Banking

eLearning Library

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COURSES

Full Length (30-60 minutes)

Foreign Corrupt Practices Act: Core Concepts
With more than 1.1 billion dollars in resolution payments in the first quarter of 2019 alone, the Department of Justice, or DOJ, and the Securities and Exchange Commission, or SEC, are cracking down on enforcing the US Foreign Corrupt Practices Act. The Foreign Corrupt Practices Act, or FCPA, is a critically important statute for combatting corruption around the globe. In this program, we'll discuss the background of this Act and how it came to be. We'll also go over the core concepts and what violates the FCPA.

Foreign Corrupt Practices Act: Compliance
The Foreign Corrupt Practices Act, or FCPA, is a U.S. law that targets corruption and is often known as the law used to prosecute bribes paid abroad. A critical part of any company's internal controls is having an effective compliance program. It's essential to detecting and preventing FCPA violations and can be tailored to a company's specific business and to the risks associated with that business. In this program, we'll focus on tips for complying with the FCPA and the proper elements to an effective compliance program.

Right to Financial Privacy Act: Introduction
What does "right to financial privacy" really mean? Well, not so long ago, the U.S. government could request access to our bank records, without our knowledge, at any time. Our bank records include highly sensitive information like our account numbers, social security numbers, home addresses, and spending patterns. Congress, in time, established privacy acts that would protect consumer information. In this course, we'll discuss the Right to Financial Privacy Act (RFPA). We'll look at its history, who it protects, how it impacts financial institutions, and the violations and penalties associated with the act.

Right to Financial Privacy Act: Part 1
The Right to Financial Privacy Act of 197,8 or RFPA, was a result of the Supreme Court's Ruling in US v Miller (1976). The RFPA outlines specific process and procedures for disclosing member information to government authorities. Watch this course to find out how the RFPA applies to you!

Right to Financial Privacy Act: Part 2
There are always exceptions to rules – and the RFPA is no different. On the one hand, you have the RFPA that protects financial records from being viewed. On the other hand you have the Patriot Act, BSA, and AML which provides government agencies the right to view customer records. Financial records are important tools in investigating drug-trafficking, espionage, fraud, and acts of terrorism. In order to keep records protected when they need to be, and viewed when they need to be, exceptions to the RFPA were created.

Right to Financial Privacy Act: Gramm-Leach-Bliley Act - Title V
In this course, we'll take an in-depth look at the Gramm-Leach-Bliley Act (GLBA). We'll discuss the history of the GLBA and how it came to be. We'll also focus specifically on Title V of the Act, which governs the treatment of nonpublic personal information about consumers by financial institutions. This act provides three types of privacy protection, which we'll discuss here. We'll also cover who it's designed to protect and how it impacts financial institutions. Lastly, we'll talk about exceptions to the law, and penalties for non-compliance.

Right to Financial Privacy Act: USA PATRIOT Act
The Patriot Act stems from the September 11th, 2001 terrorist attacks on America. The terrorists involved in the attacks used U.S. and foreign

financial institutions to hold, move, and retrieve their money. Following these attacks, the U.S. government set up a way to to detect or disrupt transactions of the type that financed 9/11. In this course, we'll talk about this important act and how it impacts financial institutions. We'll discuss the act's requirements including Customer Identification Programs and anti-money laundering measures.

Regulation E: Overview
Technological advancements in the financial industry have provided much greater convenience and improved financial management and communication. The downside to these improvements is the increase in fraudulent activities, impacting both financial institutions and their customers. To safeguard against fraud, a set of rules was established by federal banking regulators known as Regulation E, or Reg E. These rules implement the Electronic Funds Transfer Act. In this course, we'll discuss the heart of Reg E. We'll go over the the important information financial institutions must disclose to their consumers, guidelines regarding when access devices, such as debit cards, may be issued, the extent of a consumer or bank's liability when there are errors, electronic transaction overdraft protections, guidelines for receipts and periodic statements, as well as information about prepaid account rules.

Regulation E: Electronic Check Conversion
It wasn't long ago that when a person wrote a personal check, the recipient deposited the check and the check was processed manually. The process could take days to complete, which meant the deposit had to wait for the funds to clear. Today, new technology has eliminated much of the delay by turning a paper check into an electronic transfer, also known as an electronic check or e-check. In this course, we'll look at electronic check conversions, or ECKs, and how they're covered under Regulation E. We'll talk about ECK transactions, MICR encoding, consumer authorization, and payee responsibilities.

Regulation E: Disclosures Part 1
We know that Regulation E implements the Electronic Funds Transfer Act, the types of transfers the regulation does and does not protect, and why it's important as a financial institution to adhere to the guidelines. Regulation E also sets forth 11 disclosures, so in this course, we'll take a look at these individually so you can understand what a financial institution is required to disclose to its customers. One of the most important acts of compliance is to promptly and accurately communicate the content of these disclosures, so we'll also discuss disclosure requirements, including formatting, options, timing, and content.

Regulation E: Disclosures Part 2
In the Disclosures Part 1 video, you learned about the general requirements for disclosures and how they need to be formatted, what needs to be included, as well as the actual content of the disclosures themselves. In this video, we're going to focus on four specific disclosures: those involving changes to terms, ATM fees, overdraft service fees, and gift cards.

Regulation E: Electronic Transaction Overdraft Services Opt-In
Prior to July 2010, if a consumer did not have enough funds to cover an electronic transaction, the bank or credit union would allow the transaction, cover it, and consequently charge a fee, without asking the consumer's consent. Consumers didn't like that and expected the transactions to simply be denied if their account had insufficient funds. As a result, Regulation E was amended to state that consumers must opt-in for this coverage. Let's take a look at what this protection means to consumers and their Financial Institutions.

Regulation E: Issuance of Access Devices

Under Regulation E, an access device is a card, code, or other means of access to a consumer's account that may be used by the consumer to initiate electronic funds transfers (EFTs). Recognizable forms would be your debit card or personal identification number (PIN) used to access internet banking to initiate a transfer. In this program, we'll talk about the issuance of access devices and what's required under Regulation E.

Regulation E: Error Resolution and Consumer Liability Part 1

Errors will happen and Regulation E specifically outlines how FIs should handle these instances. In this program, we'll discuss what constitutes an error, and what is not considered erroneous. We'll also talk about how a financial institution should investigate an error once one has been reported, including knowing what information needs to be gathered, and how quickly they need it by. Lastly, we'll walk viewers through the thorough, four-step resolution process.

