



e-Learning Solutions

Course Catalog

Winter 2010

Table of Contents

Excellence in Education for Today's Financial Institutions.....	1
General Hardware/Software Requirements.....	1
Using This Course Catalog	1
Deposit Group	2
Check 21 Act Overview [B-92 or C-92].....	2
Deposit Compliance Overview [B-53 or C-53]	2
Electronic Fund Transfer Act—Regulation E [B-9 or C-9]	3
Expedited Funds Availability Act—Regulation CC [B-6 or C-6]	3
Federal Deposit Insurance Corporation (FDIC) [B-29]	4
Member Business Deposit Documentation [C-146].....	4
National Credit Union Administration (NCUA) Insurance [C-60]	5
Opening a Deposit Account [B-109]	5
Opening a Member Account [C-109]	6
Reserve Requirements—Regulations D/Q [B-8 or C-8]	6
Safe-Deposit Boxes [B-35 or C-35]	7
Truth-in-Savings Act—Regulation DD [B-7 or C-7].....	7
Lending Group	8
Affiliate Transactions—Regulation W [B-113].....	8
Commercial Compliance Overview [B-125 or C-125]	8
Community Reinvestment Act for Large Institutions [B-14].....	9
Community Reinvestment Act for Small Institutions [B-62].....	9
Consumer Installment Loan Compliance Overview [B-54 or C-54]	10
Consumer Leasing Act and Regulation M [B-27 or C-27]	10
Equal Credit Opportunity Act (ECOA)—Regulation B [B-15 or C-15]	11
Equal Credit Opportunity Act Overview [B-80 or C-80]	11
FACT Act Overview [B-128 or C-128]	12
Fair Credit Reporting Act (FCRA) [B-17 or C-17]	12
Fair Credit Reporting Act Overview [B-71 or C-71].....	13
Fair Housing Act [B-16 or C-16].....	13
Fair Lending Overview [B-28 or C-28]	14
Federal Regulation of Real Estate Appraisals [B-131 or C-131].....	14

Federal Regulation of Real Estate Closings [B-148 or C-148]	15
Flood Insurance [B-108 or C-108].....	16
High-Cost Mortgages (HOEPA) [B-57 or C-57].....	16
Higher-Priced Mortgage Loans [B-183 or C-183]	17
Home Equity (Open-End) Credit [B-82 or C-82]	17
Home Mortgage Disclosure Act—Regulation C [B-13 or C-13]	18
IRS Reporting for Real Estate Transactions [B-123 or C-123]	18
Junior Real Estate Mortgage Loans [B-52 or C-52]	19
Loans to Executive Officers—Regulation O [B-21]	19
Member Business Lending [C-61]	20
Member Business Lending Documentation [C-147]	20
Mortgage Fraud: Detection and Prevention [B-78 or C-78]	21
Private Mortgage Insurance [B-106 or C-106].....	21
Real Estate Settlement Procedures Act—Form HUD-1/HUD-1A Overview [B-184 or C-184]	22
Real Estate Settlement Procedures Act Good Faith Estimate (GFE) Form Overview [B-185 or C-185].....	22
Case Studies	23
■ Disclosing a No-Cost Loan [B-185-1-1 or C-185-1-1]	23
■ Seller-Paid Fees [B-185-1-2 or C-185-1-2]	23
■ Fee Tolerance Compliance [B-185-1-3 or C-185-1-3].....	23
Real Estate Settlement Procedures Act—Regulation X [B-11 or C-11]	23
Residential Mortgage 123—Mortgage Process [B-18 or C-18]	24
Residential Mortgage ABCs—The Regulations [B-34 or C-34]	25
Truth-in-Lending Act—Regulation Z [B-12 or C-12]	25
Unfair or Deceptive Acts or Practices—Regulation AA [B-37 or C-37]	26
IRA Group	27
Coverdell Education Savings Accounts (CESAs) [B-5 or C-5].....	27
Health Savings Accounts [B-122 or C-122]	27
IRA Beneficiary Options [B-76 or C-76]	28
IRA Contributions [B-86 or C-86]	28
IRA Distributions [B-84 or C-84]	29
IRA Excess Contributions [B-141 or C-141]	30
IRA Required Minimum Distributions [B-73 or C-73]	30
IRA Rollovers, Transfers, and Direct Rollovers [B-85 or C-85]	31
Roth IRA Overview [B-4 or C-4]	31

SIMPLE IRA Basics [B-75 or C-75]	32
Simplified Employee Pension (SEP) Plans [B-70 or C-70]	32
Traditional IRA Overview [B-3 or C-3]	33
Financial Intelligence Group	34
Anti-Money Laundering [B-107 or C-107]	34
Anti-Money Laundering for Customer/Member Service Representatives [B-107-4 or C-107-4]	34
Case Studies	35
■ AML for CSRs/MSRs—The Temporary Holding Pattern [B-107-4-1 or C-107-4-1]	35
■ AML for CSRs/MSRs—Candelais Industries [B-107-4-2 or C-107-4-2]	35
■ AML for CSRs/MSRs—Current on Currency Transaction Reporting [B-107-4-3 or C-107-4-3] .	36
■ AML for CSRs/MSRs—Is There a Mechanic in the House? [B-107-4-4 or C-107-4-4]	36
■ AML for CSRs/MSRs—Do Not Open Until... [B-107-4-5 or C-107-4-5]	37
Anti-Money Laundering for Directors and Senior Management [B-139 or C-139]	37
Anti-Money Laundering for Lenders [B-107-2 or C-107-2]	38
Case Studies	38
■ AML for Lenders—The French Connection [B-107-2-1 or C-107-2-1]	38
■ AML for Lenders—Collateral [B-107-2-2 or C-107-2-2]	39
■ AML for Lenders—Did You Do These Yourself? [B-107-2-3 or C-107-2-3]	39
■ AML for Lenders—I’ve Got Friends in High Places [B-107-2-4 or C-107-2-4]	40
■ AML for Lenders—Me and My Shadow [B-107-2-5 or C-107-2-5]	40
Anti-Money Laundering for Operations [B-107-3 or C-107-3]	41
Case Studies	41
■ AML for Operations—The Pay Off [B-107-3-1 or C-107-3-1]	41
■ AML for Operations—What’s My Line [B-107-3-2 or C-107-3-2]	42
■ AML for Operations—What Kind of Laundry Operation Are You Running? [B-107-3-3 or C-107-3-3]	42
■ AML for Operations—Who Do You Know in the Caymans? [B-107-3-4 or C-107-3-4]	43
■ AML for Operations—Wire You, Wire Me [B-107-3-5 or C-107-3-5]	43
Anti-Money Laundering for Tellers [B-107-1 or C-107-1]	44
Case Studies	44
■ AML for Tellers—You’re in the Money [B-107-1-1 or C-107-1-1]	44
■ AML for Tellers—Wonder Construction [B-107-1-2 or C-107-1-2]	45
■ AML for Tellers—Little Blue Men [B-107-1-3 or C-107-1-3]	45
■ AML for Tellers—Martino’s Tavern & Bank [B-107-1-4 or C-107-1-4]	46
■ AML for Tellers—Do You Have 30 \$100s for 150 \$20s? [B-107-1-5 or C-107-1-5]	46

Anti-Money Laundering—What Are PEPs? [B-143 or C-143]	47
Anti-Terrorism [B-26 or C-26]	47
Bank Secrecy Act [B-19 or C-19]	48
Bank Secrecy Act for Customer/Member Service Representatives [B-19-4 or C-19-4]	48
Case Studies	49
■ Bank Secrecy Act for CSRs/MSRs—“There’s Gotta Be a Better Way!” [B-19-4-1 or C-19-4-1]	49
■ Bank Secrecy Act for CSRs/MSRs—College Daze [B-19-4-2 or C-19-4-2]	49
■ Bank Secrecy Act for CSRs/MSRs—The Owl’s Cry [B-19-4-3 or C-19-4-3]	50
■ Bank Secrecy Act for CSRs/MSRs—Is It or Isn’t It? [B-19-4-4 or C-19-4-4]	50
■ Bank Secrecy Act for CSRs/MSRs—“Hello, Stranger.” [B-19-4-5 or C-19-4-5]	50
Bank Secrecy Act for Directors and Senior Management [B-134 or C-134]	51
Bank Secrecy Act for Lenders [B-19-2 or C-19-2]	51
Case Studies	52
■ Bank Secrecy Act for Lenders—“What City, Please?” [B-19-2-1 or C-19-2-1]	52
■ Bank Secrecy Act for Lenders—What Will They Think of Next? [B-19-2-2 or C-19-2-2]	52
■ Bank Secrecy Act for Lenders—What’s a Loan Among Friends? [B-19-2-3 or C-19-2-3]	53
Bank Secrecy Act for Operations [B-19-3 or C-19-3]	53
Case Studies	54
■ Bank Secrecy Act for Operations—Larry’s Food Mart or Larry’s Laundry? [B-19-3-1 or C-19-3-1]	54
■ Bank Secrecy Act for Operations—Miguel’s Dilemma [B-19-3-2 or C-19-3-2]	54
■ Bank Secrecy Act for Operations—Coupon Redemption [B-19-3-3 or C-19-3-3]	55
■ Bank Secrecy Act for Operations—Ghost in the System [B-19-3-4 or C-19-3-4]	55
Bank Secrecy Act for Tellers [B-19-1 or C-19-1]	55
Case Studies	56
■ Bank Secrecy Act for Tellers—Business is Booming [B-19-1-1 or C-19-1-1]	56
■ Bank Secrecy Act for Tellers—A Little Knowledge is Dangerous [B-19-1-2 or C-19-1-2]	56
■ Bank Secrecy Act for Tellers—What Are Friends For? [B-19-1-3 or C-19-1-3]	57
■ Bank Secrecy Act for Tellers—Connect the Dots [B-19-1-4 or C-19-1-4]	57
Bomb Threats and Other Security Issues [B-93 or C-93]	57
Counterfeiting, Forgery, and Alterations [B-38 or C-38]	58
Currency Transaction Reporting [B-83 or C-83]	58
Customer Identification Program (CIP)/Member Identification Program (MIP) [B-55 or C-55]	59
FACT Act Identity Theft Red Flags [B-182 or C-182]	59

Frauds and Scams [B-39 or C-39]	60
GLB Privacy (Opt Out) [B-1 or C-1].....	60
GLB Privacy (No Opt Out) [B-2 or C-2].....	61
Office of Foreign Assets Control (OFAC) [B-23 or C-23]	61
Pretext Calling and Identity Theft [B-22 or C-22]	62
Right to Financial Privacy Act (RFPA) [B-20 or C-20].....	62
Robberies [B-40 or C-40].....	63
Security of Customer/Member Information [B-36 or C-36].....	63
Suspicious Activity Reporting [B-100 or C-100].....	64
Operational Group	65
Advertising Compliance [B-144 or C-144]	65
Banking 101 [B-31 or C-31]	65
Banking 102 [B-47 or C-47]	66
Credit Unions: Then and Now [C-79].....	66
Elder Financial Abuse [B-77 or C-77]	67
Ethics for Bankers [B-56 or C-56].....	67
Fair Debt Collection Practices Act (FDCPA) [B-10 or C-10].....	68
Insurance Disclosures [B-30]	68
Introduction to Compliance for Tellers [B-88 or C-88].....	69
Introduction to Credit Card Regulations [B-91 or C-91]	69
Providing Service to Customers/Members With Disabilities [B-50 or C-50].....	70
Transaction-Related Group.....	71
Accepting Negotiable Instruments [B-43 or C-43]	71
Savings Bonds [B-46 or C-46]	71
Servicemembers Civil Relief Act [B-127 or C-127].....	72

Excellence in Education for Today's Financial Institutions

A knowledgeable, well-trained staff is important in maintaining good consumer relations and ensuring proper procedures are followed. So, it's equally important to make sure you've got the right provider to help you maintain up-to-date, comprehensive training programs.

Wolters Kluwer Financial Services e-Learning Solutions offers reliable compliance-based training courses that are developed specifically for Banks and Credit Unions. Our comprehensive compliance course offering allows you to develop your training curriculum for your key business functions.

Our course content is professionally designed and includes modules and case studies with engaging, interactive functionality, such as review activities, scenarios, and game based pre-tests and post-tests.

You can count on our e-Learning Solutions to provide:

- Industry-specific content and course topics developed based on years of knowledge and experience.
- Customizable learning library, offering the flexibility to select only the courses your financial institution needs.
- Ability to print a PDF of the course, perfect for sharing with the Examiners.
- Course contents are authored using Sharable Content Object Reference Model (SCORM) 1.2 standards, allowing you the flexibility to host our content on your own delivery platform or through a Wolters Kluwer Financial Services Partner.
- Customization services and tools.

