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## Topics include:

- Banker's Knowledge
- Board of Directors
- BSA and AML Case Studies
- Consumer Lending and Financial Knowledge
- Deposit Compliance
- Enterprise Risk Management and Compliance
- Lending Series
- 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.

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### 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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## Deposit Compliance

- Affiliate Transactions: Regulation W
- Anti-Boycott
- Anti-Tying
- Automated Clearing House (ACH)
- Cash Management Services
- Check 21 Act Overview
- Deposit Compliance Overview
- Deposit Operations Regulations
- FBO - Foreign Correspondent Bank Accounts
- Federal Deposit Insurance Corporation (FDIC)
- Federal Election Campaign Act (FECA)
- Fedwire (Reg J)
- Foreign Corrupt Practices Act (FCPA)
- GLB Privacy (No Opt-Out)
- GLB Privacy (Opt-Out)
- Methods of International Payments
- Overdraft Protection Guidelines and Regulations
- Regulation E Error Resolution
- Reserve Requirements: Regulation D
- Right to Financial Privacy Act (RFPA)
- Sweep Account Disclosure Requirements
- Truth in Savings: Regulation DD

## Board of Directors

- BOD - AML for Directors and Senior Management
- BOD - Bank Secrecy Act for Directors and Senior Management
- BOD - Board Delegation of Operating Authority
- BOD - Board's Role in Monitoring Performance
- BOD - Community Reinvestment Act
- BOD - Compliance Management
- BOD - Elder Financial Abuse
- BOD - Fair Lending Overview
- BOD - Flood Insurance
- BOD - Loans to Executive Officers: Regulation O
- BOD - Preparing for a Compliance Examination
- BOD - Restructuring the Financial Services Industry
- BOD - Security of Customer Information Guidelines
- BOD - Servicemember's Civil Relief Act
- BOD - Unfair, Deceptive, or Abusive Acts or Practices for the Financial Institution

# Banking Course Catalog



## Banking Essentials

- Advanced Financial Math
- Analyzing Company Cash Flows
- Annuities
- Beginning Financial Math
- Bomb Threats and Other Security Issues
- Business Continuity and Disaster Recovery
- Business Etiquette
- Checking Accounts, Share Drafts and Other Transaction Products
- Commercial Banks - An Introduction
- Community Relations Programs
- CPR - AED Training
- Delegation Skills
- DI - Sexual Harassment
- DI - Sexual Harassment for Supervisors and Managers
- Direct Mail Marketing Techniques
- Federal Reserve and Monetary Policy
- Financial Institution Regulation
- Financial Markets
- Fundamentals of Banking I - The Banking System
- Fundamentals of Banking II - The Banking Institution
- Greening the Office
- Home Banking and Bill Paying
- Indirect Lending
- Introduction to Appraisal
- Loans and Credit
- Local Promotion and Advertising Programs
- Negotiation Skills
- Office Safety
- Professional Business Dress - Men
- Professional Business Dress - Women
- U.S. Financial Institutions
- Understanding Compliance Regulations

## Retail Banking

- Accepting Negotiable Instruments
- Bank Broker/Dealer Exemptions: Regulation R
- Cash Handling
- Check Fraud
- Check Kiting
- Convenience Products and Services
- Counterfeiting and Forgery
- Deposit Products
- Deposits and Withdrawals
- Fraud at the Teller Station
- Future of Retail Banking
- Handling Consumer Complaints
- Handling Stop Payments
- Health Savings Accounts
- Insurance Disclosures
- Insurance Products
- Introduction to Compliance for Tellers
- Issuing Negotiable Instruments
- Measuring Depository Branch Performance
- New Account ID Procedures (CA Specific)
- New Account Representative Training
- Non-Deposit Investment Product Sales
- Non-Deposit Investment Products
- Nonresident Alien
- Opening a Deposit Account
- Overview of Teller Responsibilities
- Prepaid Access
- Private Banking
- Records Management
- Remote Deposit Capture
- Robberies
- Safe Deposit Boxes
- Savings Bonds
- Trust Law Basics
- Trust Services
- Wire Transfers