Regulation E: Error Resolution and Consumer Liability Part 2

In the first Error Resolution and Consumer Liability video, you learned how to conduct an investigation if a consumer reports an error. In this course, we will look at what a consumer's level of liability is, based on the circumstances. Regulation E addresses consumer liability based on whether or not an access device was involved, so in this video, we will look at the levels of consumer liability when an access device IS involved. We'll discuss the different tiers of liability and what determines liability. Also throughout this program, we'll go over some real-life scenarios to help you understand how consumer liability really works.

Regulation E: Error Resolution and Consumer Liability Part 3

In the first Error Resolution and Consumer Liability video, you learned how to conduct an investigation if a consumer reports an error. Then, we looked at the levels of consumer liability when an access device is involved. In this program, we'll look at the tiers of consumer liability with transactions that do not involve an access device and walk you through some real-life examples to help you understand consumer liability.

Regulation E: Receipts and Periodic Statements

Regulation E was created for the protection of consumers. Two methods that consumers use to keep track of valid purchases and transfers are the review of periodic statements and the review of receipts of EFT transactions. For this reason, Reg E covers the importance of these documents. In this course, we'll talk about what must be included on these documents, and where, to ensure consumers are fully informed about their EFTs. We'll talk about terminal receipt requirements and any exceptions to these rules. We'll also go over periodic statement requirements and the list of exceptions to those.

Regulation E: Preauthorized Transfers

A preauthorized electronic fund transfer is an EFT authorized in advance to recur at regular intervals. It could either be a credit to, or a debit from, and account. Examples would include your paycheck getting directly deposited. A preauthorized debit might be automatic monthly bill pay for your water bill. In this course, we'll look at what Regulation E has to say about these types of repetitive, preauthorized transfers. We'll go over the rules for when money is transferring either to or from a consumer's account. We'll also talk about stopping payments and notice of transfers in varying amounts.

Regulation E: The Prepaid Rule Part 1

Prepaid cards are hugely popular. Because they're so widely accessible, Regulation E was expanded to include protection for prepaid accounts. New rules have been amended to handle periodic statements for prepaid cards, pre-acquisition disclosures, changes in error resolution and liability limitations, as well as fee schedules. In Part 1 of the Prepaid Rule, we'll talk about which accounts and cards are covered, and which ones are not. We'll talk about error resolution and liability limitations, and exceptions for unverified prepaid accounts. Lastly, we'll discuss the required changes for periodic statements and alternatives.

Regulation E: The Prepaid Rule Part 2
In The Prepaid Rule – Part 1, we looked at what the Prepaid Rule is, discussed which accounts are and aren't protected by the new rules, and how the rule affects error resolution and liability. In this program, we'll look at pre-acquisition disclosures, their formatting, and content requirements. We'll also go over hybrid-prepaid credit cards and where to find helpful resources regarding the Prepaid Rule.

RESPA: Real Estate Settlement Procedures Act: Disclosures
The Real Estate Settlement Procedures Act, or RESPA, is a federal act passed in 1974 which covers residential properties of 1-4 units. Before RESPA, real estate professionals and closing service providers were charging customers unnecessary fees to close on their homes. In this course, we'll discuss what RESPA is and the disclosures it requires.

RESPA: Real Estate Settlement Procedures Act: Kickbacks, Title Insurance, and Escrows
The Real Estate Settlement Procedures Act, or RESPA, is a federal act passed in 1974 which covers residential properties of 1-4 units. Before RESPA, real estate professionals and closing service providers were charging customers unnecessary fees to close on their homes. In this course, we will examine Sections 8-10 of RESPA, which cover consumer protections in the law. Specifically, we'll talk about how the law deals with kickbacks, title insurance, and escrows.

Regulation CC: Expedited Funds Availability Act Basics
Before 1987, back when paper checks were still a thing, MTV still aired music videos, and big hair was a MUST, many banks were holding deposits basically for as long as they wanted, before crediting consumers' accounts. "Gimme my money!" Am I right? Due to obvious public concern, congress passed the Expedited Funds Availability Act, or EFAA. The act limits the fund holding periods for all U.S. banks, savings institutions, and credit unions. This act led to many banking changes, which we'll get to throughout this series, but in this first course, we'll talk about the basics of the EFAA.

Regulation CC: Expedited Funds Availability Act Exception Holds
So, like, in the last program, we totally talked about the Expedited Funds Availability Act of 1987, and how it was managing paper checks, and more importantly, their funding times. Since the banking industry is one of the most clear-cut, unambiguous industries (PSYCH!), there are, of course, a ton of exceptions to their rules. Don't have a cow! In this program, we'll quickly roll through the exceptions to Regulation CC's funds availability requirements.

Regulation CC: Expedited Funds Availability Act Check 21
YES. Get excited. We're talking about Check 21. "WHAT?!" Yeah, you read that right! Back in October 2004, the Check Clearing for the 21st Century Act, also known as Check 21, went into effect and is covered in Subpart D of Regulation CC. authorizes the use of a negotiable instrument called a "substitute check." Check 21 provides the legal framework for the creation of these types of checks, which can then be used in place of the original paper check, without an agreement in place with other financial institutions. Prepare yourself for the wonder of Check 21. Let's dive in.

Truth in Savings Act: Regulation DD Part 1
Regulation DD implements the Truth in Savings Act, which Congress passed to help consumers make informed decisions about deposit accounts at different financial institutions through the use of uniform disclosures. The law requires FIs to provide account disclosures, so that consumers can make meaningful comparisons among different institutions. It also imposes requirements on how deposit accounts may be advertised and how interest on accounts may be calculated. So really, Regulation DD forces truth in advertising and protects the consumer. In this program, we are going to cover all of the different disclosures required by Regulation DD.

Truth in Savings Act: Regulation DD Part 2
In our Truth in Savings Act Part 1 program, we learned that Congress passed Regulation DD and the Truth in Savings Act to help consumers make informed decisions about deposit accounts at different financial institutions. Regulation DD forces truth in advertising and protects the consumer. In this second part of the series, we're going to focus on the advertising requirements listed under the regulation.

