

National NCP Day

Program Update and Special Educational Speaker

August 2, 2022



Disclaimer

This presentation and the information contained herein is for general informational purposes only. All information presented here is confidential to the NCP program and is not to be shared outside of your respective organizations.

The comments today are my own and not necessarily those of The Clearing House Payments Company L.L.C., ECCHO or the ECCHO membership.

Today's Agenda

- Welcome
- 2022 Highlights
- NCP Program Updates
- NCP Certification Benefits
- Drawing for free Workshops
- Special Educational Speaker:

“A Different Perspective” (a different point-of-view)



NATIONAL NCP DAY!!

CELEBRATING YOU!

Why Celebrate NCP Day?

- This is a day to honor all NCPs and recognize the new class
- NCP Day is an opportunity to:
 - Celebrate YOU as an NCP, your staff NCPs, and your member NCPs
 - Bring focus to the NCP Program and its Continued Education (CE) offerings
- In addition, provide NCPs a unique educational session each year!

Welcome To This Elite Group!

CONGRATULATIONS TO 89 NEW NCPs!



Special Recognition – Highest Scorer!



Sarah Cain, NCP
North American Banking Company

Now that You are an NCP....

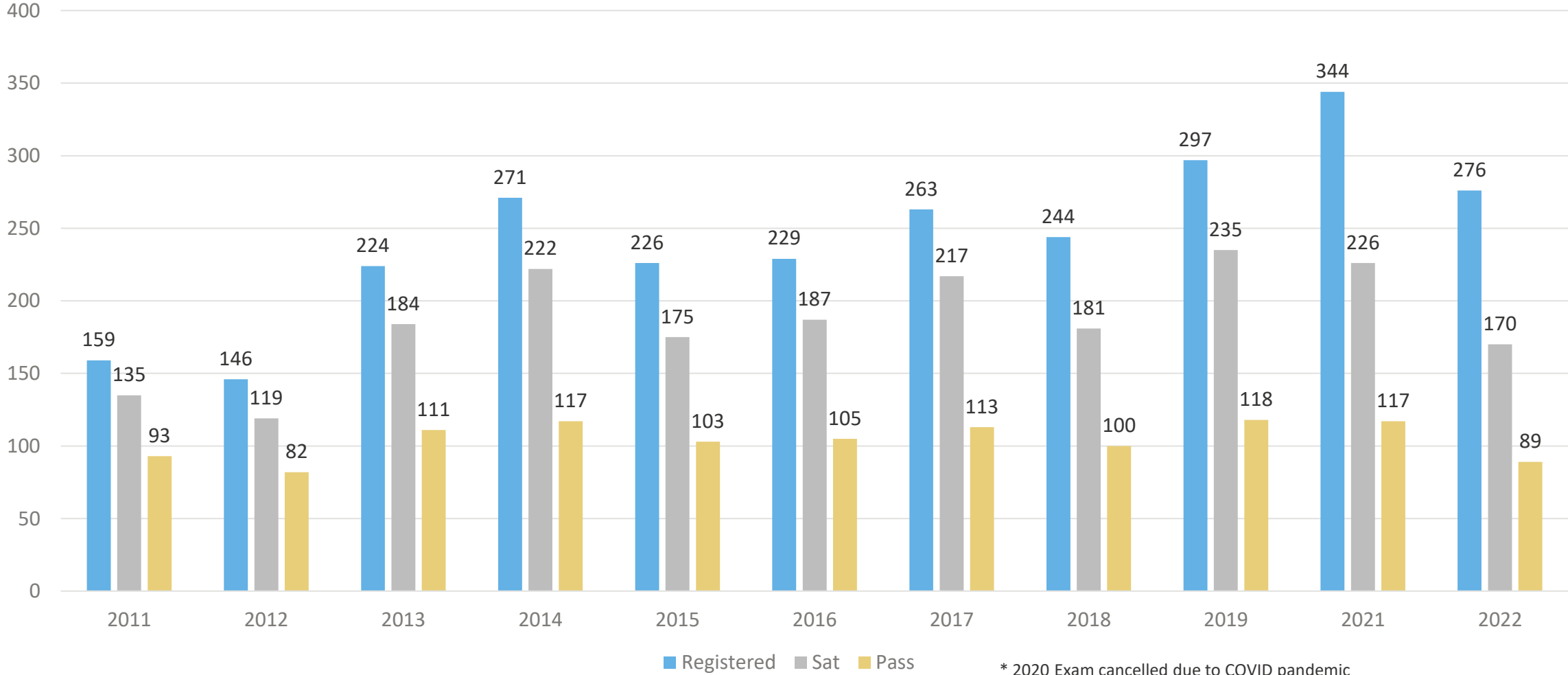
- NETWORK: NCPs listed in online directory [NCP directory link](#)
- MAINTAIN: Continuing education guidelines to retain NCP status (5-year renewal cycle)
 - Details in the Continuing Education Handbook[NCP Continuing Education Guidelines](#)
- Become a mentor to a future NCP through the NCP Guide Program
[Guide Program Link](#)