General Hardware/Software Requirements

- An e-learning delivery platform and supportive technologies that accommodate SCORM 1.2 Content.
- 1024 x 768 Computer Screen Resolution.

Using This Course Catalog

- This course catalog contains all courses available for Banks and Credit Unions.
- You can identify courses that are Bank or Credit Union specific by the course number, "B" refers to Bank courses and "C" refers to Credit Union courses.

Deposit Group

Check 21 Act Overview [B-92 or C-92]

Course Overview

This course is designed to provide you with a basic understanding of the Check 21 Act and its implementing regulations. In addition to explaining the general requirements for substitute checks, this course will help you understand the Act's expedited recrediting procedures for consumers and financial institutions, as well as the Act's consumer awareness provisions. The duration of this course is one hour.

Course Objectives

- List the benefits and requirements of substitute checks
- Describe the Check 21 Act's expedited recrediting procedures for consumers
- Describe the Check 21 Act's consumer awareness provisions
- Achieve a passing score on the Post-Test

Deposit Compliance Overview [B-53 or C-53]

Course Overview

This course provides an overview of the rules and regulations that govern deposit products offered by financial institutions. The duration of this course is one and one-half hours.

Course Objectives

- Recognize the laws and regulations that govern deposit accounts
- Identify the general content and timing of account disclosures and notices consumers must receive
- Recognize and resolve "errors" under the Electronic Fund Transfer Act and Regulation E
- Recognize when "holds" can be placed on deposited funds under the Expedited Funds Availability Act and Regulation CC
- Identify the different types and characteristics of deposit accounts as defined by Regulation D
- Identify which consumers are eligible to open different types of deposit accounts
- Identify transaction limitations that apply to savings and money market accounts
- Achieve a passing score on the Post-Test

Electronic Fund Transfer Act—Regulation E [B-9 or C-9]

Course Overview

This course provides a thorough review of the Electronic Fund Transfer Act (EFTA) and Regulation E that implements it. The duration of this course is one hour.

Course Objectives

- Describe the underlying purpose of Regulation E
- Identify the types of transactions covered under Regulation E
- Recognize consumer reporting responsibilities and liability for electronic fund transfer errors
- Recognize your financial institution's Regulation E responsibilities
- Identify and resolve "errors" reported by consumers
- Achieve a passing score on the Post-Test

Expedited Funds Availability Act—Regulation CC [B-6 or C-6]

Course Overview

This course provides a thorough understanding of the concepts, terms, and requirements of the Expedited Funds Availability Act (Regulation CC) as they apply to your financial institution and your job function. The duration of this course is one hour.

Course Objectives

- Recognize the underlying purpose of the Expedited Funds Availability Act
- Identify the types of accounts and methods of deposit covered under Regulation CC
- Recognize funds availability schedules for various deposit types
- Identify when, why, and for how long holds may be placed on deposited funds under Regulation CC
- Achieve a passing score on the Post-Test

Federal Deposit Insurance Corporation (FDIC) [B-29]

Course Overview

This course reviews the basic rules for Federal Deposit Insurance Corporation (FDIC) insurance coverage—the “small print” behind the phrase “Each depositor insured to at least \$250,000.” The duration of this course is one and one-half hours.

Course Objectives

- Identify the types of deposit products covered by the FDIC and those financial products that are not covered
- Explain insurance coverage rules for different types of deposit accounts, including the \$250,000 coverage limit for IRAs and Keoghs
- Calculate coverage amounts in most common banking situations
- Respond to common customer questions about FDIC insurance
- Achieve a passing score on the Post-Test

Member Business Deposit Documentation [C-146]

Course Overview

This course will list and describe the basic set of documents that credit unions should use when opening business deposit accounts. Account-opening procedures are affected by state law. State law, of course, varies from state to state. This course will review only documentation considerations that are common in all states, as well as federal regulatory considerations. Therefore, there may be documents that you need that are not reviewed in this course. You should view this course as a description of documentation fundamentals rather than a comprehensive list. The duration of this course is one-half hour.

Course Objectives

- List the basic forms or documentation your credit union should use when opening member business accounts
- Explain the function of each form
- Achieve a passing score on the Post-Test

National Credit Union Administration (NCUA) Insurance [C-60]

Course Overview

This course reviews the basic rules for National Credit Union Administration (NCUA) insurance coverage—the “small print” behind the phrase “Your savings federally insured to at least \$250,000.” The duration of this course is one and one-half hours.

Course Objectives

- Identify the types of products covered and not covered by NCUA insurance
- Explain insurance coverage rules for different types of accounts, including the \$250,000 coverage limit for IRAs and Keoghs
- Calculate coverage amounts in most common situations
- Respond to common member questions about NCUA insurance
- Achieve a passing score on the Post-Test

Opening a Deposit Account [B-109]

Course Overview

This course reviews the laws and regulations that dictate account-opening procedures. In particular, the course covers the account agreement, account-opening disclosures, customer certifications, the types of accounts available, the various forms of ownership, the customer-identifying information a financial institution must collect, and reporting of currency transactions and suspicious activities. The duration of this course is one hour.

Course Objectives

- Describe the characteristics of different types of deposit accounts
- Distinguish the different ways in which deposit accounts can be owned
- Summarize the basic functions of a deposit account agreement
- Deliver and explain the disclosures a customer is entitled to receive when opening a deposit account
- Comply with Internal Revenue Service requirements that apply when opening deposit accounts
- Collect required customer identification information at account opening
- Identify situations in which you must report a currency transaction or a suspicious activity that occurs in connection with the opening of an account
- Achieve a passing score on the Post-Test

Opening a Member Account [C-109]

Course Overview

This course reviews the laws and regulations that dictate member account-opening procedures. In particular, the course covers the account agreement, account-opening disclosures, member certifications, the types of accounts available, the various forms of ownership, the member-identifying information a credit union must collect, and reporting of currency transactions and suspicious activities. The duration of this course is one hour.

Course Objectives

- Describe the characteristics of different types of deposit accounts
- Distinguish the different ways in which deposit accounts can be owned
- Summarize the basic functions of a deposit account agreement
- Deliver and explain the disclosures a member is entitled to receive when opening a deposit account
- Comply with Internal Revenue Service requirements that apply when opening deposit accounts
- Collect required member identification information at account opening
- Identify situations in which you must report a currency transaction or a suspicious activity that occurs in connection with the opening of an account
- Achieve a passing score on the Post-Test

Reserve Requirements—Regulations D/Q [B-8 or C-8]

Course Overview

Reserve requirements assure that adequate cash is on hand or immediately available in the financial institution to satisfy consumer withdrawals. The duration of this course is one hour.

Course Objectives

- Appreciate the underlying purpose of reserve requirements
- Identify and categorize the various types of deposit accounts
- Understand withdrawal and other restrictions placed on different deposit accounts
- Gain a general understanding of reserve requirements and interest limitations
- Achieve a passing score on the Post-Test

Safe-Deposit Boxes [B-35 or C-35]

Course Overview

This course explains the basic guidelines for the proper handling of safe-deposit boxes. Following these guidelines will protect your financial institution from potential liability. The duration of this course is one hour.

Course Objectives

- Understand the obligations of both your financial institution and the consumer
- Follow procedures to properly identify parties when a safe-deposit box is rented
- Ensure that proper steps are followed when granting access to a box
- Be aware of ongoing responsibilities involved when offering safe-deposit box services
- Understand policies and procedures for delinquent rentals and abandoned property
- Recognize that suspicious activity can occur in the safe-deposit box area
- Be aware of the risks involved when proper procedures are not followed
- Achieve a passing score on the Post-Test

Truth-in-Savings Act—Regulation DD [B-7 or C-7]

Course Overview

This course provides in-depth coverage of the Truth-in-Savings Act and Regulation DD disclosure and advertising requirements. The duration of this course is one hour.

Course Objectives

- Recognize the underlying purpose of the Truth-in-Savings Act
- Identify the types of deposit accounts covered under Regulation DD
- Identify the nature, content, and timing of disclosures required under Regulation DD
- Recognize advertising requirements under Regulation DD
- Achieve a passing score on the Post-Test

Lending Group

Affiliate Transactions—Regulation W [B-113]

Course Overview

- Regulation W implements Sections 23A and 23B of the Federal Reserve Act, imposing restrictions on financial institutions' transactions with their affiliates. Technically, the Office of Thrift Supervision (OTS) has its own regulation, but that regulation says that savings associations must comply with Regulation W, except for certain terminology and definitions. The duration of this course is one hour.

Course Objectives

- Recognize the affiliates and transactions covered by Regulation W
- Identify the restrictions and requirements associated with Section 23A
- Recognize Regulation W's timing and valuation standards
- Identify Section 23B requirements
- Achieve a passing score on the Post-Test

Commercial Compliance Overview [B-125 or C-125]

Course Overview

This course provides an overview of the compliance issues affecting commercial lending. Some laws and regulations, such as the Equal Credit Opportunity Act and Regulation O's rules about lending to "insiders," apply to all types of commercial loans. Other laws and regulations, such as flood insurance requirements or the Home Mortgage Disclosure Act, apply to real estate-related commercial loans. The duration of this course is two hours.

Course Objectives

- Recognize fair lending requirements involved in commercial lending, including notification and spousal signature guidelines of the Equal Credit Opportunity Act
- Identify requirements of the Community Reinvestment Act
- Comply with the regulations involving "loans to insiders"
- Identify anti-money laundering and Bank Secrecy Act compliance requirements affecting commercial lending
- Satisfy compliance requirements for real estate-related commercial lending, including the Home Mortgage Disclosure Act, flood insurance requirements, and regulatory loan-to-value guidelines
- Comply with requirements for loans secured by stock
- Achieve a passing score on the Post-Test

Community Reinvestment Act for Large Institutions [B-14]

Course Overview

This course provides a general knowledge of the purposes and requirements of the Community Reinvestment Act (CRA). It focuses on CRA recordkeeping, reporting, and disclosure requirements for large institutions. The course highlights key issues relevant to branch employees. The duration of this course is one hour.

Course Objectives

- Recognize the underlying purpose of the CRA
- Identify the CRA tests a large institution must undergo to establish its rating
- Identify the consequences of an unsatisfactory rating
- Recognize the various CRA files and records your financial institution must maintain
- Answer customer questions about CRA
- Achieve a passing score on the Post-Test

Community Reinvestment Act for Small Institutions [B-62]

Course Overview

This course provides a general knowledge of the purposes and requirements of the Community Reinvestment Act (CRA). The course focuses on CRA recordkeeping, reporting, and disclosure requirements for small institutions. The course highlights key issues relevant to branch employees. The duration of this course is one hour.

Course Objectives

- Recognize the underlying purpose of the CRA
- Identify the CRA tests a small institution must undergo to establish its rating
- Identify the consequences of an unsatisfactory rating
- Recognize the various CRA files and records your financial institution must maintain
- Answer customer questions about CRA
- Achieve a passing score on the Post-Test

Consumer Installment Loan Compliance Overview [B-54 or C-54]

Course Overview

This course provides an overview of the rules and regulations affecting the most common type of loan—consumer installment loans. The duration of this course is one hour.

Course Objectives

- Recognize the compliance laws and regulations that affect consumer installment loan transactions
- Identify the purpose of the Equal Credit Opportunity Act (ECOA) and Regulation B
- Be aware of the nine prohibited discrimination bases
- Understand the purpose of the Truth-in-Lending Act and Regulation Z
- Be familiar with Truth-in-Lending disclosures
- Identify when a financial institution can request a cosigner
- Distinguish what disclosures must be given to cosigners
- Achieve a passing score on the Post-Test

Consumer Leasing Act and Regulation M [B-27 or C-27]

Course Overview

This course is designed to provide you with a thorough understanding of the concepts, terms, and requirements of the Consumer Leasing Act and Regulation M as they apply to your organization and your job function. The duration of this course is one hour.

Course Objectives

- Understand the purpose of the Consumer Leasing Act and Regulation M
- Recognize key terms used in Regulation M
- Understand the factors that apply to a lease transaction
- Understand the specific requirements for closed-end and open-end lease arrangements
- Ensure that the proper disclosures are provided to the consumer in accordance with Regulation M
- Be aware of other important provisions of the Consumer Leasing Act
- Achieve a passing score on the Post-Test

Equal Credit Opportunity Act (ECOA)—Regulation B [B-15 or C-15]

Course Overview

This course is intended to provide a thorough understanding of ECOA prohibitions and requirements as they apply to the loan application, processing, evaluation, and notification process. The duration of this course is one hour.