Regulation C Home Mortgage Disclosure Act
Back in 1968, the Fair Housing Act was passed to protect home buyers from discriminations in mortgage lending. Did it work? Not really. So, in 1975, Congress enacted the Home Mortgage Disclosure Act or HMDA. It's a disclosure law, implemented by the Federal Reserve Board's Regulation C, and it requires covered institutions to compile and disclose data of applications for, originations of, and purchase of home purchase loans, home improvement loans, and refinancing. In this program, we'll talk about which financial institutions this applies to, which transactions are covered, and which are excluded. We'll also discuss what needs to be recorded, reported, and disclosed.

Homeowner's Protection Act
The Homeowners Protection Act (HPA) is also known as the PMI Cancellation Act, and was designed to reduce unnecessary payments of private mortgage insurance (PMI) when homeowners are no longer required to pay it. Before the Homeowners Protection Act, many homeowners unknowingly continued to pay PMI when their equity reached 20% and they were legally able to cancel it. Oftentimes, they weren't even aware they were paying it at all, since it was lumped into their monthly mortgage payments. In some instances, a lender would agree to terminate coverage when the borrower's equity reached 20%, but then neglected to do so. In this course, we'll discuss the basics of PMI and the methods for cancellation. We'll also go over the exceptions to cancellation of PMI, the disclosures that are required, and civil liability for violating the HPA.

The Fair Housing Act
Sometimes it's hard to believe that, not so long ago, it was legal to prevent a person from renting an apartment, or selling a home, to someone based on their race, color, religion, or disabilities. Not only was it legal, it was widespread and common practice. On April 10, 1968, approximately one week after Dr. Martin Luther King was assassinated, the Fair Housing Act (also known as Title VIII of the Civil Rights Act of 1968) was signed into law. The purpose of the law is to protect people from discrimination when they're renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in housing-related activities. In this course, we'll discuss who is protected, the housing types that are covered, and what actions are prohibited under the law when it comes to selling, renting, and lending practices.

Bank Secrecy Act Basics: 01 Overview of the Bank Secrecy Act
Congress passed the Bank Secrecy Act in 1970

with the intent to combat money laundering in the U.S. Throughout the years, several additional regulations have passed to continue this mission. This collective group of laws that outline the bank's obligations to prevent money laundering are commonly known as BSA/AML, which refers to Bank Secrecy Act and Anti-Money Laundering. In this course, we'll talk about how the history of the Bank Secrecy Act and how it has evolved. We'll discuss who the BSA/AML regulations apply to and who is in charge of enforcing these laws.

Bank Secrecy Act Basics: 02 Money Laundering 101
When the U.S. government started to track large cash transactions, criminals responded by developing ways to hide the true source of their money flow, also known as money laundering. Money laundering is the process of making illegally gained funds appear to be legal. Illegally gained funds are often referred to as "dirty money." That's where the term "laundering" comes from; turning dirty money into clean money. In this program, we'll talk about the basics of money laundering. Then, we'll go over how it works, how it impacts the economy, and what the U.S. is doing to put a stop to it.

Bank Secrecy Act Basics: 03 Components of a Money Laundering Operation
Money laundering can be a very shady and hard-to-identify criminal scheme. It's important to understand the basic structure of a money laundering operation, so you can recognize when it's happening. All money laundering schemes have three elements: placement, layering, and integration. In this program, we'll talk through these three stages so that you're able to identify criminal activity when it occurs. We'll also discuss what to do if you suspect that money laundering is taking place in your financial institution.

Bank Secrecy Act Basics: 04. Requirements and Purpose of the Bank Secrecy Act
The Bank Secrecy Act established a robust set of regulations for banking institutions, including the requirement that every financial institution establish a BSA compliance program to deter illegal money laundering activity. The act also created a pathway through which law enforcement can investigate these types of crimes. In this course, we'll explore the five main components of the BSA/AML program requirements and go over who is responsible for leading the effort.

Bank Secrecy Act for Frontline Employees: 01. What Are Currency Transaction Reports?
The best way to combat money laundering is to prevent dirty money from entering into the financial system. The currency transaction report, or CTR, was designed to help financial institutions keep that from happening. In this course, we'll discuss all the basics of CTRs: how they work, when to use them, where they go, and the information you're required to keep.

Bank Secrecy Act for Frontline Employees: 02. Filing Currency Transaction Reports
Now that we know how currency transaction reports (CTRs) work and the requirements for filing them, we're going to teach you how to file them. This process will vary depending on where you work, so check with your financial institution on their specific requirements. In this course, we'll go over collecting verification information and where to properly record it. We'll discuss the four sections of the CTR and how to complete them. We'll also talk about what to do when customers are inconvenienced or frustrated by the CTR filing requirements.

Bank Secrecy Act for Frontline Employees: 03. Suspicious Activity Reports
At the most basic level, regulatory compliance is all about risk management. In this course, we'll discuss one important way to manage risks when it comes to money laundering: the suspicious activity report, or SAR. These are documents that

financial institutions must file with the Financial Crimes Enforcement Network, or FinCEN. We'll talk about what circumstances require these documents, go over who can file them, and list what information should be included. We'll also cover the confidentiality requirements of suspicious activity reports, what happens if you're wrong in filing a SAR, and some other general rules of filing these reports.

Bank Secrecy Act for Frontline Employees: 04. Customer Information Programs
As part of the USA PATRIOT Act, financial institutions are required to have customer identification programs, or CIPs. This helps prove customer identities, which is a key part in fighting money laundering schemes. In this course, we'll talk about what this means to you as a bank employee. We'll discuss the important distinction between customers and consumers, as they relate to BSA/AML. We'll go over who this rule applies to and the specific information you're required to collect to verify identification. We'll also look at specific recordkeeping rules for CIPs.

Bank Secrecy Act for Frontline Employees: 05. Office of Foreign Assets Control
The Office of Foreign Assets Control, or OFAC, is a division of the Treasury Department. Their role is to administer and enforce economic sanctions programs against countries or groups of individuals such as terrorists and traffickers. When economic sanctions are initiated, OFAC is responsible for ensuring that no one conducts business with that entity and that sanction guidelines are followed. In this program, we'll go over how these sanctions work, review screening against the Specially Designated Nationals List, or SDN, and cover what to do if someone who's flagged tries to bank with you.

