

Mitigate risk and remain compliant in today's highly-regulated credit union environment. With BizLibrary's credit union content, your employees will have on-demand access to high-quality content that is consistently reviewed by experts and tailored to meet the diverse roles within your institution.

## Topics include:

- Board of Directors
- BSA and AML Case Studies
- Consumer Lending and Financial Knowledge
- Enterprise Risk Management and Compliance
- Deposit Compliance
- Lending Compliance
- Professional's Knowledge
- Refresher Series
- Retail Banking
- Transaction Compliance

Employees' engagement with training is a two-way street – the perfect blend being training the company needs, mixed with training focused on the individual's development. Once you have your "need-to-have" training covered, don't forget professional development training. Offering employee development opportunities is the best way to attract and retain top talent.

With the BizLibrary Collection, a comprehensive training library covering numerous business-critical topics, employees will have the opportunities they need to enhance their own skills as well as ones to drive your business forward. The BizLibrary Collection offers:



### CURATED LIBRARY

We partner with 40+ industry leading subject matter experts to ensure your organization receives high quality content.



### VARIETY OF FORMATS

Our content meets the needs of all types of learners with short, micro-video lessons, to more in-depth video courses, interactive video programs, and eLearning courses.



### REINFORCEMENT

Built-in reinforcement via quizzes, reinforcement boosters, and additional support materials ensures employee training is retained and applied on-the-job.

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## Board of Directors

- CU - BOD - Governance of Credit Unions - NCUA
- CU - BOD - Financial Ratios for Credit Unions
- CU - BOD - Strategic Planning for Credit Unions
- CU - BOD - Volunteers of Credit Unions
- CU - BOD - Strategic Planning for Credit Unions
- CU - BOD - Restructuring the Financial Services Industry
- CU - BOD - Governance of Credit Unions - NCUA Guidance
- CU - BOD - Volunteers of Credit Unions
- CU - BOD - Bank Secrecy Act for Directors and Senior Management
- CU - BOD - Future of Credit Unions
- CU - BOD - Anti-Money Laundering for Directors and Senior Management
- CU - BOD - Board Delegation of Operating Authority
- CU - BOD - Financial Ratios for Credit Unions
- CU - BOD - Board's Role in Monitoring Performance

## Enterprise Risk Management and Compliance

- CU - Advertising Compliance
- CU - Americans with Disabilities Act
- CU - Bomb Threats and Other Security Issues
- CU - Member Information Security Awareness (MISA)
- CU - Management Overview of the BSA and AML Program
- CU - Loan Servicing Loss Mitigation
- CU - Change Management
- CU - Business Continuity and Disaster Recovery
- CU - Telemarketing Consumer Fraud and Abuse Prevention Act
- CU - Bank Bribery Act
- CU - Understanding the FFIEC Final Guidance on Social Media



## Transaction Compliance

CU - Providing Service to Members with Disabilities

CU - Overview of Teller Responsibilities

CU - Anti-Money Laundering (AML)

CU - Anti-Terrorism Overview

CU - AML: What Are PEPs?

CU - Electronic Funds Transfer Act: Regulation E

CU - Elder Financial Abuse

CU - Expedited Funds Availability Act: Regulation CC

CU - Managing OREO

CU - Currency Transaction Reporting For Credit Unions

CU - Dodd-Frank Wall Street Reform and Consumer Protection Act

CU - HIPAA and COBRA for Financial Institutions

CU - Check 21 Act Overview

CU - Beneficial Ownership

CU - Bank Secrecy Act for Tellers

CU - Servicemembers Civil Relief Act (SCRA)

CU - AML for Lenders

CU - AML for Tellers

CU - AML for Operations

CU - AML for Member Service Representatives

CU - AML & SAR for Mortgage Lenders and Originators

CU - Financial Institution Regulation

CU - Bank Secrecy Act (BSA)

CU - Bank Secrecy Act for Member Service Representatives

CU - Bank Secrecy Act for Lenders

CU - Bank Secrecy Act for Operations

CU - Unlawful Internet Gambling Enforcement Act: Regulation GG

CU - Suspicious Activity Reporting for Credit Unions

## Retail Banking

CU - Deposit Products and Services

CU - New Account Opening

CU - Pretext Calling & Identity Theft

CU - Trust Services

CU - Understanding Compliance Regulations

CU - Robberies

CU - Remote Deposit Capture (RDC)