Course Objectives

- Be aware of the prohibited bases under the ECOA and the potential for discrimination in the lending process
- Perform your role in the lending process in full compliance with the ECOA's anti-discrimination requirements
- Understand your financial institution's obligations under the ECOA
- Be particularly aware of actions that may be viewed as subtle or unintentional discrimination, and avoid them
- Achieve a passing score on the Post-Test

Equal Credit Opportunity Act Overview [B-80 or C-80]

Course Overview

This course provides an overview of the Equal Credit Opportunity Act (ECOA) requirements and prohibitions as they apply to the loan application, processing, evaluation, and notification process. The duration of this course is one hour.

Course Objectives

- Recognize "prohibited bases" under the ECOA and the potential for discrimination in the lending process
- Recognize your financial institution's fair lending obligations under the ECOA
- Identify actions that may be viewed as subtle or unintentional discrimination and what you need to do to avoid them
- Achieve a passing score on the Post-Test

FACT Act Overview [B-128 or C-128]

Course Overview

The Fair and Accurate Credit Transactions (FACT) Act is an amendment to the Fair Credit Reporting Act (FCRA). The FACT Act adds to the FCRA's requirements and restrictions. The most significant of the FACT Act's provisions are those designed to prevent and mitigate the effects of identity theft and other forms of fraud. The duration of this course is three-quarters of an hour.

Course Objectives

- Generally describe the more important provisions of the FACT Act affecting consumer reporting agencies
- Explain how the FACT Act requirements and restrictions apply to users of consumer reports
- Generally describe how the FACT Act regulates those who furnish consumer information to consumer reporting agencies
- List some additional FACT Act provisions
- Achieve a passing score on the Post-Test

Fair Credit Reporting Act (FCRA) [B-17 or C-17]

Course Overview

This course addresses the Fair Credit Reporting Act (FCRA) requirements for providing, obtaining, and using consumer credit information. The duration of this course is one hour.

Course Objectives

- Understand and abide by the rules for obtaining and using consumer credit reports
- Provide disclosures to consumers as required by the FCRA, and properly answer consumer questions regarding credit reports
- To the extent your financial institution provides consumer credit information to reporting agencies, understand and abide by the FCRA requirements for providers of credit information
- Understand the rules on the use of consumer credit information for prescreening
- Achieve a passing score on the Post-Test

Fair Credit Reporting Act Overview [B-71 or C-71]

Course Overview

This course addresses general requirements under the Fair Credit Reporting Act (FCRA) for providing, obtaining, and using consumer credit information. The duration of this course is three-quarters of an hour.

Course Objectives

- Recognize the rules for obtaining and using consumer credit reports
- Identify when disclosures must be provided to consumers as required by the FCRA, and properly answer consumer questions regarding credit reports
- Demonstrate an awareness of the FCRA requirements for providers of credit information to the extent your financial institution provides consumer credit information to reporting agencies
- Achieve a passing score on the Post-Test

Fair Housing Act [B-16 or C-16]

Course Overview

This course is intended to provide a thorough understanding of the Fair Housing Act (FHA) prohibitions and requirements as they apply to residential real estate lending. The duration of this course is one hour.

Course Objectives

- Be aware of the requirements and prohibitions under the FHA, and the potential for discrimination in the real estate lending process
- Perform your role in full compliance with the FHA's anti-discrimination requirements
- Understand your financial institution's obligations under the FHA
- Achieve a passing score on the Post-Test

Fair Lending Overview [B-28 or C-28]

Course Overview

This course is intended to provide you with an understanding of the basic concepts regarding Fair Lending. The duration of this course is one and one-half hours.

Course Objectives

- Appreciate the underlying purposes of the laws that comprise Fair Lending
- Understand the application of the Fair Housing Act and the discriminatory practices it prohibits
- Understand the application of the Equal Credit Opportunity Act (ECOA) and the discriminatory practices it prohibits
- Understand all aspects of the loan application process governed by the ECOA
- Be aware of the requirements of Home Mortgage Disclosure Act reporting and the data your financial institution is responsible to collect
- Gain a general understanding of your financial institution's obligations under the Community Reinvestment Act
- Understand the restrictions of requesting and using consumer credit information under the Fair Credit Reporting Act
- Gain a specific understanding of the various types of loans and the Fair Lending practices that apply to each
- Achieve a passing score on the Post-Test

Federal Regulation of Real Estate Appraisals [B-131 or C-131]

Course Overview

The federal agencies that regulate financial institutions have regulations that affect a financial institution's use of real estate appraisals. Although each agency has its own regulation, each regulation is almost identical to the others. In general, the regulations deal with issues such as:

- When an appraisal is required at all
- What transactions require a state-certified appraiser as opposed to a licensed appraiser
- What minimum standards an appraisal must meet
- What procedures a financial institution must follow to encourage appraiser independence
- What procedures a financial institution must follow to avoid discriminating on the basis of membership in a professional association

This course also reviews what are known as the "1994 Guidelines." The 1994 Guidelines were issued by the same regulatory agencies and deal primarily with appraisal policies and procedures and when an "evaluation," as opposed to a full-blown appraisal, is required. The duration of this course is one hour.

Course Objectives

- Determine whether the federal implementing regulations apply to a loan situation
- Describe the steps a financial institution must take to ensure compliance with the regulations
- Determine whether the transaction is subject to the 1994 Guidelines and, if so, what your financial institution must do to comply with the Guidelines
- Achieve a passing score on the Post-Test

Federal Regulation of Real Estate Closings [B-148 or C-148]

Course Overview

This course will describe a number of federal laws and regulations that have an impact on real estate closings. In particular, the course will teach you about how the following affect real estate closings. The duration of this course is one and one-half hours.

- The Real Estate Settlement Procedures Act (RESPA)
- The Truth-in-Lending Act (TILA) and Regulation Z
- The National Flood Insurance Act (NFIA)
- Internal Revenue Service (IRS) requirements

Course Objectives

- Complete and explain the HUD-1 form required at closing by RESPA
- Explain the disclosure required at closing by TILA and Regulation Z
- Provide the federal flood insurance notice when required and meet other NFIA closing requirements
- Compile the information necessary to comply with the IRS requirements
- Achieve a passing score on the Post-Test

Flood Insurance [B-108 or C-108]

Course Overview

This course is designed to provide a working knowledge of the federal flood insurance requirements. The duration of this course is one hour.

Course Objectives

- Appreciate the underlying purpose of the flood insurance requirements
- Know the loan application procedures required, including use of the Standard Flood Hazard Determination Form
- Understand the process for ensuring the placement of flood insurance
- Be aware of the National Flood Insurance Program (NFIP) and its role
- Have a general knowledge of the types of properties for which flood insurance is required
- Achieve a passing score on the Post-Test

High-Cost Mortgages (HOEPA) [B-57 or C-57]

Course Overview

This course reviews the rules governing “high-cost mortgages” as set forth in the Home Ownership and Equity Protection Act (HOEPA) of 1994. It will help you understand what a high-cost mortgage looks like and why this type of loan requires special attention. You’ll learn how to comply with the requirements of the law and how to appropriately respond to consumers’ questions along the way. The duration of this course is one hour.

Course Objectives

- Gain an awareness of “abusive” lending practices
- Understand what loan terms may trigger a “high-cost mortgage”
- Become familiar with the disclosure requirements and how to comply
- Learn what lending practices are prohibited and why
- Achieve a passing score on the Post-Test

Higher-Priced Mortgage Loans [B-183 or C-183]

Course Overview

This course reviews the new higher-priced mortgage loans, which are subject to new Section 35 of Regulation Z. You'll learn about the requirements for this new type of loan, and the difference between higher-priced mortgage loans and high-cost mortgages (also known as Section 32 loans or HOEPA loans). The two loan types are defined differently and are subject to different requirements, although it is possible for a single loan to be within both definitions and be subject to both sets of requirements. The goal of this course is to help you understand this new type of loan, its specific requirements, and how it differs from other loans. The duration of this course is one hour.

Course Objectives

- Identify the requirements for higher-priced mortgage loans
- Recognize the difference between high-cost mortgages and higher-priced mortgage loans
- Achieve a passing score on the Post-Test

Home Equity (Open-End) Credit [B-82 or C-82]

Course Overview

This course reviews the rules governing open-end home equity credit offered to consumers under Regulation Z. It will help you understand what open-end credit is and how a "line of credit" tied to a borrower's home equity works. You will learn the specific disclosures that must be provided to borrowers and how to respond to consumer questions about home equity lending. You will also become familiar with the lending restrictions that apply to home equity lines of credit and rules governing the advertising of this type of credit. The duration of this course is one hour.

Course Objectives

- Gain an awareness of open-end credit and how it works
- Become familiar with the key disclosure requirements unique to home equity loans and when they are triggered
- Understand the compliance process that should be followed when working with a home equity borrower
- Be aware of the lender restrictions that apply to home equity lending
- Achieve a passing score on the Post-Test

Home Mortgage Disclosure Act—Regulation C [B-13 or C-13]

Course Overview

This course is designed to provide a working knowledge of recordkeeping, reporting, and disclosure requirements of the Home Mortgage Disclosure Act (HMDA) by completing the objectives listed below. The duration of this course is one hour.

Course Objectives

- Understand HMDA's role as a recordkeeping and reporting statute
- Appreciate your financial institution's obligations in retaining and reporting loan information as required by HMDA, and perform your role in fulfilling that obligation
- Be able to answer consumer questions regarding your financial institution's public Loan Application Register (LAR) and HMDA disclosure
- Achieve a passing score on the Post-Test

IRS Reporting for Real Estate Transactions [B-123 or C-123]

Course Overview

The Internal Revenue Service (IRS) has regulations that affect real estate lending. These regulations require the reporting of information to the IRS when certain events occur in connection with a real estate loan. This course will review the IRS abandonment/foreclosure reporting, real estate transaction reporting, mortgage interest reporting, and discharge of indebtedness reporting responsibilities for real estate loans. The duration of this course is one hour.

Course Objectives

- Discuss the reporting responsibilities associated with abandonment/foreclosure reporting
- Cite the transaction reporting requirements for real estate sales
- Describe the requirements associated with mortgage interest reporting
- Explain the discharge of indebtedness reporting regulations for financial entities
- Recognize the penalties associated for noncompliance
- Achieve a passing score on the Post-Test

Junior Real Estate Mortgage Loans [B-52 or C-52]

Course Overview

This course reviews the compliance requirements for closed-end, consumer-purpose loans that are secured by a junior lien on the consumer's home. The duration of this course is one hour.

Course Objectives

- Learn which documents are needed when an individual secures a loan using the equity in his or her principal dwelling (junior lien mortgage)
- Be aware of the reasons for these documents and know when they must be provided to the consumer
- Know which documents require the consumer's signature
- Know and apply the rules regarding the right of rescission
- Achieve a passing score on the Post-Test

Loans to Executive Officers—Regulation O [B-21]

Course Overview

This course provides an overview of the rules governing extensions of credit to insiders, including executive officers, directors, and principal shareholders. The duration of this course is one hour.

Course Objectives

- Appreciate the underlying purpose of Regulation O
- Identify the three types of insiders
- Understand restrictions regarding the extension of credit to insiders
- Understand additional restrictions that apply to executive officers
- Have a general knowledge of your financial institution's reporting requirements under Regulation O
- Achieve a passing score on the Post-Test

Member Business Lending [C-61]

Course Overview

This course is intended to provide you with an overview of the National Credit Union Administration's member business loan regulation, Part 723. The duration of this course is one hour.

Course Objectives

- Identify what qualifies as a member business loan
- Recognize prohibited business lending activities
- List the elements of a credit union's member business loan policy
- Describe the collateral and security requirements for member business loans
- Calculate individual loan limits
- Calculate aggregate loan limits
- Describe when and how waivers may be obtained
- Achieve a passing score on the Post-Test

Member Business Lending Documentation [C-147]

Course Overview

This course will list and describe the basic set of documents that credit unions should use when making member business loans. Because loan documentation is affected by state law, and state law varies from state to state, so does the list of documents a credit union should use. This course, therefore, is not a comprehensive list of documents, but should instead be used as a starting point. The duration of this course is one hour.

Course Objectives

- List the forms or documentation your credit union should use when making member business loans
- Explain the function of each form
- Achieve a passing score on the Post-Test

Mortgage Fraud: Detection and Prevention [B-78 or C-78]

Course Overview

The term “mortgage fraud” refers to the variety of ways that people intentionally mislead mortgage lenders and induce them to make mortgage loans that they would otherwise not have made. This course describes the most common methods of mortgage fraud and spells out practices that financial institutions and their employees should employ to minimize the occurrence and mitigate the consequences of mortgage fraud. The duration of this course is one hour.

Course Objectives

- Describe the most common mortgage fraud schemes
- List the countermeasures a financial institution can take to interfere with mortgage fraud and to mitigate its consequences
- Achieve a passing score on the Post-Test

Private Mortgage Insurance [B-106 or C-106]

Course Overview

This course will describe the federal regulation for private mortgage insurance (PMI). This type of insurance protects the lender against the risk that a borrower may not pay the loan. This course will focus on what the law requires that you do when private mortgage insurance may be terminated. The duration of this course is one hour.