2022 NCP Program Highlights

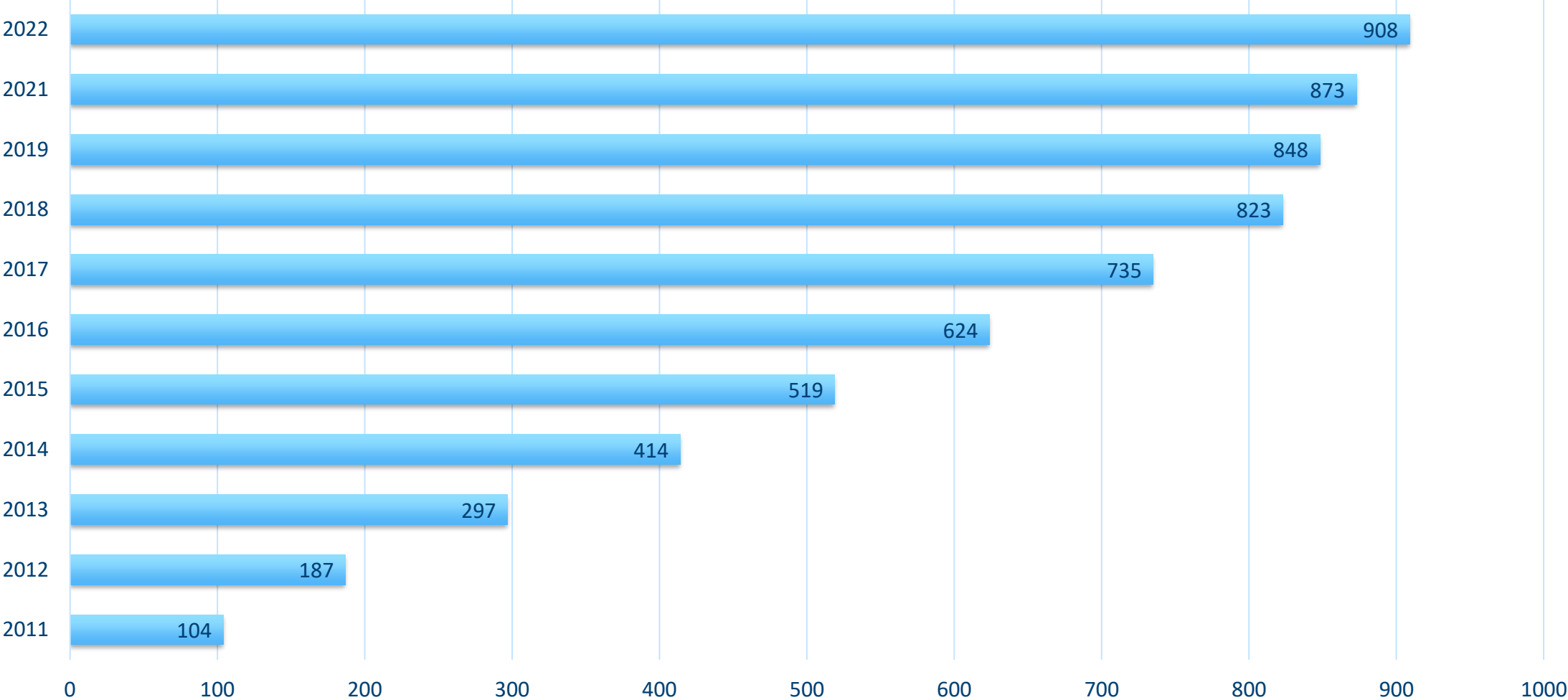
- Exam window: April 16-May 7
- 276 Registered to take the 2022 NCP Exam
 - 54 no exam activities (including 5 no show) – possibly side effects of RTO or COVID
 - 52 transferred to 2023 NCP Exam
- 170 took NCP Exam (119 at testing centers; 51 tested via OnVue)
 - National passing rate = 52%
- **Today we celebrate 89 new NCPs!**
- Cumulative # of NCPs 2011-2022:
 - Nearly 1,150 examinees have earned their accreditation past 12 years
 - Currently, 908 active NCP's

NCP Examinees Historical Data

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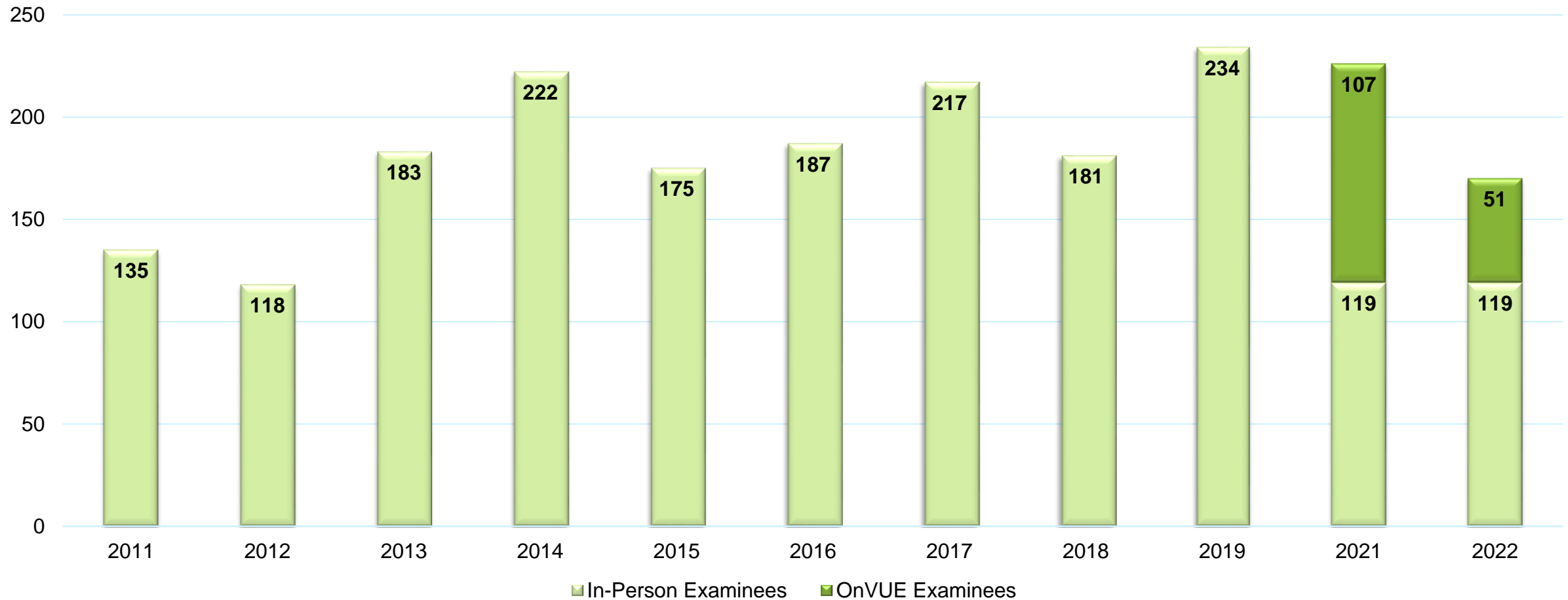


