

2026 CHIEF OPERATIONS OFFICER FORUM

February 20, 2026 • June 12, 2026 • October 9, 2026

An Investment in Your Bank's Future!

The Chief Operations Officer Forum will provide a platform and opportunity for COOs to exchange ideas freely, dissect problems and discuss important issues with peers. You do not want to miss this opportunity! COOs and other senior-level operations managers are the primary audience for this forum. Peer-to-peer sessions have proven very successful for IBA membership focus groups such as the CFO Forums, Human Resources Director Forum, Senior Leader Forums and Senior Retail Banking Forum.

> "I have found networking with my COO peers has been valuable to me. Our groups share between session has been very valuable as well!" - Melissa Fisher, SVP/ Chief Operations Officer, Home Bank

> "As a COO that is still fairly new in this role, the topics discussed at each meeting and the peer exchange has been invaluable to me." - Maureen Prentice, EVP/Chief Operating Officer, Logansport Savings Bank

Possible Forum Topics

- Improving efficiency and automation in the operation
- Managing the "front end" vs "backroom" mentality and culture
- Service Level Agreements with other departments
- Capacity planning for growth
- Getting the most out of your systems
- Digitally transforming the back office
- Structuring the Back Office for efficiency
- Leveraging your digital banking vendor to automate workflow
- Digital Account Opening workflow best practices
- Software and tools to help manage your business

Benefits of the Forum

- Improve your effectiveness as Chief Operations Officer
- Discuss current industry challenges with others in bank operations
- Form lasting relationships with other operations colleagues
- Solve your most pressing problems
- Grow professionally as well as personally
- Discuss with peers what works and what doesn't



Facilitator: Tom McGill
Director of Customer Experience, Profit Resources Inc.

Using his more than 35 years of banking experience, Tom is a retail banking expert with a track record of solving problems and achieving measurable objectives. He is successful at integrating seemingly disparate functions and personalities through collaboration and consensus building across a variety of professional disciplines. His expertise in electronic banking, payment systems, debit and credit cards, product development, customer experience, marketing, and conversions make him a valuable asset to many projects with financial institutions.

2026 CHIEF OPERATIONS OFFICER FORUM

How the Forum Works

- IBA will organize the forum based on bank size and market to ensure that participants have as much in common as possible
- The group will be small, about 15–20 participants.
- The forum will meet three times during the year
- Eight to ten topics will be discussed at each session; participants are strongly encouraged to suggest agenda topics of interest
- Forum participants get the benefit of networking and making brief queries within their group between meetings
- Comprehensive handout compiled and provided to each group member, along with a binder for retention of handouts, notes and references

Registration Fee for All Three Sessions:
The following fees include the program materials, continental breakfast, lunch and refreshments.

$1200 per IBA member
A surcharge of 100% will be applied for non-members.

Participation in IBA programs is limited to members, associate members and non-members from an eligible membership category at applicable member or non-member rates.

Forum Meeting Dates: February 20, 2026 | June 12, 2026 | October 9, 2026

2025 Chief Operations Officer Forum

3 Session Registration
Dept. 48

Please type or print legibly.

Bank Name _____

Attendee Name_____

Email Address _____

Additional Attendee Name_____

Email Address _____

Address _____

City _____ State _____ ZIP _____

Telephone _____

Cell # (in case of weather emergency) _____

Payment Information

Credit Card Information (check one):

☐ MasterCard ☐ VISA ☐ AMEX ☐ Invoice Me

Total Amount Due $_____

_____
Cardholder Name CVV Code

_____
Card Number Exp. Date

Cancellation Policy:
Due to our commitments, the price is inclusive of all three sessions. A full refund for the three-session forum will be given for cancellations received prior to the first session. Any registrant who does not cancel before the first session will be billed the full registration fee and sent the materials. Substitutions are welcome at no additional charge.

INDIANA BANKERS ASSOCIATION

Register online at indiana.bank!