CU - Safe Deposit Boxes

CU - Red Flags of Identity Theft

CU - Deposit Products

CU - Counterfeiting and Forgery

CU - Home Banking and Bill Paying

CU - Issuing Negotiable Instruments

CU - Liquidity Management for Credit Unions

CU - Cash Management Services

CU - Check Fraud

CU - Nonresident Alien

CU - National Credit Union Share Insurance Fund (NCUSIF)

CU - Nondeposit Investment Product Sales

CU - New Account Representative Training

CU - Non-Deposit Investment Products

CU - Check Kiting

CU - Convenience Products and Services

CU - Security of Member Information Guidelines

CU - Frauds & Scams

CU - Handling Consumer Complaints

CU - Fraud at the Teller Station

CU - Handling Stop Payments

CU - Wire Transfers

CU - Accepting Negotiable Instruments

## Professional's Knowledge

CU - Products, Services and Financial Aspects of Credit Unions

CU - Professional Business Dress - Men

CU - Professional Business Dress - Women

CU - Annuities

CU - Analyzing Company Cash Flows

CU - Evaluating Business Loans

CU - Ethics for Credit Union Professionals

CU - Evaluating Financial Leases

CU - U.S. Financial Institutions

CU - Understanding Mutual Funds

CU - Advanced Financial Math

CU - Retirement Planning Basics for Financial Planners

CU - Loans and Credit

CU - Local Promotion and Advertising Programs

CU - CPR - AED Training

CU - Direct Mail Marketing Techniques

CU - Delegation Skills

CU - Insurance Products

CU - Insurance Disclosures

CU - Business Etiquette

CU - Beginning Financial Math

CU - Office Safety

CU - Negotiation Skills

CU - Community Relations Programs

CU - Checking Accounts, Share Drafts and Other Transaction Products

CU - Federal Reserve and Monetary Policy

CU - Fundamentals of Credit Unions I - The Financial System

CU - Fundamentals of Credit Unions II - The Financial Institution

CU - Financial Markets

CU - Automated Clearing House (ACH)

## Consumer Lending and Financial Knowledge

CU - Private Mortgage Insurance

CU - Analyzing Personal Financial Statements

CU - Escrow Accounts and Disclosures

CU - Credit Reports, Scores and Counseling and Debt Management

CU - Home Equity (Open End Credit)

CU - High-Cost Mortgages (HOEPA)

CU - Consumer Credit Lending Practices

CU - Underwriting Home Mortgages

## Refresher Series

CU - GLB Privacy Regulation P Refresher

CU - GLB Privacy Regulation P Refresher

CU - Electronic Funds Transfer Act: Regulation E Refresher

CU - Expedited Funds Availability, Regulation CC - Refresher Course

CU - Member Identification Program - Refresher Course

CU - Identity Red Flag Programs - Refresher Course

CU - Bank Secrecy Act for Tellers - Refresher Course

CU - Office of Foreign Assets Control Act - Refresher Course

CU - Safeguarding Member Information - Refresher Course

CU - Bank Secrecy Act for Lending Personnel - Refresher Course

CU - Bank Secrecy Act for Financial Service Professionals - Refresher Course

CU - Bank Secrecy Act for Management - Refresher Course

CU - Bank Secrecy Act for Operations Personnel - Refresher Course

CU - Understanding the Regulation E Initial Disclosure - Refresher Course

## Deposit Compliance

CU - Overdraft Protection Guidelines and Regulations  
CU - Truth in Savings, NCUA Part 707  
CU - UCC Revised Article 9 – Security Interests  
CU - Truth in Savings: Regulation DD  
CU - Reserve Requirements: Regulation D  
CU - Right To Financial Privacy Act (RFPA)  
CU - Regulation E Error Resolution  
CU - Member Identification Program (MIP)  
CU - Member and Enhanced Due Diligence (MDD/EDD)  
CU - Deposit Compliance  
CU - Introduction to Compliance for Tellers for Credit Unions  
CU - Office of Foreign Assets Control (OFAC)  
CU - FEDWIRE Regulation J  
CU - GLB Privacy (No Opt Out)  
CU - GLB Privacy (Opt-Out)