NCP Accreditation Growth



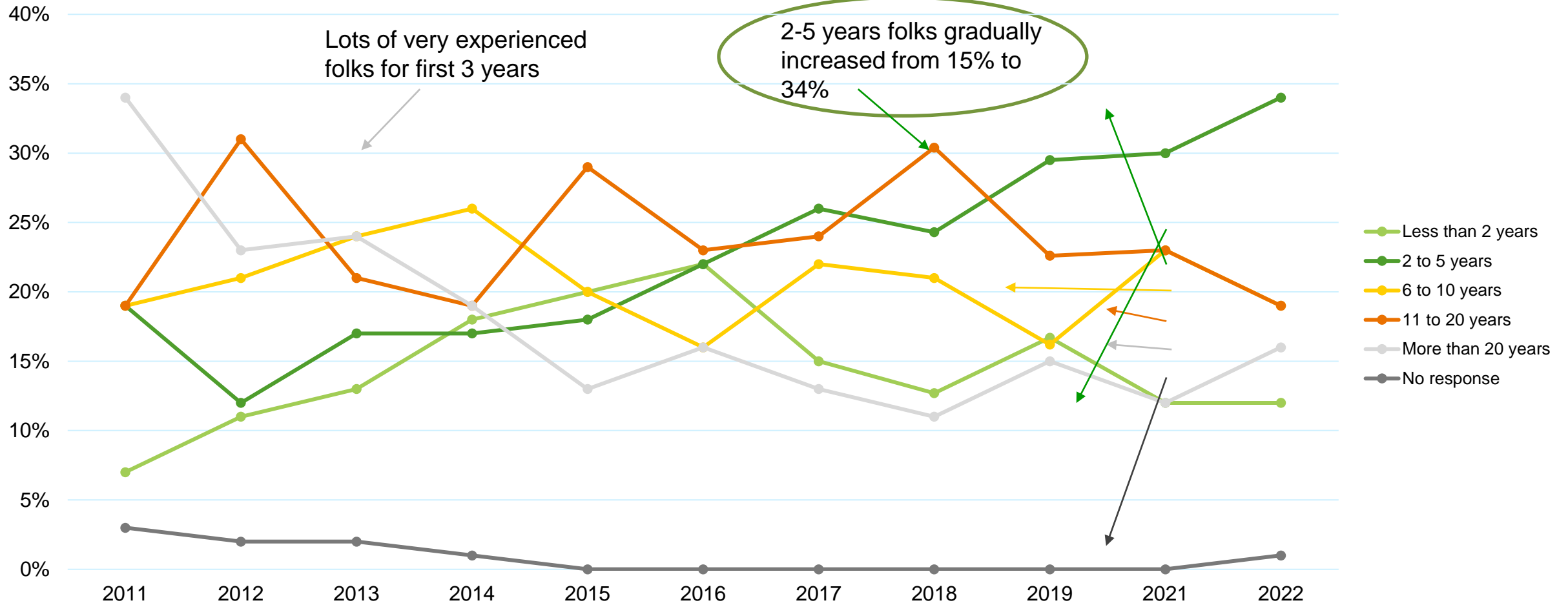
Candidate Demographics

Examinees by Administration Year



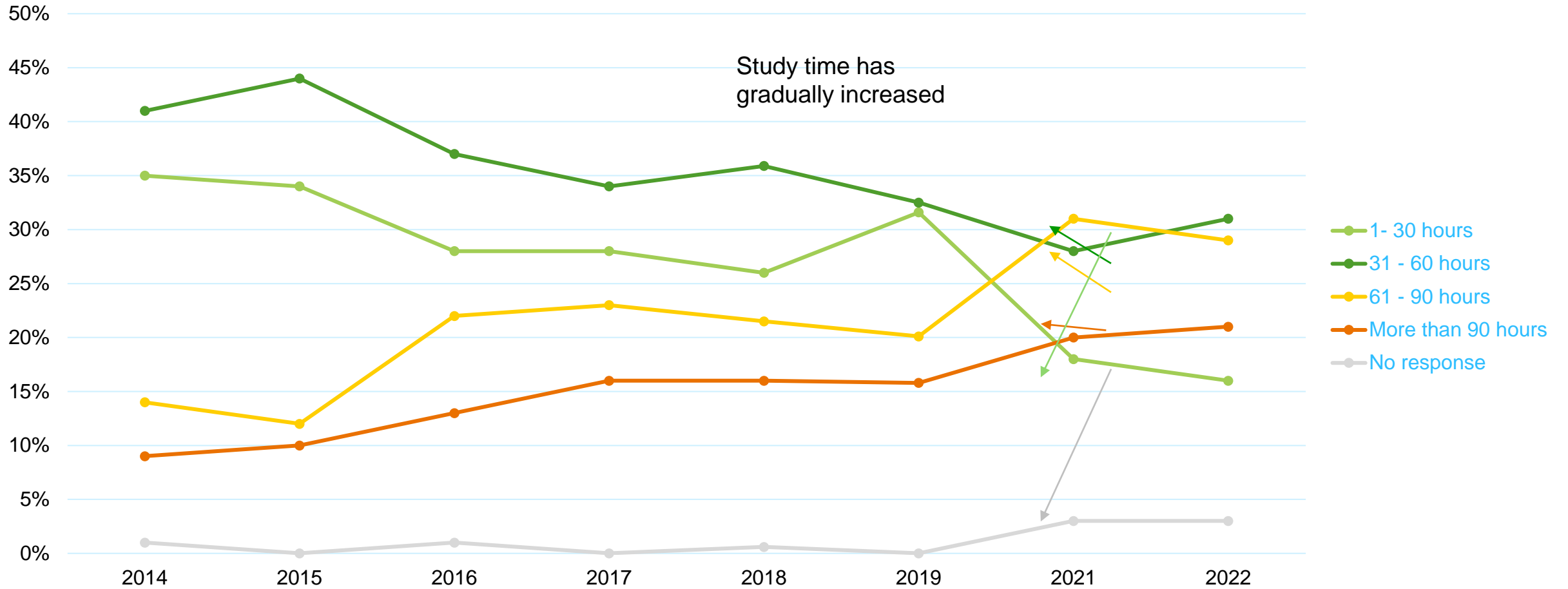
Candidate Demographics

Years of Experience by Administration Year



Candidate Demographics

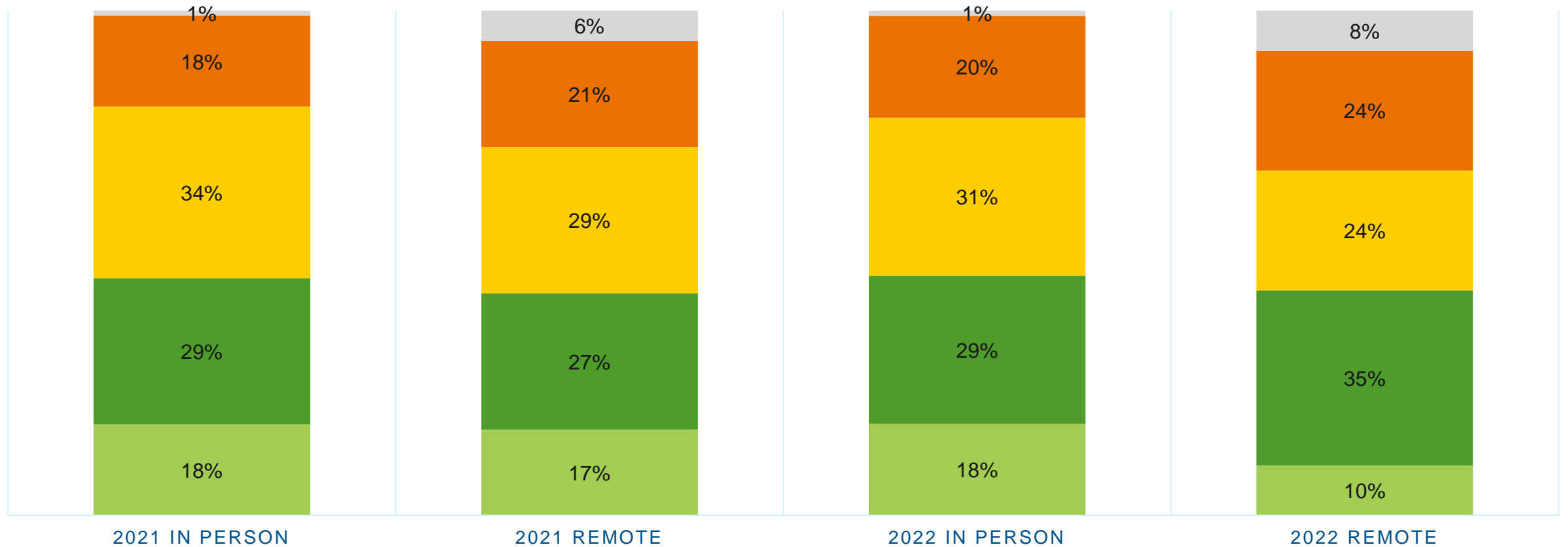
Study Time by Administration Year



Candidate Demographics

STUDY TIME BY TESTING MODE

■ 1- 30 hours ■ 31 - 60 hours ■ 61 - 90 hours ■ More than 90 hours ■ No response

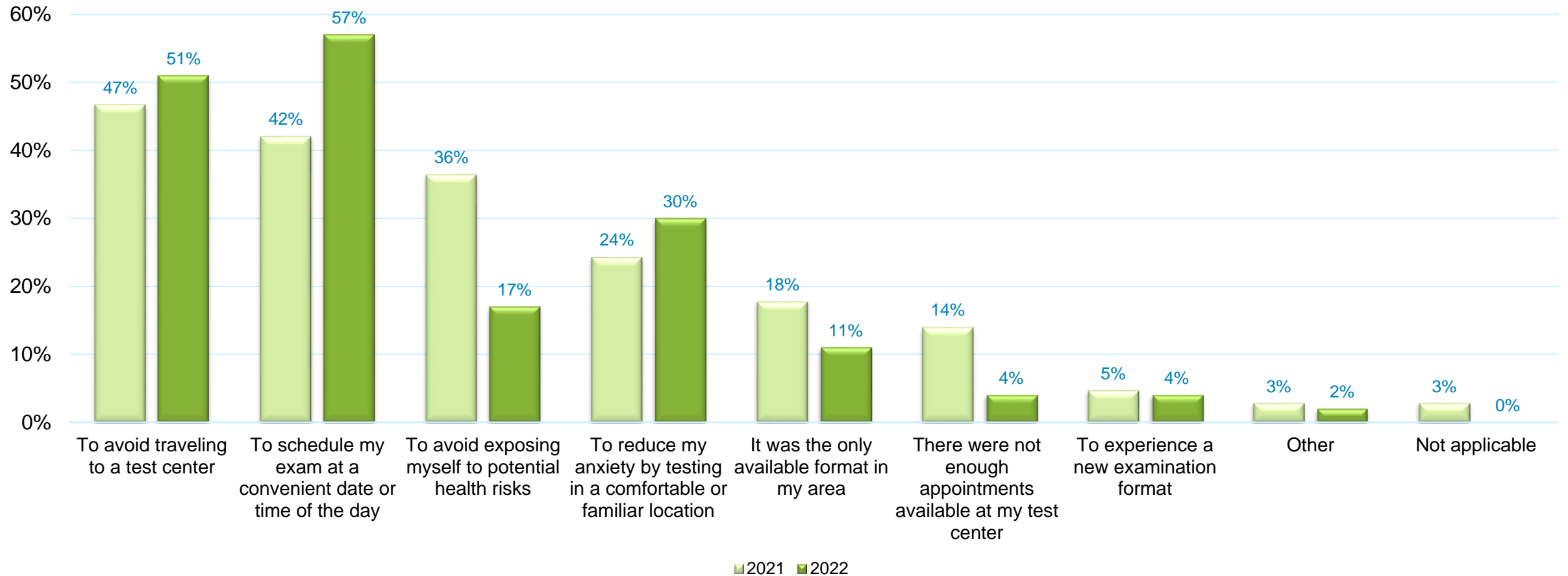


Innovative. Responsive. Impactful.



Reasons for choosing to test remotely

Q1: If you took the NCP exam in an online, proctored format, please identify why you chose this format instead of taking the exam at a testing center.



Special thanks to our Partners

- The NCP Program has extraordinary Partners who provide dynamic and effective exam prep training
- Partners focus on building NCPs as well as providing continuing education
 - Nearly, 72% of individuals who received training through our Partners successfully pass the exam
- Teamwork drives our Program's success!