Bank Secrecy Act for Frontline Employees: 06. Review of Money Laundering Activities
You should already be familiar with BSA/AML regulations and some of the red flags for money laundering. So in this course, we're going to dive a bit deeper, while doing a review of those red flags. We'll go over various ways that wire transfers are used to launder money, and we'll also discuss unusual activities to stay aware of. However, it's important to note that none of the activities we're discussing in the course are illegal on their own. Successful money laundering is a layered, complex process, almost never involving a single transaction.

Bank Secrecy Act for Managers: 01. Money Laundering Risk Factors
Assessing money laundering risk factors refers to instances in which extra due diligence is required to uncover patterns and evidence of money laundering. It's a tricky business and more of an art than a science. Thankfully, FinCEN, or the Financial Crimes Enforcement Network, has identified several risk factors that financial institutions should be on the lookout for to help identify money laundering schemes. In this course, we'll talk about these risk factors, which include high-risk organizations, geographic locations that raise red flags, and inconsistent customer activities that might raise concerns.

Bank Secrecy Act for Managers: 02. BSA Compliance Program Requirements
All financial institutions are required to establish and maintain a Bank Secrecy Act compliance program. Therefore, it's essential that all leaders in your organization understand the requirements, so you can support the program and understand your role. In this program, we'll dive into the basics of the BSA's compliance program requirements. We'll go over procedures and practices, the customer identification program, and conducting customer due diligence, or CDD.

Bank Secrecy Act for Managers: 03. Wire Transfers and Money Laundering
It's likely not a surprise to you that cash or

currency is no longer playing a leading role in our economy. Most financial exchanges today depend on a complex system of electronic fund transfers instead of cash. In this program, we're going to focus on how some people exploit that system to launder money. For the sake of simplicity, we're going to refer to all of these electronic transactions simply as wire transfers, which play an integral role in the second phase of money laundering: layering. Here, we'll cover how to stay vigilant against the use of wire transfers in money laundering schemes.

Bank Secrecy Act for Managers: 04. Money Services Businesses

A money services business, or MSB, refers to a non-bank that cashes checks, exchanges currency, issues travelers' checks, or sells money orders. So, it's basically any business that provides banking services but doesn't accept deposits. So how do MSBs work when it comes to compliance with BSA/AML regulations, and what does it have to do with you? That's what this course is all about. In this program, we'll dive into MSBs so you can better understand how they operate and the necessary due diligence you'll need to do with your own customers who may use MSBs.

Bank Secrecy Act for Managers: 05. Exceptions to the Rule

Typically, when an organization or individual makes a money exchange, like withdrawing or depositing $10,000, you have to file a currency transaction report, or CTR, to help prevent money laundering, but there are exceptions. In this program, we'll walk through the guidelines provided by BSA/AML regulations for exempting certain businesses from currency transaction reporting requirements. We'll go over the two categories of exempt businesses: Phase I and Phase II. We'll talk about which businesses fall into these categories, and why.

Bank Secrecy Act for Managers: 06. Enhanced Due Diligence

The USA PATRIOT Act first established the concept of "enhanced" due diligence in regard to organizations that pose a higher risk of money laundering or terrorist financing. Under the law, these businesses require a different level of evaluation than other organizations. Your existing customer due diligence (CDD) program already outlines what information will be collected and analyzed as part of the customer risk profile. So, for customers requiring enhanced due diligence, you'll be conducting a deeper analysis. In this course, we'll explore the types of customers that require enhanced due diligence and go over what that process looks like.

Bank Secrecy Act for Managers: 07. True Stories of Money Laundering

In this course, we'll discuss several case studies involving money laundering schemes. Without giving specific names and financial institutions, we'll share several real-life stories provided by the Financial Crimes Enforcement Network, or FinCEN. Hopefully, by walking through some of these scenarios, you'll gain a better understanding of the events, risks, and consequences associated with money laundering.

Bank Secrecy Act for Managers: 08. USA PATRIOT Act and Information Sharing Requests

One of the primary goals of the USA PATRIOT Act is to break down the barriers preventing government agencies from sharing information with each other and with non-governmental groups. For banking institutions, provisions in this act changed what types of data banks were allowed to share with law enforcement and with each other. In this program, we'll dive a bit deeper into what you need to know about the USA PATRIOT Act and what's required of your team. First, there are two types of information sharing outlined in section 314 of the USA PATRIOT Act. You don't need to know the specific language, but it's important that you can identify these information requests by name.

Identify Theft: Red Flags Rule
Identity theft is a hot topic. It seems like every day you hear a story about someone's identity being stolen, or a company offering you protection against identity theft. In this program we are going to talk about the Identify Theft - Red Flags Rule and how it applies to your Financial Institution.

Consumer Privacy Act
Over 75% of Americans use the internet and other electronic means of mass communications. Because of this, consumer privacy has become a major issue. Consumer privacy, also known as customer privacy, involves protecting personal information that is revealed during everyday transactions. Watch this course to learn more.

Adult Financial Abuse
Adult financial abuse is a growing problem all over the country and many factors contribute to this rising trend. Americans are living longer, so there are more elderly adults within our population than ever before. Many over 65 live in their own homes. Over 1 million people who are over the age of 65 suffer from serious dementia, and a large portion of people that are 85 and older are dealing with some degree of Alzheimer's.

The Bank Bribery Act
The Bank Bribery Amendments Act of 1985 requires that the financial institution regulatory agencies publish guidelines to assist employees, officers, directors, agents, and attorneys of financial institutions in complying with the law. The Act is in place to prevent misconduct in lending transactions, but it also applies more broadly to any business or transaction. So, it includes vendors, contractors, and anyone else who may have contracts with the financial institutions as well. In this program, we'll break down what this act says.

Office of Foreign Assets Control
A man walks into your financial institution and requests a wire transfer to Burma. It's a pretty small amount and he says he wants to pay for the transaction with cash. So, you go ahead and do it. Easy enough, right? You probably process wire transfers everyday. It turns out, the man you helped was a drug trafficker sending money overseas to fund his drug cartel. It makes you sick, doesn't it? How do you stop that from happening? That's what the Office of Foreign Assets Control, or OFAC, helps with. In this course, we'll discuss the origin of the OFAC and its responsibilities. We'll also talk about the various laws it administers, so that you and your financial institution can avoid possible violations.

Adult Financial Abuse - California
California has the most reported cases of Adult Financial Abuse. With an estimated 4.1 million people who are 65 and older in 2009, it is the most popular retirement destination in the US. By 2020, that age group is expected to grow to over 9 million people. Due to the high numbers of adult financial abuse in California, the state passed the Financial Elder Abuse Reporting Act of 2005 (FEAR). Learn more about that act here!