## BSA and AML Case Studies

CU - AML Tellers Martino's Tavern & Bank  
CU - AML Ops What Kind of Laundry Operation Are You Running?  
CU - AML Ops "What's My Line?"  
CU - BSA Tellers - Connect The Dots  
CU - BSA MSRs - College Daze  
CU - BSA Ops - Coupon Redemption  
CU - BSA Ops - Ghost In The System  
CU - BSA Ops - Miguel's Discovery  
CU - BSA Ops - Larry's Food Mart Or Larry's Laundry?  
CU - BSA Tellers - Business Is Booming  
CU - BSA MSRs - Is It Or Isn't It?  
CU - BSA Tellers - A Little Knowledge Is Dangerous  
CU - BSA MSRs - The Owl's Cry

CU - AML Tellers Wonder Construction  
CU - AML Tellers Martino's Tavern & Bank  
CU - AML Tellers You're in the Money  
CU - BSA Lenders - What Will They Think Of Next?  
CU - BSA MSRs - "There's Gotta Be A Better Way!"  
CU - BSA Lenders - "What City, Please?"  
CU - BSA Lenders - What's In The Box?  
CU - BSA MSRs - "Hello, Stranger."  
CU - AML Ops Who Do You Know in the Caymans?  
CU - AML MSR The Temporary Holding Pattern  
CU - AML Ops What Kind of Laundry Operation Are You Running?  
CU - AML Ops The Pay Off  
CU - AML MSR "Is There a Mechanic in the House?"  
CU - AML MSR Candela's Industries  
CU - AML Ops Wire You, Wire Me  
CU - AML Tellers Little Blue Men  
CU - AML Tellers "Do You Have 30 \$100's For 150 \$20's?"  
CU - AML MSR Do Not Open Until...  
CU - BSA/AML for Trust - Wire the Money to Bolivia  
CU - BSA Tellers: What Are Friends For?  
CU - BSA/AML for Trust  
CU - BSA/AML for Trust - Non-Profit or Not  
CU - AML Lenders "Did You Do These Yourself?"  
CU - AML Lenders Collateral  
CU - AML Lenders The French Connection  
CU - AML Lenders "I've Got Friends in High Places!"  
CU - AML Lenders Me and My Shadow

## Lending Compliance

CU - Private Education Loans (PEL): HEOA and Reg. Z

CU - Real Estate Settlement Procedures Act - Regulation X

CU - Appraisal and Evaluation Interagency Guidelines

CU - Equal Credit Opportunity Act: Regulation B

CU - TILA-Installment Loans-Non-Real Estate Secured

CU - Truth-in-Lending Act - Regulation Z

CU - TILA - Unsecured Open-End Loans

CU - A Borrower's Right to Privacy in a Mortgage Transaction

CU - Referral Techniques for Non-licensed Employees

CU - Residential Mortgage ABC - Mortgage Regulations

CU - Member Business Lending

CU - Member Business Loan Compliance Overview

CU - Credit Card Act of 2009 - Amend Reg. Z

CU - Home Purchases, Refinances, and Mortgages

CU - Homeowners Protection Act of 1998 - PMI Act

CU - Home Mortgage Processing and Compliance

CU - Home Mortgage Disclosure Act: Regulation C

CU - Indirect Lending

CU - Introduction to Credit Card Regulations

CU - Loan Servicing Compliance - Regulation X

CU - Lending on Commercial Real Estate

CU - Military Lending Act

CU - Collection Practices and Loan Workouts

CU - Consumer Leasing Act: Regulation M

CU - Consumer Credit Products

CU - Consumer Lending Regulations

CU - Consumer Installment Loan Compliance Overview

CU - TILA - Closed-End Residential Real Estate Loans

CU - The S.A.F.E Act

CU - TILA - Beyond Basics - Certain Home Mortgage Loans

CU - TILA - Home Equity Lines of Credit (HELOC)

CU - TILA - Open-End Loans/Credit Cards

CU - Federal Regulation of Real Estate Appraisals

CU - Fair Lending Overview

CU - FACT Act Overview

CU - Fair Credit Reporting Act (FCRA)

CU - Financial Alternatives for Small Business

CU - Fair Debt Collection Practices Act (FDCPA)

CU - Fair Housing Act (FHA)

CU - Flood Insurance

CU - Uniform Residential Loan Application

CU - Unfair, Deceptive or Abusive Acts or Practices for the Credit Union

CU - Loan Servicing Compliance - Regulation Z