National NCP Forum

- National NCP Forum is a group of active NCPs from across all organizations who network to discuss industry issues and share solutions to everyday check payment industry problems
 - Content driven by the NCP community
 - Exclusive for NCPs
- Virtual meetings: ECCHO facilitates discussion and provides guidance when necessary
- Discussion driven by audience (member) participation
 - Sessions will be for 60 mins (ECCHO reserves the right to end the session for lack of participation)
 - Eligible for 1.2 CE credits (you must attend all 60 mins to get credit)
- Next NCP Forum: Sept 22

NCP Continuing Education (CE)

- As an NCP, it is important to maintain your credential through continuing education (CE) credits
 - In the year the certification is earned, you are provided additional time (over the 5 years) between April 1 and Dec 31 to maintain the accreditation
 - CE credits are filed/process between Jan 1 and Mar 31 annually for prior year's earnings via [ECCHO Online](#).
 - CE sessions can be entered throughout the year; however, they are held in a “pending status” until filing/process fee is paid
 - Certification 5-year renewal cycle requirements include:
 - 50 credits of approved Continuing Education
 - 3 ECCHO hosted NCP Workshops
- Maximums per calendar year
 - 30 CE credits plus 2 NCP Workshops within a given year
- For credit filing process outline: [CE credit filing](#)
- For guidance on how to earn CE credits: [CE Program Guidance link](#)
- For other economical ways to earn CE credits: [quick & economical ways link](#)

Next Continuing Education (CE) Workshop

To register: [FFIEC Guidance Overview workshop](#)



NCP CE Workshop: FFIEC Guidance Overview

- This workshop will provide an understanding of the FFIEC's role in the U.S. Payments Industry. You will learn how the FFIEC supports financial institutions exchanging check images while minimizing risk.
- Presented by Mary Gilmeister, AAP, NCP - President & CEO - Macha/PAR
- Worth 1.8 NCP CE Credits

August 25, 2022
2:00 pm ET
Cost: \$199
(90-minute workshop)

REGISTER TODAY

ECCHO Education CE Opportunities

- ECCHOEd website page contains:
 - On-Demand library of educational sessions
 - “Complimentary Webinars” available to the public
 - All offerings are free of charge to ECCHO members
- Education Subscriber:
 - Low-cost subscription to general education programs; available to non-ECCHO members
 - Contact Dal Bolt for more information: Dal.Bolt@theclearinghouse.org
- All education eligible for NCP CE credits!
 - Visit our website for more information: [eccho ed link](#)

NCP Accreditation Benefits

- NCPs are respected payments experts
 - respected in your organization, by auditors/regulators, and across the industry.
- NCPs provide value through their knowledge of regulatory and compliance to rules, and their ability to expedite critical customer issues.
- Best of all, NCPs have the expertise to resolve complex check problems reducing the potential of risk within your organization.

Workshop Drawings

- Three (3) free ECCHO-hosted NCP workshops

And the Winners are. . .

Congratulations!

Contact ECCHO at ncp@theclearinghouse.org
to redeem your free workshop!



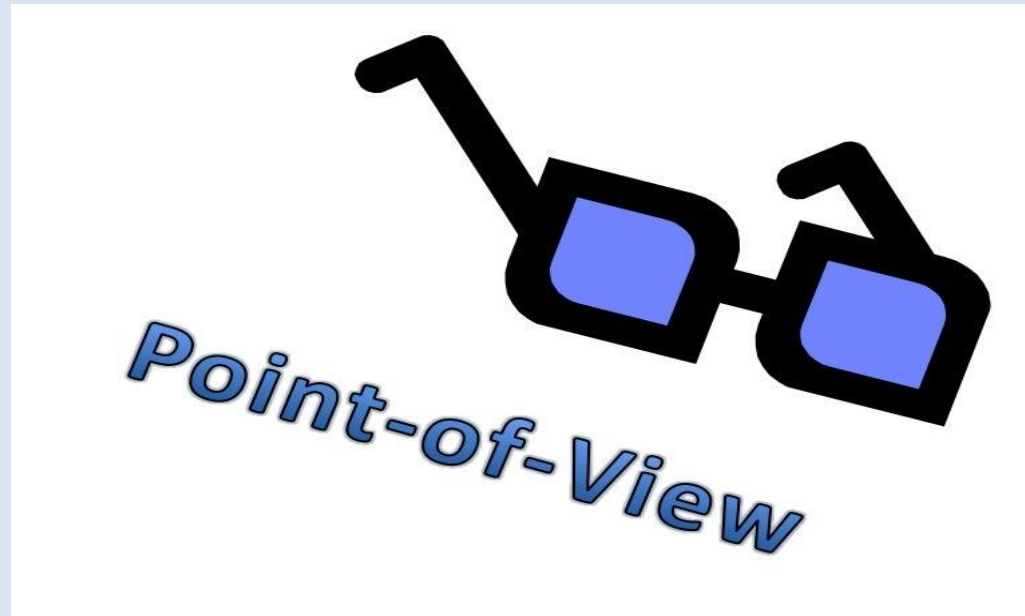
Special Educational Speaker

“A Different Perspective” (a different point-of-view)

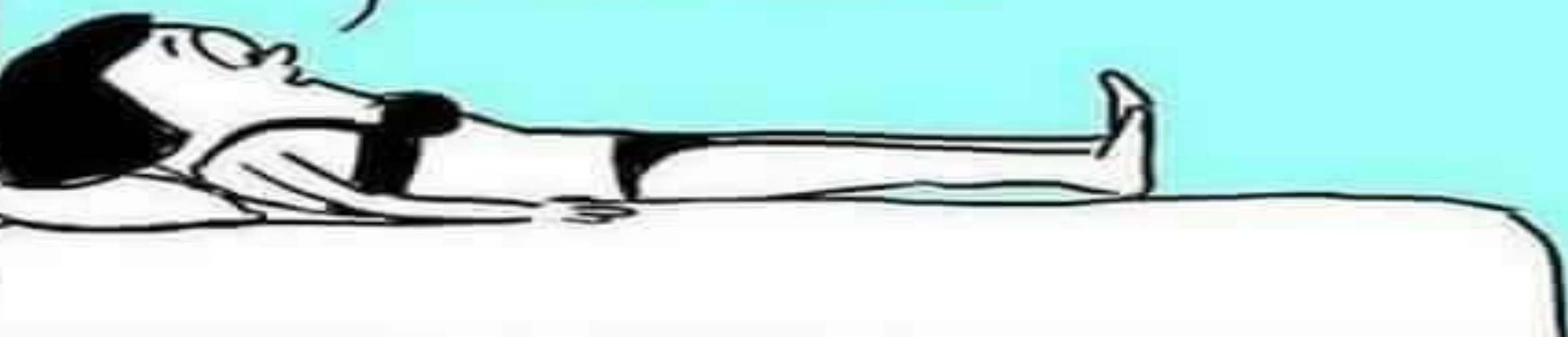
Deborah Lowe
Toastmaster’s District Finance Manager

A DIFFERENT PERSPECTIVE

a particular attitude toward or way of regarding something; a point of view:



DAYUM, I'm looking FIT!



