedback

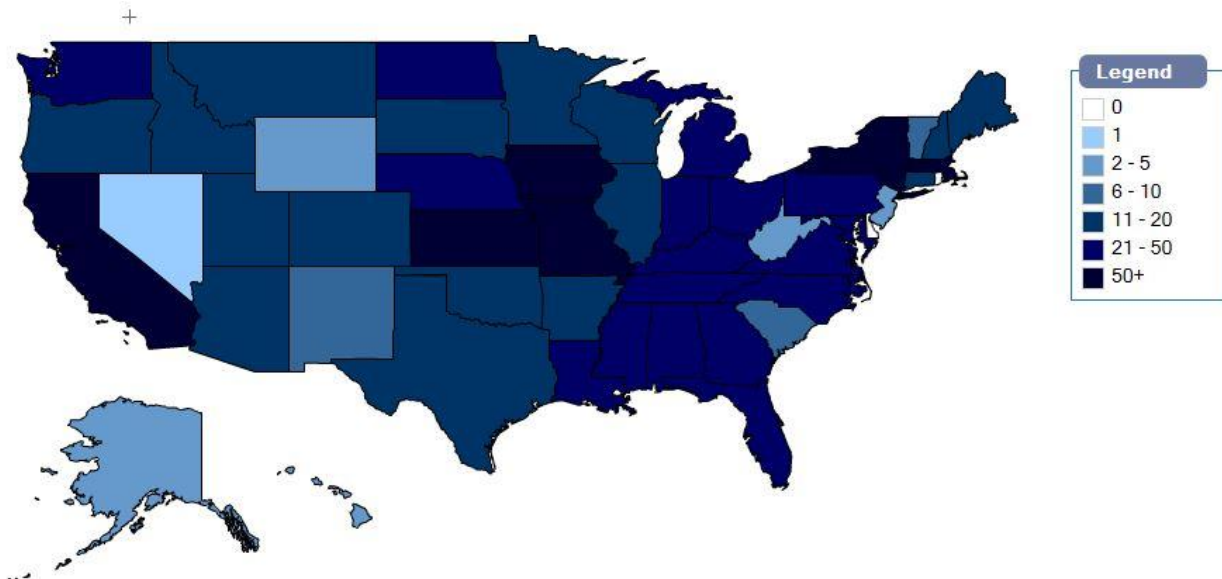
Session Met My Needs

• 93% Strongly Agree or Agree

Session Provided Sufficient Information about the topic

• 90% Strongly Agree or Agree

Rapid Response Registrations by State



Top 5 State Registrations

New York State Department of Financial Services

• 146

Massachusetts Division of Banks

• 98

California Department of Financial Institutions

• 77

Kansas Office of the State Bank Commissioner

• 55

Missouri Division of Finance

• 53