

# BAI Retail Delivery Conference & Expo

November 18–20, 2008 ■ Orange County Convention Center ■ Orlando, FL

# REGISTRATION FORM

Program #8910 ■ Intl. registration

## 1: CONFERENCE REGISTRATION

### Register early and save<sup>1</sup>

Register on or before August 4, 2008 and save **\$350**.

### Promotional code

If you have a promotional code from a mailing or e-mail, enter it here: \_\_\_\_\_ and select Standard Registration below. We will adjust your registration price accordingly.

You do not need a promotional code to register.

**Note:** please see the pricing and solutions providers notes at the bottom of this form.

| Individual offers  | BAI member <sup>2</sup>          | Non-member                       |
|--|----------------------------------|----------------------------------|
| Extra-early registration (on or before August 4, 2008)   | <input type="checkbox"/> \$1,145 | <input type="checkbox"/> \$1,345 |
| Early registration (From August 5 to September 29, 2008) | <input type="checkbox"/> \$1,295 | <input type="checkbox"/> \$1,495 |
| Standard registration (after September 29, 2008)         | <input type="checkbox"/> \$1,495 | <input type="checkbox"/> \$1,695 |

| 2-for-1 offer                                      | BAI member <sup>2</sup>           | Non-member                        |
|--|-----------------------------------|-----------------------------------|
| 2-for-1 registration (on or before August 4, 2008) | <input type="checkbox"/> \$747.50 | <input type="checkbox"/> \$847.50 |

### Team discount<sup>3</sup>

Save \$100 off early or standard registration when you register as a team of 3 or more. Please submit all team registration forms at the same time (each on their own form).

| Team offers  | BAI member <sup>2</sup>          | Non-member                       |
|--|----------------------------------|----------------------------------|
| Early registration (From August 5 to September 29, 2008) | <input type="checkbox"/> \$1,195 | <input type="checkbox"/> \$1,395 |
| Standard registration (after September 29, 2008)         | <input type="checkbox"/> \$1,395 | <input type="checkbox"/> \$1,595 |

### PRICING NOTES

- Price offers may not be combined and do not apply to pre- or post-conference events.
- Your organization must be a BAI member to take advantage of BAI member pricing. If you select the member price and your organization does not have membership status, you will be registered at the non-member price and invoiced the difference between the member and non-member price. If you have questions about your membership status, please contact BAI Customer Service at 888-284-4076.
- Team pricing is good for conference registration only. It does not apply to pre- or post-conference events.
- Workshop fees are in addition to the conference registration fee.

### SOLUTIONS PROVIDERS NOTES

The prices listed under Conference Registration are for a full conference attendee registration, which includes access to all general and conference sessions, and to the expo during exhibit hall hours only. For solutions providers who need expo access during off-hours (such as for booth setup and teardown), you must purchase a Full Conference Exhibitor badge.

## 2: WORKSHOP REGISTRATION<sup>4</sup>

Start your learning and networking early with these valuable pre-conference workshops.

**Note:** You may choose to only register for pre-conference workshops. Full conference registration to BAI Retail Delivery is not required to participate in a workshop.

| Half-day: Monday, November 17<br>8:30 a.m. – 11:30 a.m.                                  | BAI member <sup>2</sup>        | Non-member                     |
|--|--------------------------------|--------------------------------|
| Installing an Effective Deposit Pricing Process (#8925)                                  | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Call Center Techniques for Creating Perfect Client Experiences (#8928)                   | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Maximizing Organizational Performance (#8930)  | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| How Retailing's "Pay for Performance" Strategy Is Driving Big Revenues (#8919)           | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Using Direct Marketing to Attract Profitable Customers and Deposits (#8924)              | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Half-day: Monday, November 17<br>1:30 p.m. – 4:30 p.m.                                   | BAI member <sup>2</sup>        | Non-member                     |
| Building A Retail Distribution Playbook to Improve Sales and Customer Engagement (#8926) | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Applying Retail Design Concepts to Banking Centers (#8917)                               | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| The Truth About Strategic Innovation (#8934)   | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Onboarding—The Ultimate Customer Experience Application (#8927)                          | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Change Management for Profitable Channel Delivery (#8935)                                | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Peer Banking Tour (#8940)  | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Half-day: Tuesday, November 18<br>8:30 a.m. – 11:30 a.m.                                 | BAI member <sup>2</sup>        | Non-member                     |
| Generating Deposits: New Tactics for Success (#8929)                                     | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Mobile Financial Services- Fad or Trend? (#8933)   | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Leveraging Scorecards and Dashboards to Turn Strategy into Action (#8918)                | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Strategies for Designing Meaningful Brand Experiences (#8932)                            | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |
| Streamlining Branch Delivery Processes for Maximum Return (#8931)                        | <input type="checkbox"/> \$295 | <input type="checkbox"/> \$395 |