Course Objectives

- Determine whether a consumer meets the conditions to stop paying PMI premiums
- Explain the timing and content of disclosures that the federal law requires
- Achieve a passing score on the Post-Test

Real Estate Settlement Procedures Act—Form HUD-1/HUD-1A Overview [B-184 or C-184]

Course Overview

This course is designed to give you a basic understanding of the Real Estate Settlement Procedures Act (RESPA) HUD-1 Settlement Statement and HUD-1A Optional Form. This course will explain the circumstances where the HUD-1 or HUD-1A requirement applies and the timing requirements for delivering each form. The course will also explain the structure of the forms (i.e., the purpose of each separate component of the form) and provide line-by-line instructions for completing them. The duration of this course is one hour.

Course Objectives

- Recognize the circumstances under which the HUD-1 and HUD-1A requirements apply
- Determine the time frame in which the HUD-1 or HUD-1A must be delivered
- Properly complete the HUD-1 or HUD-1A
- Achieve a passing score on the Post-Test

Real Estate Settlement Procedures Act Good Faith Estimate (GFE) Form Overview [B-185 or C-185]

Course Overview

This course is designed to give you a basic understanding of the RESPA Good Faith Estimate (GFE). The course will explain the circumstances where the GFE requirement applies and the timing requirements for delivery. The course will also explain the structure of the GFE (i.e., the purpose of each separate component of the form) and provide line-by-line instructions for completing the form. The course will end with a discussion of additional GFE-related rules involving the degree to which a lender is bound to the terms disclosed on the GFE. The duration of this course is one hour.

Course Objectives

- Recognize the circumstances under which the Good Faith Estimate (GFE) requirement applies
- Determine the time frame in which the Good Faith Estimate (GFE) must be delivered
- Properly complete the Good Faith Estimate
- Achieve a passing score on the Post-Test

Case Studies

■ Disclosing a No-Cost Loan [B-185-1-1 or C-185-1-1]

Course Overview

This case study is intended to help the student learn how to complete the Good-Faith Estimate and HUD-1 forms for "no-cost" loans. These are loans for which the borrower is excused from paying part or all of the settlement costs. The RESPA rules require that the fees be disclosed, even though the borrower is not paying them. The amount of the fees is also entered as a credit on the forms so that the borrower is shown as paying a zero amount for the fees. The duration of this case study is one-half hour.

Course Objectives

- Describe the RESPA rules affecting the disclosure of no-cost loans.
- Complete the Good-Faith Estimate form for a no-cost loan.
- Complete the HUD-1 form for a no-cost loan.

■ Seller-Paid Fees [B-185-1-2 or C-185-1-2]

Course Overview

This case study will help you learn how to complete the HUD-1 form when the seller is paying for some settlement costs that would usually be paid for by the borrower. Since the fees are normally paid by the borrower, they will usually be disclosed on the GFE. The duration of this case study is one-half hour.

Course Objectives

- Recognize the complexities caused by a seller paying fees that were disclosed on the GFE.
- Complete the HUD-1 form correctly in such a circumstance.

■ Fee Tolerance Compliance [B-185-1-3 or C-185-1-3]

Course Overview

This case study will help you learn the "tolerance" rules of the RESPA regulation. The tolerance rules limit increases in fees between the time the fees are disclosed on the good-faith estimate (GFE) and when they are disclosed on the HUD-1. The duration of this case study is one-half hour.

Course Objectives

- Place each settlement charge in the correct tolerance category.
- Determine whether the tolerances have been exceeded.

Real Estate Settlement Procedures Act—Regulation X [B-11 or C-11]

Course Overview

Real Estate Settlement Procedures Act (RESPA) helps consumers become better educated shoppers for real estate-related loans and plan for costs associated with settlement. It also eliminates illegal kickbacks and referral fees, and outlines the financial institution's servicing and escrow account practices. The duration of this course is one hour.

Course Objectives

- Appreciate the underlying purpose of the Real Estate Settlement Procedures Act
- Understand which loans are covered under RESPA
- Know the disclosure and escrow requirements under RESPA
- Be aware of RESPA's prohibition against kickbacks
- Achieve a passing score on the Post-Test

Residential Mortgage 123—Mortgage Process [B-18 or C-18]

Course Overview

This course provides a "hands-on" methodology for mortgage loan origination, processing, underwriting, and closing in full compliance with federal regulations. The duration of this course is one and one-half hours.

Course Objectives

- Perform each of the four steps of the mortgage lending process in compliance with the appropriate regulatory requirements: origination, processing, underwriting, and closing
- Understand the legal implications for failing to follow all federal regulations
- Achieve a passing score on the Post-Test

Residential Mortgage ABCs—The Regulations [B-34 or C-34]

Course Overview

This course provides an overview of the regulations and acts that regulate the residential mortgage lending process. The duration of this course is one and one-half hours.

Course Objectives

- Gain an understanding of the purpose of the federal regulations governing residential mortgages
- Appreciate the impact of each of the seven federal regulations as they apply to the mortgage lending process: Regulation B—Equal Credit Opportunity Act (ECOA), Regulation BB—Community Reinvestment Act (CRA), Regulation C—Home Mortgage Disclosure Act (HMDA), Regulation X—Real Estate Settlement Procedures Act (RESPA), Regulation Z—Truth-in-Lending Act (TILA), Fair Credit Reporting Act (FCRA), and Flood Disaster Protection Act
- Understand the legal implications for failing to follow all federal regulations
- Achieve a passing score on the Post-Test

Truth-in-Lending Act—Regulation Z [B-12 or C-12]

Course Overview

This module provides a thorough review of the Truth-in-Lending Act and Regulation Z that implements it. The duration of this course is one hour.

Course Objectives

- Describe the underlying purpose of the Truth-in-Lending Act
- Recognize which loans are covered under Regulation Z
- Identify certain Regulation Z definitions, such as finance charge, APR, open-end credit, and closed-end credit
- Recognize Regulation Z disclosure requirements for open-end and closed-end credit
- Achieve a passing score on the Post-Test

Unfair or Deceptive Acts or Practices—Regulation AA [B-37 or C-37]

Course Overview

This course is intended to provide you with a thorough understanding of the concepts, terms, and requirements of the Unfair or Deceptive Acts or Practices (Regulation AA) as they apply to your financial institution and your job function. The duration of this course is one hour.

Course Objectives

- Understand and properly apply key terms and phrases used in the regulation
- Recognize and explain specific consumer credit prohibitions identified in the regulation
- Recognize and explain specific cosigner prohibitions identified in the regulation
- Recognize and explain unfair late charge as identified in the regulation
- Understand and explain the consumer complaint procedure
- Achieve a passing score on the Post-Test

IRA Group

Coverdell Education Savings Accounts (CESAs) [B-5 or C-5]

Course Overview

This course provides a working knowledge of the Coverdell Education Savings Account (CESA). The duration of this course is one hour.

Course Objectives

- Describe what a Coverdell Education Savings Account is and how to establish one
- Discuss the CESA contribution eligibility rules
- Display a familiarity with CESA distribution rules
- Achieve a passing score on the Post-Test

Health Savings Accounts [B-122 or C-122]

Course Overview

This course focuses on the fundamentals of Health Savings Accounts (HSAs). This course will examine the basic rules for HSA establishment, HSA regular contributions, distributions, and annual reporting. The course will also describe the responsibilities of an HSA owner and an HSA custodian/trustee. The duration of this course is one and one-half hours.

Course Objectives

- Define the purpose of an HSA
- Identify the HSA contribution eligibility requirements
- Describe the HSA distribution rules
- Differentiate the responsibilities of an HSA custodian/trustee and an HSA owner, including annual contribution and distribution reporting
- Assist HSA owners with common questions
- Achieve a passing score on the Post-Test

IRA Beneficiary Options [B-76 or C-76]

Course Overview

Individual retirement accounts (IRAs) provide owners with income supplements during their retirement years. If there are assets left in an IRA when an IRA owner dies, the rules require minimum distributions to the beneficiaries. This course covers the responsibilities of an IRA beneficiary and any financial organization serving as custodian/trustee of a traditional IRA, Savings Incentive Match Plan for Employees of Small Employers (SIMPLE) IRA, or Roth IRA. The duration of this course is one and one-half hours.

Course Objectives

- Define and explain important concepts relevant to IRA beneficiary options
- Describe a beneficiary's distribution options when an IRA owner dies before the required beginning date (RBD)
- Describe a beneficiary's distribution options when an IRA owner dies on or after the RBD
- Summarize an IRA custodian's/trustee's annual beneficiary required minimum distribution (RMD) documentation and reporting requirements
- Achieve a passing score on the Post-Test

Note: This course does not discuss employer simplified employee pension (SEP) plan contributions to an employee's traditional IRA or employer SIMPLE IRA plan contributions to an employee's SIMPLE IRA. You can learn more about these contributions in two other modules: "Simplified Employee Pension (SEP) Plans" and "SIMPLE IRA Basics."

IRA Contributions [B-86 or C-86]

Course Overview

This course discusses the rules for various types of individual retirement account (IRA) contributions. This material covers the rules, regulations, reporting, and processing of traditional IRA contributions and Roth IRA contributions, as well as rollovers, transfers, recharacterizations, and conversions. The course also presents information regarding excess contributions. The duration of this course is one and one-half hours.

Course Objectives

- State the rules regarding regular traditional IRA contributions
- Describe the rules regarding regular Roth IRA contributions
- Discuss the basic rules for IRA rollovers and transfers
- Explain the rules for converting and recharacterizing IRAs
- Describe the process for dealing with excess contributions
- Describe the IRS Form 5498 and the documentation responsibilities of IRA owners and IRA custodians/trustees
- Achieve a passing score on the Post-Test

Note: This course does not discuss employer simplified employee pension (SEP) plan contributions to an employee's traditional IRA or employer Savings Incentive Match Plan for Employees of Small Employers (SIMPLE) IRA plan contributions to an employee's SIMPLE IRA. You can learn more about these contributions in two other modules: "Simplified Employee Pension (SEP) Plans" and "SIMPLE IRA Basics."

IRA Distributions [B-84 or C-84]

Course Overview

This course focuses on IRA distribution rules. It begins with basic IRA distribution information and provides more specific information on the different types of IRA distributions. The course also covers distribution documentation and reporting, and discusses the responsibilities of IRA owners and financial organizations serving as IRA custodians/trustees. The duration of this course is two hours.

Course Objectives

- Discuss some basic IRA distribution rules
- Explain federal income tax withholding on IRA distributions
- List exceptions to the penalty tax for early withdrawals
- Explain the Roth IRA distribution rules
- Describe the methods for correcting excess contributions
- Discuss IRA revocations, conversions, recharacterizations, and reconversions
- Define the effects of disability, death, and divorce on IRA distributions
- Achieve a passing score on the Post-Test

Note: This course examines distributions from traditional IRAs and Roth IRAs. The rules for Savings Incentive Match Plan for Employees of Small Employers (SIMPLE) IRA distributions essentially mirror the traditional IRA rules. Throughout the course, unless specifically noted, IRA means a traditional, Roth, or SIMPLE IRA.

IRA Excess Contributions [B-141 or C-141]

Course Overview

If an IRA owner exceeds the maximum regular contribution limits for a tax year, or rolls over an ineligible amount, he or she must pay a penalty tax on the excess contribution for each year it remains in the IRA uncorrected. This module discusses excess contributions and the methods for correction. The duration of this course is one and one-half hours.

Course Objectives

- Know how to define an IRA excess contribution
- Be able to discuss the IRA excess contribution penalty
- Understand the methods available for correcting excess contributions
- Be aware of the process for returning unwanted IRA contributions
- Achieve a passing score on the Post-Test

IRA Required Minimum Distributions [B-73 or C-73]

Course Overview

This course will provide a basic understanding of required minimum distributions (RMDs) from traditional IRAs and Savings Incentive Match Plan for Employees of Small Employers (SIMPLE) IRAs. The course reviews the options available for calculating, satisfying, and reporting an RMD each year. It also covers the RMD responsibilities of an IRA owner and the financial organization serving as custodian/trustee of the IRA. The duration of this course is one and one-half hours.

Course Objectives

- Identify what a required minimum distribution is and the rules that apply to them
- Discuss the basic RMD calculation
- Explain how a spouse beneficiary affects an RMD calculation
- Describe what RMD aggregation is and what advantages it might bring an IRA owner
- Describe the effects of RMDs on IRA rollovers and transfers
- List the annual RMD documentation and reporting requirements for owners and IRA custodians/trustees
- Achieve a passing score on the Post-Test

IRA Rollovers, Transfers, and Direct Rollovers [B-85 or C-85]

Course Overview

This course reviews the rules for properly completing IRA-to-IRA transfers, IRA-to-IRA rollovers, and qualified employer plan-to-IRA rollovers. This course also presents the processing and reporting responsibilities of IRA owners and IRA custodians/trustees for rollovers and transfers. The duration of this course is one and one-half hours.