Fair Lending Laws
During the 60s and 70s, Congress passed several laws to ensure fair and equitable access to credit for individuals and communities. These laws include the Fair Housing Act, or FHA, of 1968, the Equal Credit Opportunity Act, or ECOA, of 1974, the Home Mortgage Disclosure Act, or HMDA, of 1975, and the Community Reinvestment Act, or CRA, of 1977. In this program, we're going to talk about the two laws, in particular, that are the fair lending laws (FLLs). We'll go over what and who they apply to, and what lenders need to do in order to stay compliant. Keep in mind, we aren't

lawyers and are not giving legal advice. This course is simply a review of these laws.

The Truth in Lending Act
The Truth in Lending Act, or TILA, is designed to protect consumers and credit transactions by requiring disclosures about their terms and to standardize the way costs associated with borrowing are calculated and disclosed. TILA also gives consumers the right to cancel certain credit transactions that involve a lien on a consumer's principal dwelling, regulates certain credit card practices, and provides a means for fair and timely resolution of credit billing disputes. In this course, we'll provide a detailed description of TILA and Regulation Z, which implemented the act. We'll talk about the various subparts of the act, who it does and does not apply to, and the disclosure requirements under the act.

Regulation W
and other transactions between financial institutions and their affiliates. Regulation W can be broken down into two Sections: Section 23 A and Section 23 B, and we will be looking at both in this program.

Check 21
We've already learned about Regulation CC and the Expedited Funds Availability Act. This program provides information on the Check 21 Act, which is an amendment to Regulation CC. The purpose of Check 21 is to encourage the use of technology to improve the efficiency of the check payment system and this includes making check truncation possible.

Regulation BB
Regulation BB requires financial institutions, excluding credit unions, to help assist with the credit needs of their surrounding communities, including low- to moderate-income communities. Regulation BB, or the Community Reinvestment Act (CRA), was enacted in 1977. It is revised yearly to update the asset threshold for banks. In this program we'll cover what effect CRA performance has on regulatory applications, how CRA performance is evaluated and what information a bank is required to collect and report.

Fair Credit Reporting Act
The Fair Credit Reporting Act, or FCRA, was originally enacted in 1970 by the Federal Trade Commission. It outlines the rights of consumers and consumer reporting agencies with regard to consumer – or credit – information. The act has been amended many times, and was substantially amended in 2003 by the Fair and Accurate Credit Transactions Act, or the FACT Act. In this program, we're going to be discussing the permissible uses for credit reports, what happens if a person becomes the victim of fraud, and what guidelines should be put in place for the disposal of credit reports.

ECOA Reg-B
Creditors cannot discriminate when deciding who to give credit to. Watch this course to learn what questions can be asked and what information can be used with giving credit.

National Flood Insurance Program
The National Flood Insurance Program, or the NFIP, was created by Congress through the National Flood Insurance Act of 1968. The federal program enables property owners in participating communities to purchase insurance protection against losses from flooding. Watch this program to learn more about why this program was put into place and how it helps property owners.

Federal Reserve and Monetary Policy
The term "Monetary Policy" refers to the actions taken by the Federal Reserve to control and supply the cost of money in the United States. These efforts preserve the economy and promote stability; and this responsibility was given to the Federal Reserve through the Federal Reserve Act

of 1913. There are three tools of monetary policy which the Federal Reserve controls--open market operations, the discount rate, and reserve requirements. Using these tools, the Federal Reserve influences the demand for, and supply of, balances that depository institutions hold at Federal Reserve Banks and in this way alters the federal funds rate.

Elder Financial Exploitation: The Basics
Elder financial exploitation, or EFE, is a fast-growing and despicable form of abuse of seniors. It's also the most prevalent form of elder abuse. In general, elder financial abuse is any fraudulent act that uses the resources of an older individual for personal benefit, or an action that deprives an older individual of their belongings. Older adults lose more than $27.4 billion every year to scams, fraud, and exploitation. In this course, we'll discuss some examples of elder financial exploitation, go over why the elderly are targeted, and who they're typically targeted by.

Elder Financial Exploitation: How Financial Institutions Can Help
Elder financial exploitation has been called the crime of the 21st century, and intervening, when possible, is critical. In this course, we'll focus specifically on what financial institutions can do to combat elder financial abuse. We'll discuss the red flags of financial abuse and go over some best practices to prevent abuse. We'll also talk about the laws surrounding elder financial abuse and the responsibilities of financial institutions in preventing and responding to it.

Elder Financial Exploitation: California Law
With the largest elderly population of nearly four million, California also leads the nation with the largest loss of assets due to elder financial abuse. Because of this, the State of California became one of the first states to enact a comprehensive law providing civil remedies for elderly victims of abuse. In this course, we'll discuss the Elder Abuse and Dependent Adult Civil Protection Act.

Banking: Basics
The term "financial institution" covers a lot, encompassing commercial banks, savings and loan associations, and credit unions. What exactly do each of these entities do, and how do they differ? That's what we'll talk about in this course, covering the basics of each. Financial laws constantly change, so if you work in or with a financial institution, it's essential to stay apprised of these regulatory changes.

Banking: Bank Regulations
We know that banks are regulated by the Federal Deposit Insurance Corporation, the Federal Reserve Board, and the Office of the Comptroller of Currency, but do you know why banks are regulated? There are four main reasons for banking regulations, and we'll talk about that here in this program. We'll also discuss the four entities that share the various regulatory duties for commercial banks. Lastly, we'll go over the process of evaluating the financial performance of commercial banks.

Banking: Bank Assets
Commercial banks are the most diversified of our nation's depository institutions. This is because they have the broadest asset and liability powers among the different types of depositories. Generally, the larger the bank, the more diversified their asset and liability structure. In this course, we'll discuss the types of assets banks may hold, and why. We'll go over bank lending practices with commercial and industrial firms and the various types of business and consumer loans banks can offer. We'll talk about bank liabilities and capital, as well as capital requirements. Lastly, we'll go over asset and liability structures.

Banking: Percentages and Interest Rates
Comprehending percentages and interest rates is essential to working in the banking industry, so

this course is designed to help learners get a better understanding of these concepts. We'll define and discuss percentages and how to calculate them. We'll talk about basis points and yield differentials. Then, we'll cover interest. We'll define simple and compound interest and go over how to make these calculations.