### REGISTRATION NOTES

**Deadline/payment:** we must receive registration and payment no later than October 31, 2008. Payment must be in U.S. dollars. Confirmation of your registration is provided on your invoice.

**Cancellations/refunds:** If you need to cancel for any reason, please e-mail your cancellation to [Go2Retail@bai.org](mailto:Go2Retail@bai.org) (or fax us at 312-683-2373). You will receive a full refund if your cancellation request is made more than 30 days prior to the program. If you cancel within 1-30 days prior to the program start date, you will receive either full credit towards another BAI program (must be used within one year) or a refund less a \$200 processing fee. Refunds will be processed via the method in which they are paid (i.e. credit card, check)—no exceptions. Sorry, cancellations made after the program begins are non-refundable. (To transfer your registration, see below.)

**Substitutions:** You may transfer your registration to another person prior to the start of the program. Please contact BAI Customer Service as soon as possible with your replacement's information.



**Special needs:** BAI recognizes the need to comply with the Americans with Disabilities Act. Please contact BAI Customer Service at 888-284-4076 (or 312-683-2464) so that we may accommodate any special needs you may have.

**Agenda changes:** BAI reserves the right to change speakers or reschedule/cancel sessions when necessary. We are not responsible for airfare penalties that may be incurred due to cancellation of any BAI program.

**Onsite photography:** BAI uses photographs taken at our events for promotional and other purposes. Your participation/registration at BAI events is acknowledgement of this fact and constitutes permission for such use.

**3: PAYMENT INFORMATION***Please print clearly*

Charge to:  VISA  MasterCard  American Express  Diners Club  Discover

|   |                 |
|---|-----------------|
| Credit card no.   | Amount          |
| Cardholder's name ( <i>exactly</i> as it appears on the card) | Expiration date |
| Cardholder's signature  |                 |

- Check enclosed (payable in U.S. dollars to BAI)  
 Invoice me (if you must submit an invoice for payment; see note about deadline)

**4: ATTENDEE INFORMATION***Please print clearly*

Mr.  Mrs.  Ms.  Dr. \* Required

|   |                                  |  |
|---|----------------------------------|--|
| First name *  | MI                               |  |
| Title *   |                                  |  |
| Area of responsibility  |                                  |  |
| Company *   |                                  |  |
| Address *   |                                  |  |
| Address (if needed)   |                                  |  |
| City *  | Province/Territory *             |  |
| Office phone number (include area code and extension) *                     | Postal Code *                    |  |
| E-mail address * (for registration confirmation and conference information) |                                  |  |
| Emergency contact *   | Emergency contact phone number * |  |

**Your e-mail address and privacy**

We will send you information about other BAI products, unless you check the box below. It is BAI's intention and policy to respect your privacy. You can view the privacy policy at [www.bai.org/privacy.asp](http://www.bai.org/privacy.asp)

- No, please do not add me to your promotional e-mail list

**Attendee name distribution**

To encourage networking, we will distribute your name to other attendees and participating solutions providers at this event. If you do not wish to participate, please check the box below.

- No, please do not include my name in the distribution of attendee names for this event

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- Team pricing is good for conference registration only. It does not apply to pre- or post-conference events.
- Workshop fees are in addition to the conference registration fee.
- Dinner & Dialogue costs are in addition to the conference registration fee. Seating is limited. Reservations close October 30, 2007.

**SOLUTIONS PROVIDERS NOTES**

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**5: SUBMIT YOUR REGISTRATION**

By fax: **1-312-683-2373**

By mail: **BAI, 6028 Eagle Way, Chicago, IL 60678-1060**

Need assistance? Call BAI Customer Service at 888-284-4076 (or 312-683-2464)

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