NH BANKERS ASSOCIATION

2026 TRUSTEES & DIRECTORS FORUM

NOVEMBER 5, 2026 | GRAPPONE CONFERENCE CENTER, CONCORD, NH

AGENDA

8:30 AM – 9:00 AM	**WELCOME AND CONTINENTAL BREAKFAST**
9:00 AM – 10:00 AM	**WHAT SHOULD THE BOARD BE ASKING YOUR CIO/CSO** **Rich Carty** Remedy Payment Solutions Most Directors shy away from engaging with the CIO/CSO because they don't feel like they understand the technology employed by the bank well enough to ask solid questions. This session gives Directors a primer on many of the technology providers in the industry, changes occurring in the software industry which could pose a risk and identifies some of the questions you might ask your Chief Information Officer to ensure they are on track with the strategic direction of the bank. Key Takeaways: • Primer on core vendors/software development • Private equity and its effect on the industry • Digital Transformation and approaches to consider for your bank • Software Contract Negotiation – are you asking the right questions? • Some thoughts on AI risk mitigation
10:00 AM – 10:15 AM	**BREAK**
10:15 AM – 11:00 AM	**LEGAL AND REGULATORY UPDATES BOARDS NEED TO KNOW** **Daniel Hartman**, *of Counsel* **Matt Hanaghan,** *of Counsel* Nutter McClennen & Fish LLP A legal and regulatory update on general banking topics, including mutual capital and what Boards should be thinking about.
11:00 AM – 11:45 AM	**WITH THE RISE OF PAYMENT OPTIONS, ALONG WITH FRAUD, HOW CAN WE HELP MITIGATE FRAUD RISK?** **Staci Shatsoff**, *Assistant Vice President, Secure Payments* Federal Reserve Bank of Boston In today's world, there are more ways to pay than ever before — from payment apps to biometric taps to quick online checkouts. The convenience is undeniable, but so is the opportunity for fraud. Securing this expanding payment landscape requires greater awareness, stronger information sharing, and a willingness to slow down and think before acting. It also means accepting that some convenience may need to be sacrificed, because an unsafe payment method isn't truly an option. This session will raise awareness of the current fraud landscape and outline practical strategies to help protect you and your customers as payment technologies continue to evolve.
11:45 AM – 12:30 PM	**LUNCH**
12:30 PM – 1:15 PM	**ELECTION INSIGHTS – DID WE SEE THIS COMING AND WHAT DOES IT ALL MEAN** Moderator: **Kristy A. Merrill**, *President & CEO,* NH Bankers Association Panelists: **Scott Spradling**, *President,* The Spradling Group **Dante J. Scala**, *Professor, Department of Political Science, University of New Hampshire* Scott and Dante will be discussing the election results in New Hampshire. Analyzing the attitudes of Granite Staters towards state and national election issues and what it all means.
1:15 PM – 1:45 PM	**STATE LEGISLATIVE UPDATE** **Ryan Hale**, *VP/Government Relations*

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	New Hampshire Bankers Association
1:45 PM – 2:00 PM	**STRETCH BREAK**
2:00 PM – 3:00 PM	**AI RISKS AND BEST PRACTICES** **Meredith Piotti** *Principal, CPA and CIA* Wolf & Company, PC As banks continue to evaluate options as part of their AI journey this session provides board training regarding AI risks and best practices. This includes AI oversight basics, such as use cases, risks, and GLBA/MRM implications, as part of a bank's formal AI program.
3:00 PM	**ADJOURNMENT**