TURNS OVER ONTO SIDE

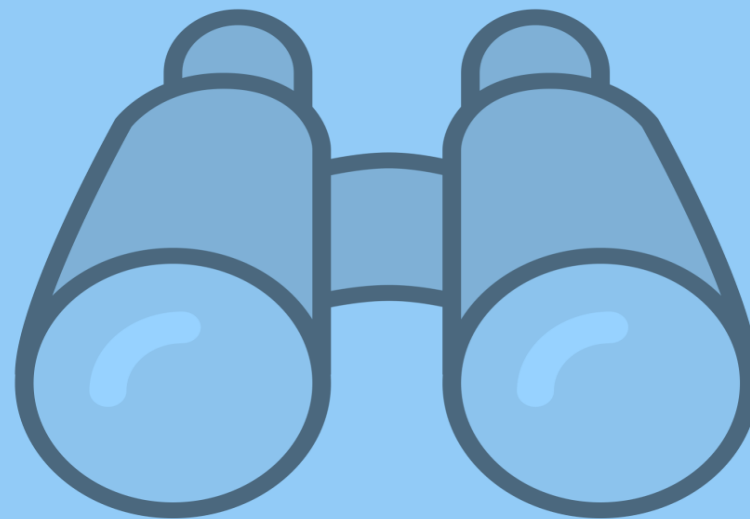
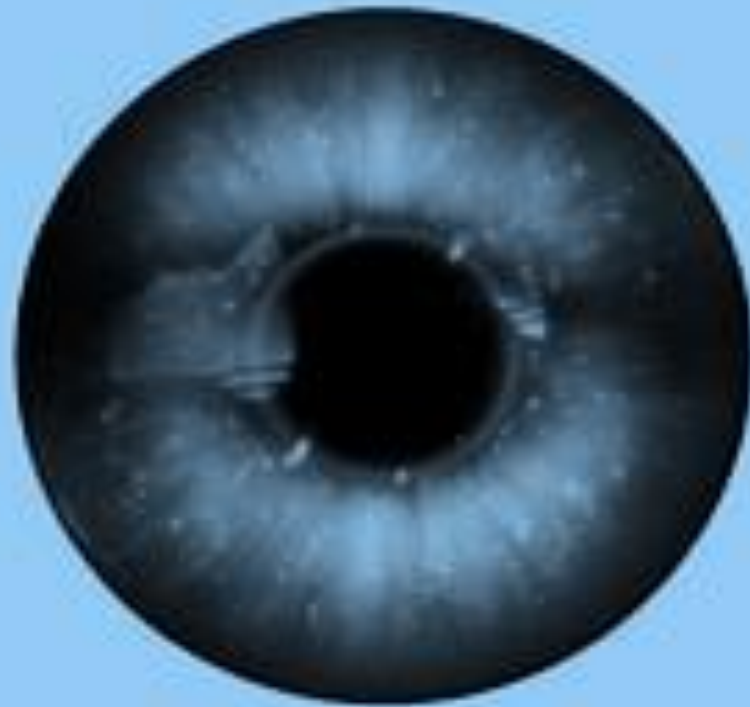
Dang it!



How we see our
life is how we
live out lives

WHAT MATTERS MOST
IS HOW YOU SEE YOURSELF.





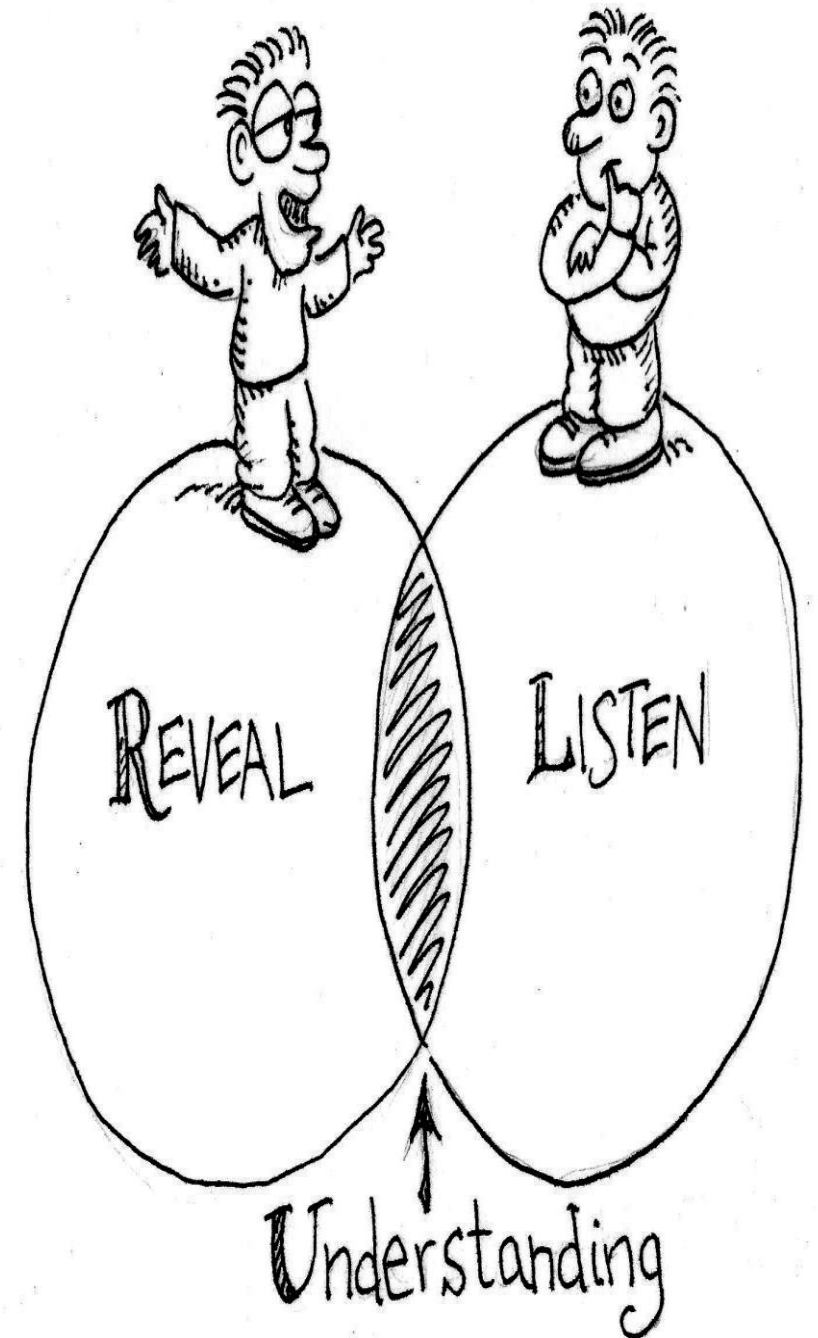
CONFLICT

- Problem solving and conflict resolution
- Seeing beyond yourself's limitations

SEE
BEYOND
SELF

SOCIAL PERSPECTIVE TAKING

Ability to understand how a situation appears to another person and how that person is reacting cognitively and emotionally