Course Objectives

- Discuss retirement assets and list the reasons and methods for moving these assets
- Describe the rules for IRA-to-IRA transfers
- Discuss the rules for IRA-to-IRA rollovers
- Explain the rules for moving funds from qualified employer plans to IRAs
- Describe the rules for moving funds from IRAs to qualified employer plans
- Achieve a passing score on the Post-Test

Roth IRA Overview [B-4 or C-4]

Course Overview

This course reviews the fundamentals of Roth individual retirement accounts (IRAs). The course includes basic information about establishing a Roth IRA, accepting contributions, and taking distributions. The duration of this course is one hour.

Course Objectives

- Define what a Roth IRA is and how it may help a person save for retirement
- Explain some basic Roth IRA contribution rules
- Describe the IRA conversion and contribution recharacterization processes
- Discuss some basic Roth IRA distribution rules
- Describe the documents used to establish a Roth IRA
- Achieve a passing score on the Post-Test

SIMPLE IRA Basics [B-75 or C-75]

Course Overview

This course covers the basic responsibilities of an employer, its employees, and involved financial organizations for the successful operation of a Savings Incentive Match Plan for Employees of Small Employers (SIMPLE) IRA plan. The first section of this course will introduce you to the SIMPLE IRA plan. The next several sections discuss the employer who is sponsoring the SIMPLE IRA followed by a discussion of the employee/owner of the SIMPLE IRA. Finally, the course will cover the annual reporting responsibilities for all parties. The duration of this course is two hours.

Course Objectives

- Recognize the purpose of a SIMPLE IRA plan
- Identify and explain employer eligibility requirements for establishing SIMPLE IRA plans
- Demonstrate awareness of the rules for establishing and maintaining SIMPLE IRA plans
- Identify and explain the eligibility requirements for an employee salary deferral election
- Explain an employer's annual required SIMPLE IRA plan contribution
- Discuss the rules for an employee's SIMPLE IRA
- Demonstrate an understanding of how SIMPLE IRA plan employee salary deferrals work
- Identify the rules of annual SIMPLE IRA plan reporting
- Achieve a passing score on the Post-Test

Simplified Employee Pension (SEP) Plans [B-70 or C-70]

Course Overview

This course provides a basic overview of simplified employee pension (SEP) plans. The material covers employer and employee eligibility requirements and the responsibilities of an employer, its employees, and a financial organization in the annual operation of a SEP plan. This course focuses on SEP plans established with Internal Revenue Service (IRS) Form 5305-SEP, Simplified Employee Pension—Individual Retirement Accounts Contribution Agreement. The duration of this course is one and one-half hours.

Course Objectives

- Recognize the purpose of a SEP plan
- Describe how a SEP plan is established with IRS Form 5305-SEP
- Identify an employer's SEP plan eligibility requirements
- Identify a SEP plan's employee eligibility requirements
- Describe an employer's annual SEP plan contribution process
- Recognize annual reporting requirements
- Achieve a passing score on the Post-Test

Traditional IRA Overview [B-3 or C-3]

Course Overview

This course reviews the fundamentals of traditional individual retirement accounts (IRAs). The course includes information about establishing a traditional IRA, accepting contributions, and taking distributions. The duration of this course is one hour.

Course Objectives

- Define what a traditional IRA is and how it may help an individual save for retirement
- Explain basic traditional IRA contribution and deduction rules
- Discuss basic traditional IRA distribution rules
- Be familiar with the documents used to establish a traditional IRA
- Achieve a passing score on the Post-Test

Note: This course covers information specific to traditional IRAs. Roth IRAs have different rules and are covered in the course titled "Roth IRA Overview."

Financial Intelligence Group

Anti-Money Laundering [B-107 or C-107]

Course Overview

This course covers basic methods and tactics used by criminals to launder money, as well as the key components of an anti-money laundering (AML) policy. The purpose of the course is to help you spot and take appropriate action in response to attempted money laundering. The goal is to help prevent your financial institution from being used to promote this sort of criminal activity. The duration of this course is one and one-half hours.

Course Objectives

- Define key money laundering terms and concepts
- Appreciate the crime of money laundering on an individual, national, and world scale
- Recognize typical methods and tactics used by money launderers
- Identify suspicious activities and take appropriate actions
- Demonstrate due diligence by knowing your consumers
- Recognize your duties under your financial institution's AML policy
- Understand the information-sharing requirements of the USA PATRIOT Act
- Achieve a passing score on the Post-Test

Anti-Money Laundering for Customer/Member Service Representatives [B-107-4 or C-107-4]

Course Overview

The purpose of this course is to teach you how to identify possible money laundering attempts and introduce methods you can use to help prevent money laundering from occurring at your financial institution. The course also covers the key components that must be included in a financial institution's anti-money laundering (AML) policy.

This course is designed for customer service representatives (CSRs)/member service representatives (MSRs). Our assumption is that CSRs/MSRs are involved in activities such as opening deposit accounts, effecting wire transfers, filling out Currency Transaction Reports, detecting and reporting suspicious activity, and selling cashier's and teller's checks, and other monetary instruments. The duration of this course is one hour.

Course Objectives

- Define money laundering and discuss its effect on the economy, government, and financial institutions
- Recognize typical methods and tactics used by money launderers
- Identify anti-money laundering procedures required at account opening
- Explain behaviors and responsibilities necessary to perform on an ongoing basis for a successful AML program
- Adhere to the information-sharing requirements of the USA PATRIOT Act

Case Studies

■ AML for CSRs/MSRs—The Temporary Holding Pattern [B-107-4-1 or C-107-4-1]

Course Overview

In their daily activities, customer/member service personnel may encounter unusual situations. This case study illustrates how an account with little regular activity other than currency deposits and wire transfers to foreign countries, with an incoming wire for the same amount closely following, may indicate possible money laundering. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why temporary holding accounts with currency deposits and incoming and outgoing wire transfers of similar amounts should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for CSRs/MSRs—Candelais Industries [B-107-4-2 or C-107-4-2]

Course Overview

In their daily activities, customer service representatives (CSRs)/member service representatives (MSRs) may encounter unusual situations. This case study illustrates how exercising due diligence at account opening may reveal suspicious activity. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand how due diligence exercised at account opening may reveal suspicious activity
- Understand why an improbable address for a business should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for CSRs/MSRs—Current on Currency Transaction Reporting [B-107-4-3 or C-107-4-3]

Course Overview

In their daily activities, customer/member service personnel may encounter unusual situations. This case study illustrates how a consumer with an unusual knowledge or interest in currency transaction reporting may be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why a consumer with an unusual knowledge or interest in currency transaction reporting should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for CSRs/MSRs—Is There a Mechanic in the House? [B-107-4-4 or C-107-4-4]

Course Overview

In their daily activities, customer service representatives (CSRs)/member service representatives (MSRs) may encounter unusual situations. This case study illustrates how exercising due diligence may reveal suspicious activity. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand how due diligence may reveal suspicious activity
- Learn the steps you should take after discovering suspicious activity

■ AML for CSRs/MSRs—Do Not Open Until... [B-107-4-5 or C-107-4-5]

Course Overview

In their daily activities, customer/member service personnel may encounter unusual situations. This case study illustrates why an account for a consumer who refuses to provide sufficient information should not be opened. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why an account should not be opened for a consumer who refuses to provide sufficient information
- Learn the steps you should take after discovering suspicious activity

Anti-Money Laundering for Directors and Senior Management [B-139 or C-139]

Course Overview

The purpose of this course is to provide you with a basic understanding of money laundering and what a financial institution's obligations are under the law to try to prevent money laundering. The course will also briefly explore the potential for software to assist with your financial institution's anti-money laundering (AML) efforts. The duration of this course is one-half hour.

Course Objectives

- Define money laundering
- Explain your financial institution's AML obligations
- List the benefits AML software can provide
- Achieve a passing score on the Post-Test

Anti-Money Laundering for Lenders [B-107-2 or C-107-2]

Course Overview

The purpose of this course is to teach you how to identify possible money laundering attempts and introduce methods you can use to help prevent money laundering from occurring at your financial institution. The course also covers the key components that a financial institution's anti-money laundering (AML) policy must have.

This course is designed for loan officers. Our assumption is that loan officers primarily review loan applications and accompanying documentation, open loan accounts, answer questions from loan applicants and borrowers, and compile customer/member identification information. We assumed that loan officers do not accept payments on loan accounts. The duration of this course is one hour.

Course Objectives

- Define money laundering and discuss its effect on the economy, government, and financial institutions
- Recognize typical methods and tactics used by money launderers
- Identify anti-money laundering procedures required at account opening
- Explain behaviors and responsibilities necessary to perform on an ongoing basis for a successful AML program
- Adhere to the information-sharing requirements of the USA PATRIOT Act

Case Studies

■ AML for Lenders—The French Connection [B-107-2-1 or C-107-2-1]

Course Overview

In their daily activities, lenders may encounter unusual situations. This case study illustrates how a consumer's request to wire loan proceeds outside the country may be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your AML department to discuss possible suspicious activity
- Understand why loan proceeds wired offshore without legitimate business purpose should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Lenders—Collateral [B-107-2-2 or C-107-2-2]

Course Overview

In their daily activities, lenders may encounter unusual situations. This case study illustrates how a consumer requesting a large loan secured by Certificates of Deposit (CDs) should be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your AML department to discuss possible suspicious activity
- Understand why requests for loans that are to be secured by cash or CDs should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Lenders—Did You Do These Yourself? [B-107-2-3 or C-107-2-3]

Course Overview

In their daily activities, lenders may encounter unusual situations. This case study illustrates why consumers presenting financials that have not been prepared professionally should be viewed with suspicion. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your AML department to discuss possible suspicious activity
- Understand why consumers presenting financials that have not been prepared professionally should be viewed with suspicion
- Learn the steps you should take after discovering suspicious activity

■ AML for Lenders—I've Got Friends in High Places [B-107-2-4 or C-107-2-4]

Course Overview

In their daily activities, lenders may encounter unusual situations. This case study illustrates how a consumer's request to wire loan proceeds to a well-known politician with no known business purpose may be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your AML department to discuss possible suspicious activity
- Understand why loan proceeds disbursed to political figures without legitimate business purpose should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Lenders—Me and My Shadow [B-107-2-5 or C-107-2-5]

Course Overview

In their daily activities, lenders may encounter unusual situations. This case study illustrates why the heavy reliance of consumers on their lawyers when conducting banking activities may be suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your AML department to discuss possible suspicious activity
- Understand why the heavy reliance of consumers on their lawyers when conducting banking activities may be suspicious
- Learn the steps you should take after discovering suspicious activity

Anti-Money Laundering for Operations [B-107-3 or C-107-3]

Course Overview

The purpose of this course is to teach you how to identify possible money laundering attempts and introduce methods you can use to help prevent money laundering from occurring at your financial institution. The course also covers the key components that a financial institution's anti-money laundering (AML) policy must have.

This course is designed for an operations employee. When we use the term "operations employee," we are thinking of someone whose responsibilities involve access to a consumer's account records on a wider scale than they are available to other financial institution employees. These are people who check reports on same-day transactions across different branches, ATMs, and such. Because of their broader access to account records, these employees have the opportunity to detect certain types of fraud that other employees might not be able to detect. The Bank Secrecy Act (BSA) responsibilities that we review in this course, therefore, focus on those that are intended to detect fraud. The duration of this course is one hour.