Banking Customer Interactions
Walking into a bank can be an intimidating experience. Many people don't enter physical bank locations anymore, so they may be unsure of where to go or who to see. As a bank employee, it's your job to make these customers feel welcome and comfortable. In this course, we'll talk about how to be a helpful, informative, and friendly bank professional. We'll discuss how to best interact with customers, whether they're new to your institution or have had an unsatisfactory experience. We'll go over greeting people, dress codes and appearance, offering assistance, referring customers to someone else, and handling customer complaints.

Banking Customer Service
Providing quality customer service is essential to any business, but in order to do that, every institution should establish a set of customer service guidelines for their employees to follow. In this course, we'll discuss the four basic elements of customer service that banks can implement for their employees. We'll talk about situations that bank customers want to avoid. We'll also cover areas where training is essential, touch on various ways to reward employees for exemplary customer service, and go over how to measure your customer service efforts.

Banking Phone Calls
Customers call us for many different reasons. Maybe it's just faster and more convenient to call than getting in the car and driving to your location. Maybe they've got an urgent problem and can't wait for a visit. Or maybe they just need the information quickly. Whatever it is, the caller wants their phone experience to be fast, be efficient, and satisfy their needs. Each phone call gives your company an opportunity to develop a new relationship or solidify and strengthen an existing one. In many organizations, the customer's first contact happens over .the phone, so it's essential that the experience is a good one. In this course, we'll talk about how to provide that by going over phone system designs, the three-ring rule, and general customer service phone etiquette.

Credit Unions: Credit Unions
You probably know the basics of how your local or national bank works. This program is designed to educate you on another financial institution – the credit union. We'll discuss what it is, how it works, and who it serves. We'll also go over the various types of credit unions and talk about credit union service organizations.

Credit Unions: Credit Union Regulations
Even though credit unions are cooperatives, they're still supervised and regulated by their chartering and insuring agencies. Their primary federal regulator is the National Credit Union Administration or NCUA. The NCUA charters, insures, regulates, and examines all federally chartered credit unions and completes insurance reviews for all state-chartered credit unions whose shares are insured by the National Credit Union Share Insurance Fund, or NCUSIF. The primary regulators of state-chartered credit unions are state regulatory agencies. I know that's a lot of information! In this course, we'll talk specifically about the NCUA and the regulations it applies to credit unions.

Credit Unions: Credit Union Services
Credit unions offer a multitude of services to their members. In this course, we'll look at many of those amenities, including savings products, transaction services, loan services, and other extras they provide in addition to accounts and loans. These also include insurance, financial

counseling, safe deposit boxes, and U.S. savings bond sales and redemptions.

Credit Unions: Differences Between Credit Unions and Banks

As you consider whether a credit union is a good choice for you personally, you may be wondering… what exactly are the differences between credit unions and banks? Why would you choose one over the other? Does it even matter? Well, despite their similarities as financial institutions, credit unions DO differ from banks in some respects. In this program, we'll go over those differences and discuss the pros and cons of both, to help you determine which is a better fit for you and your needs.

Dodd-Frank Wall Street Reform and Consumer Protection Act

The Dodd-Frank Wall Street Reform and Consumer Protection Act, or "Dodd-Frank," was created as a response to the financial crisis of 2008. The Dodd-Frank Act sought to enact stricter oversight on banks, while expanding protections for consumers and taxpayers. It established a number of new government agencies tasked with overseeing the various components of the act and various parts of the financial system, including banks, mortgage lenders, and credit rating agencies. This program is designed to help you understand the highlights of this act.

Regulation O: Rules and Regulations of Regulation O

Regulation O is a banking regulation that governs when and how you can loan money to your own financial institution's officers. In this program, we'll do a deep dive into the rules and regulations of Regulation O. We'll discuss what's required, what's considered a legitimate transaction, and the additions made to Regulation O through the Dodd-Frank Act.

Regulation O: Introduction to Regulation O

Regulation O applies to all federally insured financial institutions, governing loans and extensions of credit to their executive officers, directors, principal shareholders, and to the companies controlled by them. In a nutshell, Regulation O is designed to provide checks and balances for high-level executives of the FI ladder, to ensure that they don't receive preferential treatment when receiving loans and credit. In this course, we'll discuss whom the regulation applies to and what actions are prohibited.

FDIC Accounts

If you're putting money in a depository bank account, you want to make sure it's insured against bank failure or other negative outcomes. Luckily, the U.S. government has an agency called the Federal Deposit Insurance Corporation. The FDIC was created during the Great Depression to make sure people didn't lose all their money if there was a run on their bank. Therefore, any FDIC-eligible account is insured. In this program, we'll discuss the different types of depository accounts that are insured by the FDIC.

Regulation W

Regulation W establishes quantitative limits and other requirements for loans, purchases of assets, and other transactions between financial institutions and their affiliates. In this course, we'll define two key terms you'll need to know in order to comply with Regulation W: affiliate and covered transaction. We'll discuss how to determine when Regulation W applies. We'll break down the two key sections to the regulation: sections 23A and 23B. Lastly, we'll touch on the applicability of Regulation W on foreign banks and go over amendments made through the Dodd-Frank Act.

Fair Debt Collection Practices Act

The Fair Debt Collection Practices Act, also known as the FDCPA, was enacted in 1977 to protect consumers from unfair, deceptive, and abusive practices used by some third-party debt collectors. In this program, we'll review who and what is protected by the FDCPA, and talk specifically about what debt collectors can and can't do to collect payment. It's important to note that there are state laws regarding debt collections do's and don'ts. This program does NOT cover the specifics of the state laws, so be sure to check with your compliance officer or supervisor to ensure you know your state-specific guidelines regarding the collection of debts.

Negotiable Instruments and Endorsement
You're probably familiar with the term “negotiable instrument,” but what exactly is that? It's defined as a written document guaranteeing the payment of a specific amount of money, either on demand or at a set time, to a specific person or to order to its bearer. Still not clear? No worries, in this course, we'll look at negotiable instruments, what they are, and how they work.