EGOCENTRISM

Being unaware that other perspectives exist and that one's own view of the situation or issue is incomplete and limited

TRUTH

EGO

MORE THE KNOWLEDGE

LESSER THE EGO,

LESSER THE KNOWLEDGE

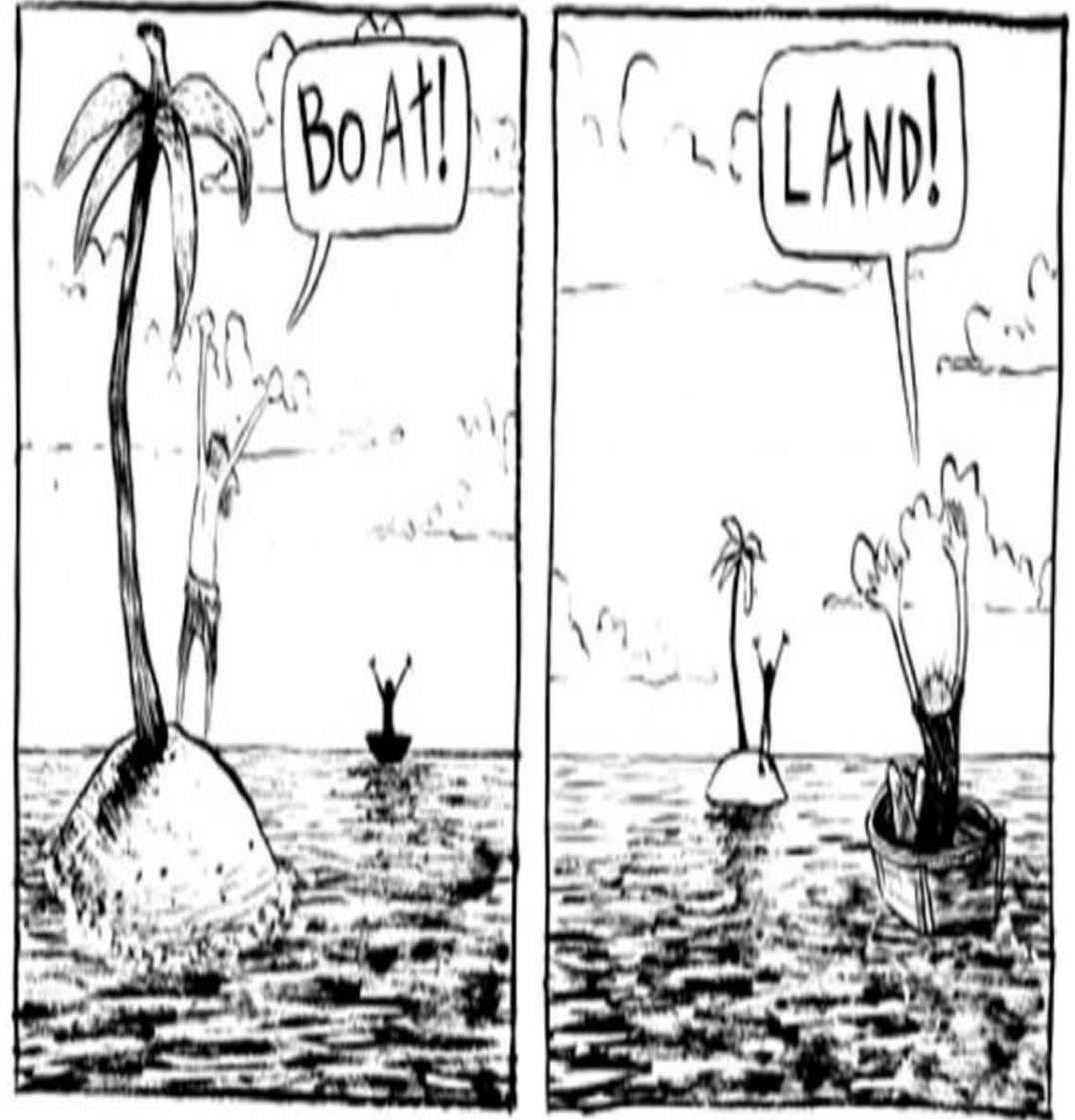
MORE THE EGO... - *Albert Einstein*

Recognize Perspectives



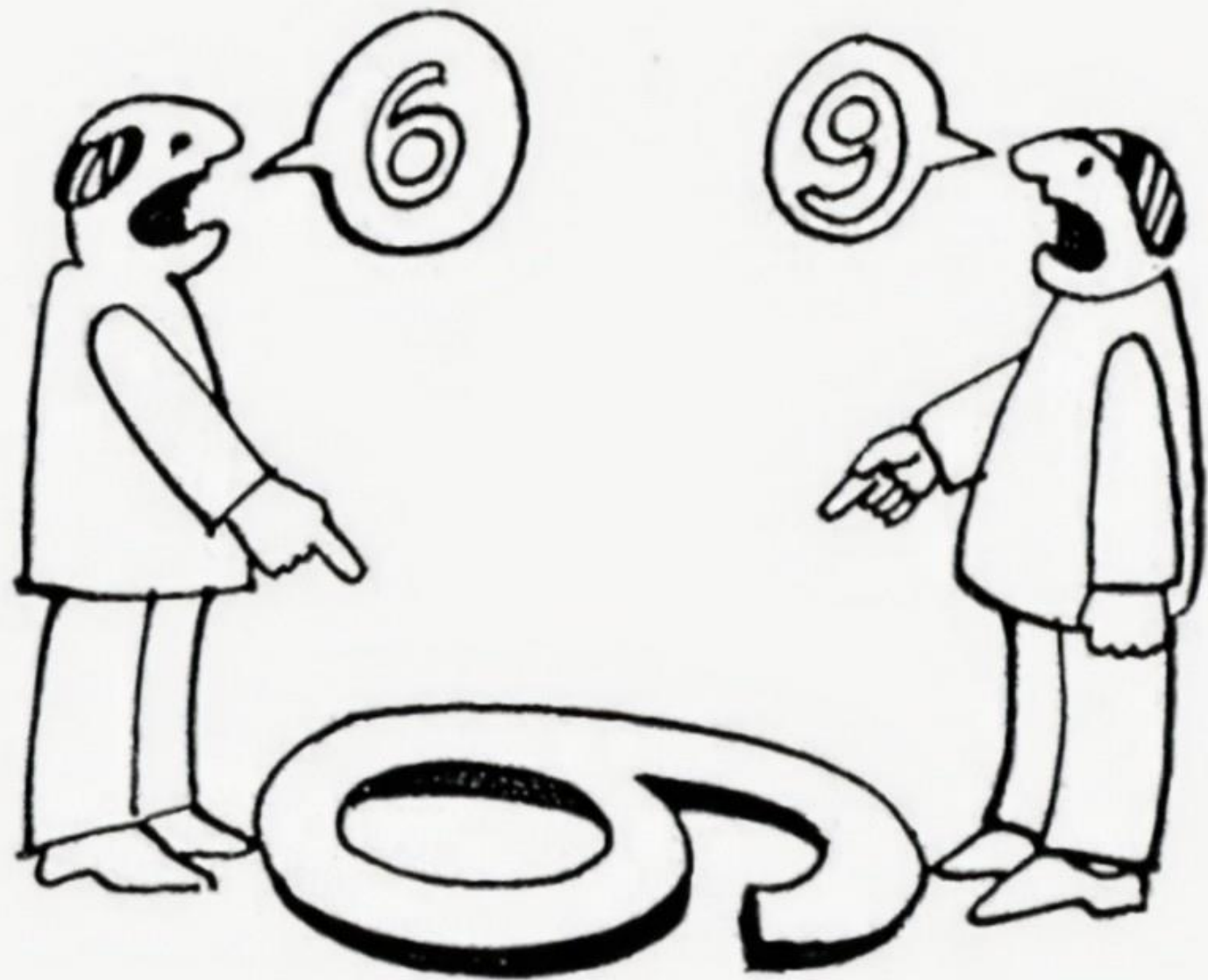
5 ASPECTS OF PERSPECTIVE TAKING

- Everyone involved has a unique perspective
- Person's perspective selects and organizes what the person attends to and experiences



5 ASPECTS OF PERSPECTIVE TAKING

- People have different perspectives at different times.
- The same message can mean two entirely different things from two different perspectives



5 ASPECTS OF PERSPECTIVE TAKING

- Misunderstandings often occur because we assume that everyone sees things from the same perspective as we do



Benefits in Perspective Taking

- Added Dimension
- Building Empathy
- Learning and Growth

Putting Things Into Perspective

Even in the short term, a positively uncomfortable experience can help us brainstorm, see old problems in a new light, and tackle the challenges we face with new energy.