Course Objectives

- Define money laundering and discuss its effect on the economy, government, and financial institutions
- Recognize typical methods and tactics used by money launderers
- Identify anti-money laundering procedures required at account opening
- Explain behaviors and responsibilities necessary to perform on an ongoing basis for a successful AML program
- Adhere to the information-sharing requirements of the USA PATRIOT Act
- Achieve a passing score on the Post-Test

Case Studies

■ AML for Operations—The Pay Off [B-107-3-1 or C-107-3-1]

Course Overview

In their daily activities, loan operations personnel may encounter unusual situations. This case study illustrates how a sudden and large payment or payoff of a loan may be used to integrate illegal funds. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why a sudden and large payment or payoff of a loan should be considered suspicious
- Understand why a loan secured by CDs may be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Operations—What's My Line [B-107-3-2 or C-107-3-2]

Course Overview

In their daily activities, loan operations personnel may encounter unusual situations. This case study illustrates how an overpayment of a credit line or loan may be used to integrate illegal funds. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why overpayment of a credit line or loan should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Operations—What Kind of Laundry Operation Are You Running? [B-107-3-3 or C-107-3-3]

Course Overview

In their daily activities, loan operations personnel may encounter unusual situations. This case study illustrates how a suspicious transaction history may be uncovered during loan servicing and may indicate possible money laundering. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why a transaction history that does not match the stated purpose of a business should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Operations—Who Do You Know in the Caymans? [B-107-3-4 or C-107-3-4]

Course Overview

In their daily activities, loan operations personnel may encounter unusual situations. This case study illustrates how repeated, round-dollar transfers to high-risk countries, such as the Cayman Islands, may indicate possible money laundering. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why repeated, round-dollar transfers to high-risk countries, such as the Cayman Islands, may indicate possible money laundering
- Learn the steps you should take after discovering suspicious activity

■ AML for Operations—Wire You, Wire Me [B-107-3-5 or C-107-3-5]

Course Overview

In their daily activities, wire transfer personnel may encounter unusual situations. This case study illustrates how wire transfers to foreign countries, with an incoming wire for the same amount closely following, may indicate possible money laundering. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why wire transfers to foreign countries, with an incoming wire for the same amount closely following, may indicate possible money laundering
- Learn the steps you should take after discovering suspicious activity

Anti-Money Laundering for Tellers [B-107-1 or C-107-1]

Course Overview

This course is directed at tellers. Our assumption is that tellers are involved in the typical teller window transactions, such as handling deposits and withdrawals from deposit accounts, receiving payments on loan accounts, making transfers from account to account, selling cashier's and teller's checks, and assisting with balance inquiries. We assumed that tellers are not involved in opening deposit or loan accounts or assisting with funds transfers. We address the anti-money laundering (AML) aspect of those duties in the customer or member service representative courses. Employees who open loan accounts should work with the "Anti-Money Laundering for Lenders" course.

The purpose of this course is to teach tellers how to identify possible money laundering attempts and to introduce methods tellers can use to help prevent money laundering from occurring at their financial institution. The course also covers the key components that a financial institution's AML policy must have. The duration of this course is one hour.

Course Objectives

- Define money laundering and discuss its effect on the economy, government, and financial institutions
- Recognize typical methods and tactics used by money launderers
- Identify anti-money laundering procedures required at account opening
- Explain behaviors and responsibilities necessary to perform on an ongoing basis for a successful AML program
- Achieve a passing score on the Post-Test

Case Studies

■ AML for Tellers—You're in the Money [B-107-1-1 or C-107-1-1]

Course Overview

In their daily activities, tellers may encounter unusual situations. This case study illustrates how unexplained, sudden wealth of a consumer may be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why sudden, unexplained wealth should be considered suspicious
- Learn the steps you should take after discovering the suspicious activity

■ AML for Tellers—Wonder Construction [B-107-1-2 or C-107-1-2]

Course Overview

In their daily activities, tellers may encounter unusual situations. This case study illustrates how and why the unexplained and unexpected purchase and deposit of money orders should be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why the unexplained and unexpected purchase and deposit of money orders should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Tellers—Little Blue Men [B-107-1-3 or C-107-1-3]

Course Overview

In their daily activities, tellers may encounter unusual situations. This case study illustrates why numerous deposits into an account by multiple persons other than the account owner should be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why numerous deposits into an account by multiple persons other than the account owner should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

■ AML for Tellers—Martino’s Tavern & Bank [B-107-1-4 or C-107-1-4]

Course Overview

In their daily activities, tellers may encounter unusual situations. This case study illustrates how and why unlicensed check cashing through a consumer’s account may be detected. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why unlicensed check cashing places a financial institution at risk
- Learn the steps you should take after discovering suspicious activity

■ AML for Tellers—Do You Have 30 \$100s for 150 \$20s? [B-107-1-5 or C-107-1-5]

Course Overview

In their daily activities, tellers may encounter unusual situations. This case study illustrates how a consumer’s frequent request to exchange large quantities of smaller denomination bills for large denomination bills may be considered suspicious. Throughout the case study, you will be faced with decision points to test your knowledge. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult with your supervisor to discuss possible suspicious activity
- Understand why the frequent exchange of small denomination bills for large denomination bills should be considered suspicious
- Learn the steps you should take after discovering suspicious activity

Anti-Money Laundering—What Are PEPs? [B-143 or C-143]

Course Overview

This module is intended for customer/member service representatives, private bankers, and commercial account managers. The module summarizes the threat of money laundering with a focus on politically exposed persons (PEPs). The risks presented by PEPs are discussed along with a recent example as a case study. The duration of this course is one-half hour.

Course Objectives

- Describe what money laundering is and how it's accomplished
- Recognize the products, transactions, and consumer types that may pose higher money laundering risks
- Identify the elements of a comprehensive anti-money laundering program
- Define politically exposed persons (PEPs)
- Recognize suspicious activities involving PEP accounts
- Describe the difficulties your financial institution encounters in screening for PEPs in the consumer base
- Recount the recent and ongoing civil and criminal charges levied against Riggs Bank
- Achieve a passing score on the Post-Test

Anti-Terrorism [B-26 or C-26]

Course Overview

This course provides an overview of various anti-terrorism laws and regulations that apply to your financial institution. The duration of this course is one and one-half hours.

Course Objectives

- Recognize how the following laws help defend against terrorism and other illegal activities: USA PATRIOT Act, Bank Secrecy Act, Money Laundering Act, Office of Foreign Assets Control (OFAC), and Identity Theft Act
- Identify activities associated with the financing of terrorist organizations and activities
- Recognize your due diligence and recordkeeping responsibilities in the fight against terrorism and other illegal activities
- Recognize your financial institution's wartime obligations under the Servicemembers Civil Relief Act (previously known as the Soldiers' and Sailors' Civil Relief Act of 1940)
- Achieve a passing score on the Post-Test

Bank Secrecy Act [B-19 or C-19]

Course Overview

The purpose of the Bank Secrecy Act (BSA) is to help combat money laundering and other illegal financial activity. This course provides a working knowledge of the BSA. It covers various currency reporting requirements. The course also reviews the importance of knowing consumers, and properly verifying their identities, in order to detect and report suspicious activity. The duration of this course is one and one-half hours.

Course Objectives

- Recognize the underlying purpose and key terms of the Bank Secrecy Act
- Verify the identity of customers/members as required by Customer Identification Program (CIP)/Member Identification Program (MIP) requirements
- Identify reportable currency transactions
- Recognize information needed to properly complete a Currency Transaction Report (CTR)
- Identify wire-transfer reporting requirements
- Identify some common money laundering schemes
- Spot suspicious transactions and take appropriate action
- Achieve a passing score on the Post-Test

Bank Secrecy Act for Customer/Member Service Representatives [B-19-4 or C-19-4]

Course Overview

This course introduces the customer/member service representative to the Bank Secrecy Act (BSA), a key piece of legislation that helps the U.S. combat money laundering and other illegal financial activity. This course also discusses what types of identification requirements and transaction reporting are necessary to help deter money laundering at your financial institution.

This course takes the position that customer/member service representatives are involved in activities such as opening deposit accounts, effecting wire transfers, determining whether a consumer is eligible for exemption from the currency transaction reporting requirements, filling out Currency Transaction Reports, detecting and reporting suspicious activity, and selling cashier's and teller's checks, and other monetary instruments. The duration of this course is one hour.

Course Objectives

- Describe what the Bank Secrecy Act is and how it helps fight money laundering
- Recognize the importance of good Know Your Customer/Member and Customer/Member Identification Programs, and know how to adhere to these programs when working with a consumer
- Be aware of the reporting and recordkeeping regulations for the Currency Transaction Report (CTR), Suspicious Activity Report (SAR), wire transfers, and the \$3,000 rule
- Determine whether a consumer is or could be exempt from the recordkeeping regulations
- Achieve a passing score on the Post-Test

Case Studies

■ Bank Secrecy Act for CSRs/MSRs—“There’s Gotta Be a Better Way!” [B-19-4-1 or C-19-4-1]

Course Overview

This case study presents a consumer who may be eligible for placement on the financial institution’s “exempt” list—the list of consumers whose currency transactions are exempt from the reporting requirement. The duration of this course is 15 minutes.

Course Objectives

- Recognize a consumer who may be eligible for placement on the financial institution’s “exempt” list
- Make the determination as to whether or not the consumer is eligible
- Complete the exemption form

■ Bank Secrecy Act for CSRs/MSRs—College Daze [B-19-4-2 or C-19-4-2]

Course Overview

This case study illustrates the recordkeeping and verification procedures that must occur when a financial institution facilitates a wire transfer for someone. The duration of this course is 15 minutes.

Course Objectives

- Identify wire transfers that are subject to Bank Secrecy Act (BSA) recordkeeping and verification procedures for “originator’s” financial institution
- Execute those procedures

■ Bank Secrecy Act for CSRs/MSRs—The Owl’s Cry [B-19-4-3 or C-19-4-3]

Course Overview

This case study illustrates the recordkeeping and verification procedures that must occur when a financial institution receives a wire transfer for someone. The duration of this course is 15 minutes.

Course Objectives

- Identify wire transfers that are subject to BSA recordkeeping and verification procedures for “beneficiary’s” financial institution
- Execute those procedures

■ Bank Secrecy Act for CSRs/MSRs—Is It or Isn’t It? [B-19-4-4 or C-19-4-4]

Course Overview

This case study illustrates how the Currency Transaction Report (CTR) rules, Suspicious Activity Report (SAR) rules, and fund transfer rules could come into play—or at least need to be considered—simultaneously in a single transaction. The duration of this course is 15 minutes.

Course Objectives

- Identify wire transfers that are subject to Bank Secrecy Act (BSA) recordkeeping and verification procedures for “beneficiary’s” financial institution
- Determine whether a CTR should be filed in connection with a wire transfer
- Determine whether a SAR should be filed in connection with a wire transfer

■ Bank Secrecy Act for CSRs/MSRs—“Hello, Stranger.” [B-19-4-5 or C-19-4-5]

Course Overview

This case study tests a customer/member service representative’s knowledge of the Bank Secrecy Act’s rules on consumer identification as applicable to the opening of a checking account. The duration of this course is 15 minutes.

Course Objectives

- List the information you need to obtain from the consumer
- Be aware of the verification procedures that a customer/member service representative must follow when opening a checking account for a consumer

Bank Secrecy Act for Directors and Senior Management [B-134 or C-134]

Course Overview

Board members and senior managers of financial institutions have ultimate responsibility in their financial institutions' efforts to comply with the Bank Secrecy Act (BSA). The enforcement agencies have emphasized this in a number of contexts—in regulations, examination handbooks, and even in settlement agreements with financial institutions found to be out of compliance with the BSA. This course will review what the regulatory agencies promote as the important BSA responsibilities of directors and senior management. The course will also give an overview of BSA requirements in general, so that senior management and board members have a general idea of the range of requirements with which their financial institutions must comply. The duration of this course is one-half hour.

Course Objectives

- Fulfill the obligations a board member or a senior management employee has under the BSA
- Evaluate your financial institution's policies for compliance with the various requirements of the BSA
- Achieve a passing score on the Post-Test

Bank Secrecy Act for Lenders [B-19-2 or C-19-2]

Course Overview

This course introduces loan officers to the Bank Secrecy Act (BSA), a key piece of legislation that helps the U.S. combat money laundering and other illegal financial activity. This course also discusses what types of identification requirements and transaction reporting are necessary to help deter money laundering at your financial institution. This course takes the position that loan officers primarily review loan applications and accompanying documentation, open loan accounts, answer questions from loan applicants and borrowers, and compile consumer identification information. We assumed that loan officers do not accept payments on loan accounts. The duration of this course is one hour.

Course Objectives

- Describe what the Bank Secrecy Act is and how it helps fight money laundering
- Recognize the importance of good Know Your Customer/Member and Customer/Member Identification Programs, and know how to adhere to these programs when working with a consumer
- Be aware of the reporting and recordkeeping regulations for the Suspicious Activity Report (SAR)
- Achieve a passing score on the Post-Test

Case Studies

■ Bank Secrecy Act for Lenders—“What City, Please?” [B-19-2-1 or C-19-2-1]

Course Overview

Loan officers encounter the Bank Secrecy Act (BSA) primarily through the consumer identification requirements. This case study illustrates some of the complications involved when a consumer is less than forthcoming with some information. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation in which you should consult your financial institution’s consumer identification policy
- Complete a Suspicious Activity Report (SAR) form

■ Bank Secrecy Act for Lenders—What Will They Think of Next? [B-19-2-2 or C-19-2-2]

Course Overview

The BSA rules on suspicious transactions apply to the lending side of a financial institution just as they do to the deposit side. Although loan-side suspicious transactions may not be as common as they are on the deposit side, loan officers should still be aware of the different kinds of fraud that can occur in connection with loans. This case study presents a situation that should raise concerns. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation that may constitute a suspicious transaction
- Determine when a financial institution would file a Suspicious Activity Report (SAR)
- Complete a SAR form

■ Bank Secrecy Act for Lenders—What’s a Loan Among Friends? [B-19-2-3 or C-19-2-3]

Course Overview

Violations of the insider lending rules can trigger the requirement that you file a Suspicious Activity Report (SAR). This case study is an illustration of such a scenario. The duration of this course is 15 minutes.

