**Middle Atlantic Regional User Group JAC Conference**

**October 15, 2018 Board Meeting Minutes**

Board Attendees: Russ Munroe, President, Sally Wolgin, VP, Vicky Bryant, Treasurer, Lisa Otery, Past President.

Guest: Kevin Breemer – Attended from the National Board

Absent: Kim Dove, Secretary. Julie Tenney, Tompkins Financial captured minutes.

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**Treasurer’s Report**

Additional funds of $1,270.94 since June 6, 2018 meeting. Paid deposit of $2,000 for next year’s MARUG meeting being held in Center Valley, PA. Current balance in account is: $10,163.79

**Survey**

Kevin would like to compile a directory which lists the banks and the products they are using. This would be helpful in event banks want to network for issues, information, etc. After the JAC conference, Russ will send out a survey on the Simplelist for people to update. Please have them completed within 30 days.

**Spring Meeting 2019:**

Sally and Lisa canvassed other hotels and made visitations. They have chosen:

**Hotel:** Homewood Suites, Center Valley PA (Lehigh Valley)

**Dates**: May 9 and 10, 2019

This is a newer hotel with lots of dedicated conference space and more room for vendor setup. There is a shopping center across the street which provides numerous restaurants and shops. The cost is $139/night and includes a complimentary hot breakfast for each guest. They have tried to keep the cost as close to what we have paid in previous years.

**Vendors**: Think about vendors we would like to have attend the conference, as we will have more space for them next year.

**Survey form 2018 MARUG Meeting**

Most sessions lead by JHA were well received, however, some reported spotty information. Others speakers were lukewarm. Once feedback has been solicited from the survey concerning the speakers, we will need to review wanted topics, product vendors, etc. so we can make next year’s conference worthwhile for everyone. The Roundtables seemed to go well. Russ asked that if anyone wanted to be involved in planning or leading a roundtable please let him know.

He will send out emails, etc. asking for input. We had 24-25 member banks attend in May, 2018 with approximately 100 people from banks attending.

**Expiring Board Terms**

Two terms will be up at the end of next year’s meeting. Russ and Vicky’s terms expire. If anyone is interested in being on the board, please email Russ.

**National Board Take-Aways (Kevin Breemer)**

**Issues Banks Are Experiencing:**

MARUG does have representation. Escalated questions/issues can be sent to Kevin or Russ. They can put on agenda to discuss with JHA. This is a great way to get issues posed to Executive level management. One topic of discussion was that Xperience Teller installs have been put off until 2019; this was news to some banks who were waiting for install dates.

**ESP is now Idea Lab**

Banks will not be restricted on the number of enhancements they can submit. It is expected to be available by end of JHA conference. It is very easy to use. Currently if you can access the JHA Client Portal, you will be able to access “Idea Lab” via the Collaboration tab. JHA will be looking at items that are trending and JHA will move up for consideration if part of the Top 10. If not part of the Top 10 list, JHA may reassess the Top 10 list to realign with what Banks are requesting. If an enhancement request already has a solution, the bank will be guided to where or how to access this additional info. One member commented that some of the previous bank

requests have been out there for years with no movement and they hope this new process will not be more of the same.