5 Steps to Putting Things in Perspective

- Ask yourself what are the costs to you and other people around you when you react with such intensity.
- Stand back and observe and describe –don't judge.
- What can you still do even if this is true?

5 Steps to Putting Things in Perspective

- How will you feel about this in a week, month or year?
- Think about the event as an inconvenience

Tips for Keeping Things in Perspective

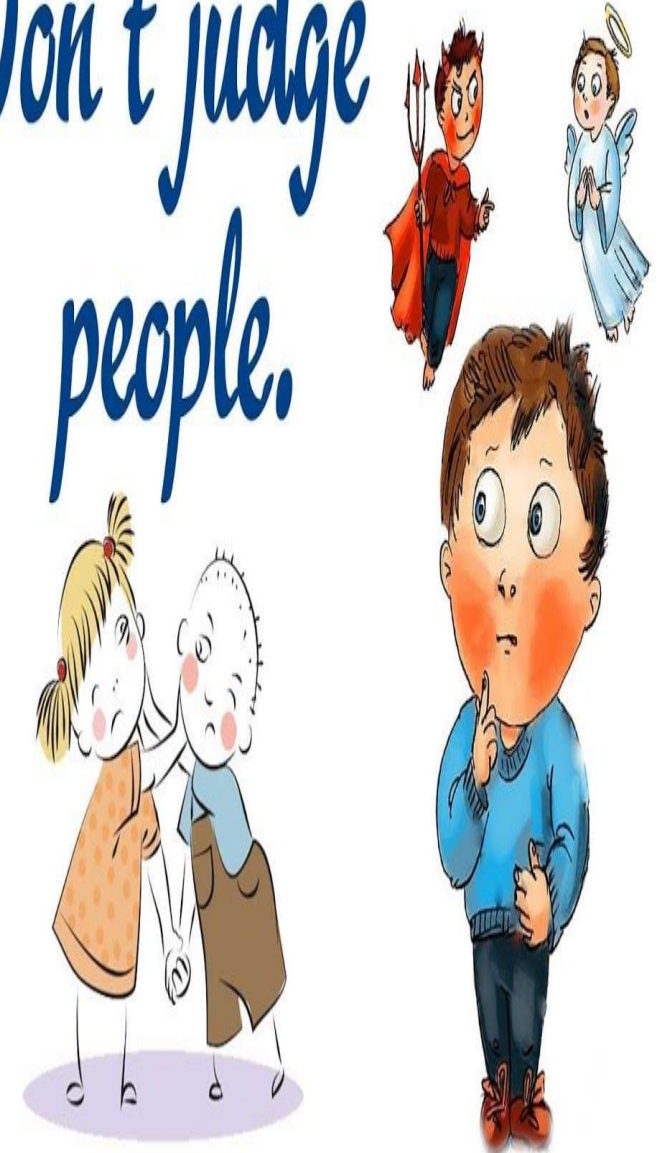
- See things from other people's point of view
- Does it matter what other people think?



Tips for Keeping Things in Perspective

- Are you misjudging other people?
- Does this cause any major problems?

Don't judge people.



Tips for Keeping Things in Perspective

- Detach from the mind
- Ask a Third Party for their Views



Tips for Keeping Things in Perspective

- Be willing to think you may be **WRONG**
- Concentrate on good things





**“Sometimes it’s just good to sit back
and get a different perspective.”**

Now that you have a different
perspective





CONGRATULATIONS

National NCP Day

Thank You!

National Check Payments Certification

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