Course Objectives

- Recognize a situation that may constitute a violation of the insider lending rules
- Determine why a SAR should be filed
- Complete a SAR form

Bank Secrecy Act for Operations [B-19-3 or C-19-3]

Course Overview

This course introduces an operations employee to the Bank Secrecy Act (BSA), a key piece of legislation that helps the U.S. combat money laundering and other illegal financial activity. This course defines the role of “operations employee” as someone whose responsibilities involve access to a consumer’s account records on a wider scale than the access granted to other financial institution employees. These are people who check reports on same-day transactions across different branches, ATMs, and such. Because of their broader access to account records, these employees have the opportunity to detect certain types of fraud that other employees might not be able to detect. The duration of this course is one hour.

Course Objectives

- Describe what the Bank Secrecy Act is and how it helps fight money laundering
- Be aware of the reporting and recordkeeping regulations for the Currency Transaction Report (CTR), Suspicious Activity Report (SAR), wire transfers, and the \$3,000 rule
- Apply the information from this course in relevant scenarios
- Achieve a passing score on the Post-Test

Case Studies

■ Bank Secrecy Act for Operations—Larry’s Food Mart or Larry’s Laundry? [B-19-3-1 or C-19-3-1]

Course Overview

Financial institution employees who process data, file forms, and such are also subject to the Bank Secrecy Act (BSA) requirements. Occasionally, as illustrated in this case study, a person in this type of role who has access to account records will come across something that raises concerns and warrants the filing of a Suspicious Activity Report (SAR). The duration of this course is 15 minutes.

Course Objectives

- Recognize a potential case of fraud
- Respond appropriately
- Complete a SAR form

■ Bank Secrecy Act for Operations—Miguel’s Dilemma [B-19-3-2 or C-19-3-2]

Course Overview

People who wish to avoid the Currency Transaction Report (CTR) requirements sometimes utilize ATMs to do so. This case study is an example of what behaviors might raise suspicions. The duration of this course is 15 minutes.

Course Objectives

- Identify possible structuring
- Select the correct reports to be filed
- Complete a Suspicious Activity Report (SAR) Form TD F 90-22.47
- Complete a CTR Form 104

■ Bank Secrecy Act for Operations—Coupon Redemption [B-19-3-3 or C-19-3-3]

Course Overview

Financial institution employees who process data, file forms, and such are also subject to the Bank Secrecy Act (BSA) requirements. Occasionally, as illustrated in this case study, a person in this type of role who has access to account records will come across something that raises concerns and warrants the filing of a Suspicious Activity Report (SAR). The duration of this course is 15 minutes.

Course Objectives

- Recognize a potential case of fraud
- Respond appropriately
- Complete a SAR form

■ Bank Secrecy Act for Operations—Ghost in the System [B-19-3-4 or C-19-3-4]

Course Overview

Studying account records combined with general alertness sometimes reveals fraud. In this case study, an operations employee suspects fraud when she puts together information she reads in the newspaper and information she sees in a consumer's account records. The duration of this course is 15 minutes.

Course Objectives

- Identify possible fraud
- Respond appropriately
- Complete a SAR form

Bank Secrecy Act for Tellers [B-19-1 or C-19-1]

Course Overview

This course introduces the teller to the Bank Secrecy Act (BSA), a key piece of legislation that helps the U.S. combat money laundering and other illegal financial activity. This course also discusses what types of identification requirements and transaction reporting are necessary to help deter money laundering at your financial institution. This course focuses on the teller's involvement in typical teller window transactions, such as deposits and withdrawals from deposit accounts, receiving payments on loan accounts, effecting transfers from account to account, selling cashier's and teller's checks, assisting with balance inquiries, etc. The duration of this course is one hour.

Course Objectives

- Describe what the Bank Secrecy Act is and how it helps fight money laundering
- Be aware of the reporting and recordkeeping regulations for the Currency Transaction Report (CTR), Suspicious Activity Report (SAR), wire transfers, and the \$3,000 rule
- Know when to direct a consumer who might be exempt from the CTR requirement to a financial institution employee who can make that determination
- Apply the information from this course in relevant scenarios
- Achieve a passing score on the Post-Test

Case Studies

■ Bank Secrecy Act for Tellers—Business is Booming [B-19-1-1 or C-19-1-1]

Course Overview

This case study presents a business checking account consumer who plans to deposit \$16,250.28 to his account. The duration of this course is 15 minutes.

Course Objectives

- Identify the cash value required to file a Currency Transaction Report (CTR)
- Describe the CTR information that can be shared with a consumer
- Select the correct report(s) that must be filed
- Complete a CTR Form 104

■ Bank Secrecy Act for Tellers—A Little Knowledge is Dangerous [B-19-1-2 or C-19-1-2]

Course Overview

This case study presents a consumer who is “structuring” currency transactions to avoid the currency transaction reporting requirement. The duration of this course is 15 minutes.

Course Objectives

- Recognize a relatively obvious case of structuring
- Inform consumer of the prohibition against structuring without violating the rule that bars a financial institution from telling a consumer that it has actually filed a Suspicious Activity Report (SAR)
- Respond appropriately in a scenario such as this
- Complete a SAR form

■ Bank Secrecy Act for Tellers—What Are Friends For? [B-19-1-3 or C-19-1-3]

Course Overview

This case study presents a consumer who is “structuring” currency transactions to avoid the currency transaction reporting requirement. The duration of this course is 15 minutes.

Course Objectives

- Recognize a transaction that requires a Currency Transaction Report (CTR)
- Determine that the CTR should be filed even though the transaction is conducted by a person on your financial institution’s “exempt” list
- Recognize a suspicious transaction characterized by the consumer’s reluctance to have the transaction reported under the CTR rules
- Complete a Suspicious Activity Report (SAR) form

■ Bank Secrecy Act for Tellers—Connect the Dots [B-19-1-4 or C-19-1-4]

Course Overview

This case study presents multiple consumers working together to “structure” a currency transaction to avoid the reporting requirement. The duration of this course is 15 minutes.

Course Objectives

- Recognize and respond appropriately to an attempt at coordinated multiple-person structuring
- Complete a Suspicious Activity Report (SAR)

Bomb Threats and Other Security Issues [B-93 or C-93]

Course Overview

Because of the possibility of violent crimes against financial institutions and their employees, understanding how to respond and what steps to take is crucial in protecting employees and consumers against these threats. In addition, it is imperative to understand your role when addressing other emergency situations. The duration of this course is one hour.

Course Objectives

- Know what to do during a bomb threat
- Recognize and respond appropriately to an extortion call
- Identify and deal with suspicious mail
- Know what to do during emergency evacuation situations
- Recognize and report personal and work-related threats
- Achieve a passing score on the Post-Test

Counterfeiting, Forgery, and Alterations [B-38 or C-38]

Course Overview

This course will teach you about three types of crime to which financial institutions are sometimes subject. Counterfeiting is illegally creating documents, such as currency or checks. Forgery is illegally duplicating handwriting, usually someone's signature. Alterations are illegal changes to what would otherwise be authentic documents. The ability to quickly recognize counterfeiting, forgery, and alterations is extremely valuable to your financial institution because the sooner it is recognized, the greater the possibility of catching the perpetrator and recovering any losses suffered. The duration of this course is one-half hour.

Course Objectives

- Recognize and respond properly to counterfeit currency, checks, and identification documents
- Recognize and respond properly to forgery
- Recognize and respond properly to alterations of documents
- Achieve a passing score on the Post-Test

Currency Transaction Reporting [B-83 or C-83]

Course Overview

The primary purpose of the Bank Secrecy Act (BSA) is to prevent and detect money laundering activity through financial institutions and certain other businesses in the United States. According to the Financial Crimes Enforcement Network (FinCEN), money laundering is defined as "disguising financial assets so they can be used without detection of the illegal activity that produced them." This course focuses on the currency transaction reporting requirements of the BSA. The duration of this course is one hour.

Course Objectives

- Identify large currency transactions that must be reported
- Properly complete Currency Transaction Report (CTR) forms
- Achieve a passing score on the Post-Test

Customer Identification Program (CIP)/Member Identification Program (MIP) [B-55 or C-55]

Course Overview

This course reviews the basic requirements of a Customer Identification Program (CIP)/Member Identification Program (MIP) as prescribed by the USA PATRIOT Act. It explains the relationship between a CIP/MIP and the financial institution's anti-money laundering program. In addition, it provides guidance on how to verify the identity of customers/members and how to respond to identity verification problems. The duration of this course is one hour.

Course Objectives

- Recognize the importance of your financial institution's CIP/MIP policy and its impact on your financial institution and its customers/members
- Identify CIP/MIP requirements and when they apply
- Verify customer/member identity consistent with your financial institution's CIP/MIP policy
- Respond to customers/members and handle identity verification problems
- Achieve a passing score on the Post-Test

FACT Act Identity Theft Red Flags [B-182 or C-182]

Course Overview

The Fair and Accurate Credit Transactions (FACT) Act is an amendment to the Fair Credit Reporting Act (FCRA). The FACT Act adds to the FCRA's requirements and restrictions. In November 2008, the federal financial institution regulatory agencies finally issued the implementing regulations for statutory provisions that had been in existence for over four years. The new identity theft rules provide guidance and structure for a financial institution's anti-identity theft program.

Course Objectives

- Describe the components of your financial institution's program for fighting identity theft
- Identify the federal agency recommendations for detecting, preventing and mitigating the effects of identity theft included in your financial institution's policy
- Spot the most common signs of identity theft
- Achieve a passing score on the Post-Test

Frauds and Scams [B-39 or C-39]

Course Overview

This course will describe a number of frauds and scams that lawbreakers sometimes attempt against financial institutions and their consumers. This course will also describe actions you can take to prevent or mitigate the consequences of these frauds and scams. The duration of this course is one-half hour.

Course Objectives

- Recognize a variety of frauds and scams
- Take action to prevent them
- Lessen the consequences of frauds and scams that do occur
- Achieve a passing score on the Post-Test

GLB Privacy (Opt Out) [B-1 or C-1]

Course Overview

This course is intended to provide you with a thorough understanding of the concepts, terms, and requirements of the Gramm-Leach-Bliley (GLB) privacy rules as they apply to your financial institution and your job function. The duration of this course is one hour.

Course Objectives

- Appreciate the driving forces behind the privacy regulation
- Understand and apply key privacy terms and concepts
- Understand your financial institution's obligations under the privacy regulations
- Perform your job functions in a manner consistent with the privacy requirements
- Properly distribute your financial institution's privacy and opt-out notices in the course of consumer interaction
- Accurately address consumer questions and issues regarding privacy
- Achieve a passing score on the Post-Test

GLB Privacy (No Opt Out) [B-2 or C-2]

Course Overview

This course is intended to provide you with a thorough understanding of the concepts, terms, and requirements of the Gramm-Leach-Bliley (GLB) privacy rules as they apply to your financial institution and your job function. The duration of this course is one hour.

Course Objectives

- Appreciate the driving forces behind the privacy regulation
- Understand and apply key privacy terms and concepts
- Understand your financial institution's obligations under the privacy regulations
- Perform your job functions in a manner consistent with the privacy requirements
- Properly distribute your financial institution's privacy notice in the course of consumer interaction
- Accurately address consumer questions and issues regarding privacy
- Achieve a passing score on the Post-Test

Office of Foreign Assets Control (OFAC) [B-23 or C-23]

Course Overview

This course is designed to provide a working knowledge of OFAC by completing the objectives listed below. The duration of this course is one hour.

Course Objectives

- Appreciate the underlying purpose of OFAC requirements
- Understand your financial institution's procedures for verifying transactions against OFAC lists
- Be aware of specific actions that may be taken under OFAC Account Block and Rejected Item
- Achieve a passing score on the Post-Test

Pretext Calling and Identity Theft [B-22 or C-22]

Course Overview

This course introduces financial institution employees to the security threats posed by pretext calling and identity theft. It describes the methods used by pretext callers and identity thieves, and it provides tips on how to spot and avoid these types of fraud. The duration of this course is one hour.