Flood Insurance Overview
The National Flood Insurance Program, or NFIP, was created to help the U.S. deal with the impact of flooding. Two statutes, The National Flood Insurance Act of 1968 and the Flood Disaster Protection Act of 1973, govern the NFIP. Congress established this program in response to growing flood losses that strained insurance companies and escalated the costs of disaster relief to U.S. taxpayers. In this course, we'll talk about the goals of the NFIP and how community participation in the program works. We'll also discuss NFIP coverage.

The Private Flood Insurance Rule
Concerns regarding long-term fiscal soundness of the NFIP led to Congress passing the Biggert–Waters Flood Insurance Reform Act of 2012. The idea was to stimulate the private flood insurance market by mandating that lenders accept private flood insurance in satisfaction of someone's flood insurance purchase requirement. Although financial institutions were told they needed to accept private flood insurance, there was confusion as to how to implement this mandate.

In January of 2019, a long-awaited final rule was approved that implements certain provisions of Biggert-Waters and clarifies the legal standards regarding lenders' acceptance of private flood insurance, going into effect in July of 2019. In this course, we'll discuss what's required under this rule.

Reform, Recovery, and Enforcement of Act 1989
The Financial Institutions Reform, Recovery, and Enforcement Act of 1989, or FIRREA, is a federal law that was created in response to the savings and loan crisis after hundreds of US savings and loan institutions failed in the 1980s. FIRREA is essentially a set of regulatory changes to the United States savings and loan banking system and the real estate appraisal industry. In this course, we'll discuss what the act was designed to accomplish, and the various changes enacted through the FIRREA Act.

The Federal Reserve and Monetary Policy
The term monetary policy refers to the actions taken by the Federal Reserve to control the cost of money in the United States. These efforts preserve the economy and promote stability, and this responsibility was given to the Federal Reserve through the Federal Reserve Act of 1913. In this course, we'll talk about the nine policy tools the Federal Reserve controls to influence the demand for and supply of balances that depository institutions hold at Federal Reserve Banks. We'll also discuss the impacts of the federal funds rate.

Electronic Payment Systems
In an increasingly digital world, electronic payment systems have become the standard of modern finance. In this course, we'll dive into how these kinds of transfers work, both domestically and overseas. We'll discuss automated clearing houses (ACH), Fedwire, CHIPS, and SWIFT. We'll talk about what they are, how they operate, the number of banks that use these systems, and the transfer amounts they handle.

Check Processing
These days, most people use their debit card and automatic bill pay for paying off bills. Rarely do many of us use checks, and some struggle with knowing how to fill one out properly. If we're forgetting how to fill out checks, it's likely we've also forgotten how they work. In this course, we'll provide an overview of the check processing system. We'll discuss check clearing and how financial institutions communicate to move the cash from one bank to another using intermediaries. We'll go over endorsements, proofing, processing local versus non-local items, and check truncation. We'll also talk about potential problems with clearing a check.

Escrow Accounts
A term that gets thrown around a lot when buying and selling houses is escrow. In this course, we'll talk about escrow accounts: what they are, how they started, and the four main benefits to having one. We'll also discuss the terms and regulations that apply to escrow accounts under the Real Estate Settlement Procedures Act, or RESPA. This includes escrow analyses and the four key pieces of data they help identify.

Cross-Selling
In order to aggressively compete for business, banks need to offer multiple services to their customers. So, for employees of financial institutions, it's vital to understand the basics of cross-selling. In this program, we'll go over the sales process for bank professionals and discuss the differences between cross-selling and upselling, including the benefits to both sales strategies. We'll go over where to find these sales opportunities, touch on features vs. benefits, and talk about using technology to your advantage.

Handling Customer Complaints
One thing we know about business is that customers complain. As an organization, it's impossible to always get it right for every customer, every time. But customer complaints aren't necessarily a bad thing. Why? Because it's direct customer feedback, and if that customer complains directly to a bank employee, then the bank gets the opportunity to rectify the situation, changing the negative experience into a positive one. In this course, we'll talk about why handling customer complaints properly is important, and we'll discuss the process for dealing with these situations successfully.

Selling Nondeposit Investment Products
More and more Americans are opting to invest their money into mutual funds, rather than in interest-bearing checking accounts. Mutual funds are considered a non-deposit investment product (NDIP), which depository institutions can offer directly, or through third parties like affiliated or unaffiliated registered securities broker-dealers. Non-deposit investment products carry certain risks that some consumers may not be aware of, so in this course, we'll talk about how to properly educate your customers and discuss guidelines surrounding the sale of these products.

The Importance of Good Communication Skills
Being able to communicate in an accurate, friendly manner is extremely important in the world of banking. Communication involves all methods used to convey thoughts and feelings to other people. This generally involves spoken words and body language to convey information, and then watching and listening to receive information. Seems simple enough, right? But there's some complexity to communicating well, particularly in the financial field. In this course, we'll talk about the benefits of developing these skills. We'll talk about persuasion, knowing your audience, and using your observations to help you communicate more effectively.

Pandemic Planning
As we all saw during the coronavirus pandemic, the economic effects of a pandemic can be severe, both nationally and internationally. Since financial institutions play a critical role financially

and economically, FIs need to have plans in place that describe how they will manage through a pandemic event. But you personally, as an FI employee, need to be aware of what these plans might contain, and what your role in such a plan might be. In this program, we're going to discuss some of those measures and provide you with instructions on how to get a pandemic plan in place.

Check Kiting
Check kiting is a growing problem in the banking industry, and one that's become easier in recent years, due to increasingly competitive banking practices requiring banks to make funds available sooner. Because check kiting is so easy, this crime is growing rapidly, and financial institutions are losing millions of dollars each year. In this program, we'll talk about what check kiting is and how to look out for it at your FI.

Signs of Check Fraud
Check fraud is one of the largest challenges facing financial institutions. Technology has made it increasingly easier for criminals to create realistic counterfeit checks and false identification to defraud FIs. To protect yourself and your customers from check fraud, you need to become familiar with check fraud schemes and common warning signs of counterfeit checks. Typically, the teller is the person who has the responsibility of identifying fraudulent checks and the criminals trying to use them. In this program, we'll talk about how to determine if a check is real or possibly counterfeit.

Types of Check Fraud
If you've seen the movie Catch Me if You Can with Leonardo DiCaprio and Tom Hanks, then you've seen check fraud at work. The movie is based on the life of Frank Abagnale and his time as a conman and check forger. When he was finally caught and convicted, Abagnale went to work for the FBI, teaching them his check forgery tricks. These criminal practices are still at work today. So in this program, we'll talk about different types of check fraud, how to recognize them, and what you can do to stop these activities at your workplace.

