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## 2022 Compliance Priorities: Concerns and Perspectives from the Financial Industry

Two Massachusetts Experts Will Highlight Emerging Compliance Concerns, Including: Impact Of The War In Ukraine On The Business Of Banking, Post Pandemic: Operations & Staffing, Mortgage Market Shifts & High Risk Products, Cannabis Business, Fintech, Unauthorized Transactions & Regulation E, and the Future of Overdraft Programs

Date: May 3, 2022

Time: 1:00 P.M.

Moderator: Mayte Rivera, Deputy Commissioner  
Consumer Protection and Outreach Unit  
Division of Banks

Speakers:

Carol Lewis, Senior Vice President and Compliance Officer,  
Dedham Savings

Marla Snyder, Compliance Officer; CRCM; CAFP; CERP,  
South Shore Bank

## Biographies: Speakers

### Carol Lewis

Carol Lewis is Senior Vice President & Compliance Officer for Dedham Savings. An attorney with 27 years of banking experience focused on compliance and consumer outreach. She spent 16 years with the Federal Reserve Bank of Boston. Carol is currently serving her second year as Chair of the Eastern Mass Compliance Network (EMCN).

### Marla Snyder

Marla Snyder is the Compliance Officer at South Shore Bank. She has 40 years in banking with the past 18 years in Operations and Compliance. She is a Certified Regulatory Compliance Manager, a Certified Anti-Money Laundering and Fraud Professional, and a Certified Enterprise Risk Management Professional. Marla is also an adjunct faculty member of New England Institute of Business and Finance at Cambridge College. She teaches in the Masters of Business Ethics and Compliance program.

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### Mayté Rivera, Moderator

Mayte serves as the Deputy Commissioner for the Consumer Protection and Outreach Unit of the Depository Institution Supervision Division at the Division of Banks. As Deputy Commissioner she has oversight of the consumer protection examination of banks and credit unions. In 2017 she received the FFIEC (Federal Financial Institutions Examination Council) Award of Excellence for her significant contributions to the development of the Consumer Compliance Rating System. She was appointed as the Division of Banks' Diversity Officer in 2020.

*The opinions expressed in this presentation are intended for informational purposes, and are not formal or binding opinions of the Division of Bank.*

If you have consumer protection  
compliance questions,  
please email  
Deputy Commissioner,  
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