Course Objectives

- Spot the telltale signs of pretext calling and identity theft
- Identify common methods used by pretext callers and identity thieves
- Respond appropriately to attempts at pretext calling or identity theft
- Recognize the importance of preventing these types of fraud
- Achieve a passing score on the Post-Test

Right to Financial Privacy Act (RFPA) [B-20 or C-20]

Course Overview

The Right to Financial Privacy Act ensures that financial institution consumers' financial activities have a reasonable amount of privacy from federal government scrutiny. The duration of this course is one hour.

Course Objectives

- Appreciate the underlying purpose of the Right to Financial Privacy Act
- Be aware of both the government's and your financial institution's responsibilities under the RFPA
- Understand what constitutes proper authorization for the release of financial information to federal authorities
- Achieve a passing score on the Post-Test

Robberies [B-40 or C-40]

Course Overview

As financial institutions are sometimes victims of robberies, it is the responsibility of every employee to help deter and prevent these crimes. This course will provide you with basic methods used by financial institutions to avoid and react to robberies. The duration of this course is one hour.

Course Objectives

- Act calmly and appropriately in the event of a robbery
- Respond and act in ways that prevent a robbery from getting out of control
- Identify your role once your financial institution has been robbed
- Recognize the common methods used to avoid a robbery
- Take the necessary steps in avoiding a robbery
- Follow proper opening and closing procedures
- Achieve a passing score on the Post-Test

Security of Customer/Member Information [B-36 or C-36]

Course Overview

This course provides you with a thorough understanding of Information Security guidelines and how they impact your financial institution's Information Security program. The duration of this course is three-quarters of an hour.

Course Objectives

- Recognize and understand the objectives of an Information Security program
- Understand how an Information Security program is developed and implemented
- Recognize Information Security risks
- Identify the measures that manage and control Information Security risk
- Perform your job function in a manner consistent with general Information Security guidelines and your financial institution's Information Security program
- Understand the requirements for testing and making adjustments to an Information Security program
- Be aware of requirements regarding the oversight of service providers
- Establish policies for adequately responding to unauthorized access to consumer information
- Achieve a passing score on the Post-Test

Suspicious Activity Reporting [B-100 or C-100]

Course Overview

The primary purpose of the Bank Secrecy Act (BSA) and related laws is to help detect and prevent money laundering activity through financial institutions and certain other businesses in the United States. According to the Financial Crimes Enforcement Network (FinCEN), money laundering is “disguising financial assets so they can be used without detection of the illegal activity that produced them.” This module focuses on the suspicious activity reporting requirements. The duration of this course is one hour.

Course Objectives

- Identify characteristics of reportable suspicious transactions and activities
- Know what to do if you detect suspicious activity
- Recognize your suspicious activity reporting responsibilities
- Achieve a passing score on the Post-Test

Operational Group

Advertising Compliance [B-144 or C-144]

Course Overview

Financial institutions are subject to an array of laws and regulations that affect their advertising. This course will give you an overview of federal law. The duration of this course is one hour.

- Regulation Z (Truth in Lending)
- Regulation DD (Truth in Savings)
- Advertising rules associated with deposit insurance
- Miscellaneous rules from the federal agencies
- The CAN-SPAM Act of 2003

Course Objectives

- Make a checklist of advertising requirements and restrictions against which to check your financial institution's advertising
- Evaluate your financial institution's level of compliance with advertising rules
- Achieve a passing score on the Post-Test

Banking 101 [B-31 or C-31]

Course Overview

This course introduces front-line personnel and new hires to the banking industry. The duration of this course is one hour.

- A general description of what banking institutions do and how they make a profit
- The characteristics of different types of banking institutions
- Key events in the history of the banking industry
- The regulatory structure of the banking industry
- Current issues and trends within the banking industry

Course Objectives

- Explain the intermediary role that banking institutions play and how a banking institution earns a profit; this does not apply to credit unions since credit unions are non-profit entities
- Recognize the differences in the three types of banking institutions
- Explain how the key events in the history of the banking industry in the U.S. have affected banking institutions
- Describe where your financial institution fits in the regulatory structure of the banking industry
- Discuss recent issues and trends in the banking industry
- Achieve a passing score on the Post-Test

Banking 102 [B-47 or C-47]

Course Overview

This course examines the deposit and credit sides of a typical banking institution (including credit unions and other types of banking institutions). The course also explores “customer-focused services” and “member-focused services,” which include wealth management services, brokerage services, and foreign exchange and international services. The course finishes with a review of some current trends in the banking industry. The duration of this course is one and one-half hours.

Course Objectives

- Explain the nature and products on the deposit side of a banking institution as well as deposit insurance and other deposit-side functions
- Describe the credit side functions of a banking institution as well as identify typical documentation and operations aspects
- Summarize “customer-focused services” and “member-focused services”
- Outline current trends in the banking industry
- Achieve a passing score on the Post-Test

Credit Unions: Then and Now [C-79]

Course Overview

The purpose of this course is to give the student some historical background on credit unions to enhance the student’s understanding of the differences between credit unions and other types of financial institutions.

Course Objectives

- Identify the key events in the history of credit unions
- Apply the history of credit unions toward your understanding of the current differences between credit unions and other types of financial institutions
- Achieve a passing score on the Post-Test

Elder Financial Abuse [B-77 or C-77]

Course Overview

This course focuses on an issue known as “elder financial abuse”—one that many financial institutions are now facing due to increasing industry concern and, in some cases, state legislation.

Although there is no fixed definition, elder financial abuse generally means taking advantage of a person’s elderly status in order to gain access to that person’s money by deceit, duress, or some other improper means. Men and women are equally vulnerable.

Financial institution employees are in what might be the best “outsider” position to detect elder financial abuse. When warranted, reporting suspected elder financial abuse can help protect your senior consumers against future financial difficulties and a great deal of emotional pain and suffering. The duration of this course is one hour.

Course Objectives

- Spot warning signs of elder financial abuse
- Follow the appropriate procedures if you detect a sign of elder financial abuse
- Discuss the basic impact of federal and state privacy rules, suspicious activity reporting requirements, and consumer education in the area of elder financial abuse
- Achieve a passing score on the Post-Test

Ethics for Bankers [B-56 or C-56]

Course Overview

This course introduces the standards of conduct that should guide employees of financial institutions. The course introduces some of the legal foundations for ethical conduct. However, the course also shows how ethics goes beyond minimum legal and regulatory compliance. Finally, the course reviews areas of concern that are commonly included in financial institutions’ codes of conduct. Strategies are provided for minimizing work-related ethical conflicts and dilemmas. The duration of this course is one hour.

Course Objectives

- Recognize why ethical conduct is important to financial institutions
- Define what ethics is and how it relates to legal and regulatory systems
- Identify core standards such as integrity, honesty, reciprocity, responsibility, fairness, and so forth
- Identify concerns commonly included in financial institutions’ codes of conduct
- Distinguish between ethical and unethical behavior in financial institutions
- Achieve a passing score on the Post-Test

Fair Debt Collection Practices Act (FDCPA) [B-10 or C-10]

Course Overview

This course is designed to provide you with a thorough understanding of the concepts, terms, and requirements of the Fair Debt Collection Practices Act as they apply to your financial institution and your job function. The duration of this course is one hour.

Course Objectives

- Understand the purpose of the FDCPA
- Understand and apply key terms used in the FDCPA
- Be aware of the type of communication that is allowed when collecting a debt or attempting to locate a consumer
- Identify and explain activities that are restricted in the process of collecting a debt
- Ensure that none of the specifically prohibited representations are violated
- Explain your affirmative duties regarding disputed debts
- Understand the penalties under the Act
- Achieve a passing score on the Post-Test

Insurance Disclosures [B-30]

Course Overview

This course explains rules that apply to financial institutions that sell or offer insurance products to consumers. These regulations apply to insurance referrals, the manner of sale, and disclosures. The duration of this course is one and one-quarter hours.

Course Objectives

- Know the types of insurance products that are covered
- Differentiate between credit and sales disclosures
- Be able to explain key points of the required disclosures to the customer
- Provide disclosures both in the proper form and at the proper time
- Obtain confirmation that the consumer received the disclosure
- Distinguish between acceptable and prohibited insurance sales practices, and act accordingly
- Achieve a passing score on the Post-Test

Introduction to Compliance for Tellers [B-88 or C-88]

Course Overview

This course explains the compliance responsibilities of tellers. It describes the primary laws and regulations that they must consider when doing their job day to day. When tellers perform these responsibilities well, financial institutions will be in compliance with these rules. The duration of this course is approximately one hour.

Course Objectives

- Identify key Bank Secrecy Act responsibilities
- Describe general funds availability requirements under Regulation CC
- Identify when and why funds availability may be delayed, and for how long, under Regulation CC
- Respond to consumer reports of transaction disputes and billing errors under Regulations E and Z
- Respond to consumer deposit account inquiries and information requests under Regulation DD
- Explain Regulation D transaction limitations and account eligibility requirements
- Recognize consumer privacy rights
- Handle requests for the financial institution's Community Reinvestment Act (CRA) public file
- Achieve a passing score on the Post-Test

Introduction to Credit Card Regulations [B-91 or C-91]

Course Overview

This course provides a brief introduction to various federal laws and regulations governing credit cards. The duration of this course is one hour.

Course Objectives

- Identify the general reasons why we have laws and regulations governing the credit card business
- Identify how regulations affect credit card customers
- Identify how credit card laws and regulations affect the work of employees working in the credit card sales, support, and servicing areas
- Achieve a passing score on the Post-Test

Providing Service to Customers/Members With Disabilities [B-50 or C-50]

Course Overview

The Americans With Disabilities Act (ADA) extends specific rights to individuals with disabilities. This course provides an awareness of the steps taken to make services accessible to individuals with disabilities and the appropriate ways to assist them. The duration of this course is one hour.

Course Objectives

- Be aware of those conditions considered disabilities under the ADA
- Appreciate the significant proportion of people with disabilities in the overall population
- Recognize the physical or mental impairment that a consumer may have
- Understand the importance of reasonable accommodations that make services accessible to individuals with disabilities
- Properly assist and interact with consumers who have disabilities or impairments
- Achieve a passing score on the Post-Test

Transaction-Related Group

Accepting Negotiable Instruments [B-43 or C-43]

Course Overview

This module will introduce you to the basic standards and procedures that apply when you accept or cash checks that are presented at the teller window. The laws and compliance requirements affecting checks are detailed and very important. Because consumers will present checks on a regular basis, you will need to know basic check law requirements so you can effectively respond to consumers' deposit and check-cashing requests. Also, because of an increase in check fraud, accepting checks poses the risk of financial loss for your financial institution. As a result, your understanding of these rules is essential to minimizing those risks and protecting your financial institution. The duration of this course is one and one-half hours.

Course Objectives

- Identify various types of checks and their standard features
- Recognize what makes a check negotiable
- Distinguish between different types of endorsements
- Identify general conditions for accepting checks for cashing
- Recognize acceptable forms of identification
- Recognize signs of check fraud and respond appropriately
- Achieve a passing score on the Post-Test

Savings Bonds [B-46 or C-46]

Course Overview

This course covers U.S. Savings Bonds and explains how to issue and redeem them. The duration of this course is one-half hour.

Course Objectives

- Recognize the characteristics of various savings bonds issued by the U.S. government
- Identify the procedures for selling and redeeming U.S. Savings Bonds
- Achieve a passing score on the Post-Test

Servicemembers Civil Relief Act [B-127 or C-127]

Course Overview

This course focuses on the fundamentals of the Servicemembers Civil Relief Act (SCRA). The “six percent interest rate rule” and other provisions that directly affect financial institutions are explained in detail. Other protections that the SCRA affords servicemembers are also explained. A general understanding of these other protections will enable you to better assist servicemembers and their families. The duration of this course is one hour.

Course Objectives

- Describe who is eligible for protection under the SCRA
- Explain the six percent interest rate rule
- Recognize situations affecting your financial institution where a servicemember is entitled to SCRA protection
- Alert a servicemember or his or her dependents to other protections that might be available under the SCRA
- Achieve a passing score on the Post-Test

About Wolters Kluwer Financial Services

Wolters Kluwer Financial Services is a leading provider of compliance, content, technology, and services for banking, securities, and insurance. We bring together some of the industry's most trusted and reliable solutions to help financial organizations address compliance requirements, reduce risk, and operate more efficiently. Our leading brand families include Bankers Systems, Expere[®], PCi, and VMP[®] Mortgage Solutions. From paper documents, software, and training resources to fully integrated technology solutions, we deliver the products and services you need in today's rapidly and constantly changing financial services industry. To learn more, visit www.WoltersKluwerFS.com.

For more information about Wolters Kluwer Financial Services **e-Learning Solutions**, contact your Wolters Kluwer Financial Services Account Representative or call 1.800.552.9410.

www.WoltersKluwerFS.com