Teller Cash Handling
Tellers have several responsibilities and play a critical role in the success of financial institutions. One of their most important duties is to manage cash transactions. So, in this video, we're going to talk more in depth about the teller's cash handling responsibilities, including managing the cash drawer, counting cash, processing transaction tickets, and balancing the day's transactions. We'll also discuss finding and correcting balancing errors.

Responsibilities of the Teller
With all the online and ATM banking we do these days, some people might think the teller's job is no longer important. This simply isn't the case. Tellers are still a vital part of most financial institutions. If you're a teller, or becoming one, this course will help you understand the essential duties and responsibilities that come with your position. We'll discuss operational duties, such as dealing with transactions, policies, and procedures. We'll also cover customer service responsibilities like cross- and upselling products and services, being alert to fraud, dealing with office security, and identifying adult financial abuse.

Loan Processing: Taking the Application
Processing a loan can be a complex endeavor. The most common loans offered by mortgage lenders include conventional conforming, conventional nonconforming, FHA, VA, and subprime loans. For most lenders, the steps to processing these loans are pretty similar, so in this series of courses, we're going to cover the five main steps: taking the application, the verification process, compliance, underwriting the loan, and making the final decision. Here, we'll cover how to properly fill out the loan application.

We'll discuss each section and the information needed to complete the form.

Loan Processing: Verification
The second step of loan processing is verification. After the loan application is completed, it's turned over to the loan processor. They obtain the necessary information from the applicant and validate that information, verifying their employment and income. Then they package the loan application and send it to the underwriter. In addition to gathering application information, the loan processor also obtains an appraisal of the property, the applicant's credit report, and most likely, a title search. In this course, we'll go over this entire verification process, so you know what to expect.

Loan Processing: Compliance
Within three business days after completing and verifying the application, the lender needs to provide the applicant with a loan estimate of the anticipated closing costs. This estimate shows the costs associated with the loan settlement, like origination fees, mortgage insurance, title insurance, escrow reserves, and hazard insurance. In 2015, federal changes were made to enhance transparency in the lending industry. In this course, we'll talk about these compliance requirements.

Loan Processing: Underwriting
Underwriting is the fourth step in processing a loan. It's what happens behind the scenes once you submit your application. It's one of the most critical steps, because the underwriter makes the decision about whether an applicant is qualified for the loan. Loan underwriters may ask for additional information, documentation, or adjustments to the loan request before making the final decision. In this course, we'll talk about what happens during this process and how underwriters make their final determinations.

Loan Processing: The Decision
So far, in our series on loan processing, we've covered taking the application, verifying that data, compliance regulations, and underwriting the loan. For the final step, we're going to talk about the decision to finally approve or deny the loan. After the underwriter has reviewed the entire loan package, there can be four outcomes. We'll discuss those here.

Robbery Training: Robbery Awareness
Most people go to work every day and never have to worry about their place of business being robbed. For bank employees, the fear of being robbed is a very real thing. It happens. And when it does, you need to be prepared. This program will help you prepare, while giving you best practices and tips on how to handle a robbery situation. We'll discuss the different types of robberies you might encounter, go over what you should do in these scenarios, and talk about suspicious behaviors you should be on the lookout for.

Robbery Training: During a Robbery
The obvious hope is that the content of this course never applies to you. But in the interest of safety, this program provides some general tips to follow in the event of a robbery at your financial institution. Remember to always follow your organization's specific procedures, but this course will provide more general information regarding whether or not to comply with a criminal's demands, what the proper response and reaction should be, how to preserve evidence, and how to handle customer witnesses. Lastly, we'll touch on some robbery statistics all bank employees should be aware of.

The SAFE Banking Act of 2021
Today, much of the United States has legalized some form of recreational or medical marijuana. Because cannabis remains illegal under the federal Controlled Substances Act, individuals who grow, possess, use, sell, transport, or

distribute cannabis remain subject to federal criminal prosecution. Financial institutions providing banking services to legitimate and licensed cannabis businesses under state laws are subject to criminal prosecution. As you can imagine, this is a big problem for businesses that legally grow, market, or sell cannabis in states that have legalized its sale, since they're generally locked out of the banking system. The Secure and Fair Enforcement Banking Act of 2021, known as the SAFE Banking Act, is legislation that would impact the ability of federal banking regulators to intervene in the actions of a depository institution dealing with a legal cannabis business. In this program, we'll talk about what this act intends to accomplish, when and if it becomes law.

The Military Lending Act
In 2006, the federal government enacted the Military Lending Act, or MLA, which regulates what lenders can and can't do, when working with service members and their dependents. This act came as a result of lenders targeting military service members with predatory loans that had punishing interest rates, fees, and terms. In this course, we'll talk about the protections this act includes, go over who qualifies for it, and explore what types of loans are covered by the act.

What's a UDAAP?
After the 2008 financial crisis, regulators created new laws to protect consumers and increase consumer confidence in financial transactions. Among those laws was the DoddFrank Wall Street Reform and Consumer Protection Act of 2010. Under the Dodd-Frank Act, it is unlawful for any provider of consumer financial products/services or a service provider, to engage in any unfair, deceptive, or abusive acts or practices – known as UDAAPs. In this course, we'll define what a UDAAP is and discuss how they affect consumers, as well as the financial industry. This program will also provide some examples of UDAAPs and go over how the law is enforced.

Mortgage Servicing
When most people buy a home, they take out a mortgage. The buyer typically puts down a portion of the cost, the down payment, and they get a mortgage loan for the remainder of the cost. The home serves as collateral. After closing on a home, the mortgage servicing company becomes the main point of contact for everything related to paying off a mortgage. In this course, we'll talk about the services these companies provide and the responsibilities they carry out to ensure successful and sustainable homeownership for their clients.

Regulation B: What Is the Equal Opportunity Credit Act?
The Equal Credit Opportunity Act, or ECOA, implemented by Regulation B, is a federal regulation that forbids all creditors from discriminating against loan applicants based on nine prohibited factors. In this program, we'll talk about those categories and what exactly is prohibited under the law. We'll also discuss the rules for taking an application and evaluating its information. Lastly, we'll discuss consumer rights under Regulation B.