## BSA and AML Case Studies

AML CSR "Is There a Mechanic in the House?"  
AML CSR Candelais Industries  
AML CSR Current on Currency Transaction Reporting  
AML CSR Do Not Open Until?  
AML CSR The Temporary Holding Pattern  
AML Lenders "Did You Do These Yourself?"  
AML Lenders "I've Got Friends in High Places!"  
AML Lenders Collateral  
AML Lenders Me and My Shadow  
AML Lenders The French Connection  
AML Ops "What's My Line?"  
AML Ops The Pay Off  
AML Ops What Kind of Laundering Operation Are You Running?  
AML Ops Who Do You Know in the Caymans?  
AML Ops Wire You, Wire Me  
AML Tellers Do You Have 30 \$100s For 150 \$20s?  
AML Tellers Little Blue Men  
AML Tellers Martino's Tavern and Bank  
AML Tellers Wonder Construction  
AML Tellers You're in the Money  
BSA CSRs - "Hello, Stranger."  
BSA CSRs - "There's Gotta be a Better Way!"  
BSA CSRs - College Daze  
BSA CSRs - Is It or Isn't It?  
BSA CSRs - The Owl's Cry  
BSA Lenders - "What City, Please?"  
BSA Lenders - What Will They Think of Next?  
BSA Lenders - What's in the Box?  
BSA Ops - Coupon Redemption  
BSA Ops - Ghost in the System  
BSA Ops - Larry's Food Mart or Larry's Laundry?  
BSA Ops - Miguel's Discovery  
BSA Tellers - A Little Knowledge is Dangerous  
BSA Tellers - Business is Booming

BSA Tellers - Connect the Dots  
BSA Tellers - What Are Friends For?  
BSA/AML for Trust - Non-Profit or Not  
BSA/AML for Trust - Wire the Money to Bolivia

## Transaction Compliance

AML and SAR for Mortgage Lenders and Originators  
AML for Customer Service Representatives  
AML for Lenders  
AML for Operations  
AML for Tellers  
AML: What Are PEPs?  
Anti-Money Laundering (AML)  
Anti-Terrorism Overview  
Bank Secrecy Act (BSA)  
Beneficial Ownership  
BSA/AML Trust  
Currency Transaction Reporting  
Customer Due Diligence and Enhanced Due Diligence (CDD/EDD)  
Customer Identification Program (CIP)  
Elder Financial Abuse  
Electronic Funds Transfer Act: Regulation E  
Expedited Funds Availability Act: Regulation CC  
HIPAA and COBRA for Financial Institutions  
Managing OREO  
National Bank Trust Activities (Part 9)  
Office of Foreign Assets Control (OFAC)  
Providing Service to Customers with Disabilities  
Suspicious Activity Reporting  
The Importance of Anti-Money Laundering in the Mortgage Profession  
Trade Finance Fraud  
Unlawful Internet Gambling: Regulation GG

## Enterprise Risk Management and Compliance

Active Shooter/Critical Incidents in Financial Institutions

Advertising Compliance

Americans with Disabilities Act

Bank Bribery Act

Change Management

CISA - Customer Information Security Awareness (CISA)

Community Reinvestment Act (CRA) for Intermediate Institutions

Community Reinvestment Act (CRA) for Large Institutions

Community Reinvestment Act (CRA) for Small Institutions

Community Reinvestment Act (CRA) Refresher

Consumer Installment Loan Compliance Overview

Consumer Protection Through Accurate and Ethical Advertising-TP

Dodd-Frank Wall Street Reform and Consumer Protection Act

Ethics for Bankers

Frauds and Scams

General Data Protection Regulation (GDPR)

Guidelines for an Environmental Risk Program

Insider Trading

IRR Management

Limitations on Interbank Liabilities - Regulation F

Loan Servicing Loss Mitigation

Loans to Executive Officers: Regulation O

Management Overview of the BSA and AML Program

Red Flags of Identity Theft

Sarbanes-Oxley Act Overview

Security of Customer Information Guidelines

The Importance of Third-Party Vendor Management

The Telemarketing Consumer Fraud and Abuse

Prevention Act

Understanding the FFIEC Final Guidance on Social Media

Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution

Bureau of Consumer Financial Protection – BCFP

## Consumer Lending and Financial Knowledge

Analyzing Personal Financial Statements

Consumer Credit Products

Credit Reports, Scores and Counseling and Debt Management

High-Cost Mortgages (HOEPA)

Home Equity (Open-End Credit)

IRS Reporting for Real Estate Transactions

Mortgage Fraud Awareness

Private Mortgage Insurance

Residential Mortgage 1-2-3: Mortgage Process

Reverse Mortgage

Second Lien Real Estate Mortgage Loans/Junior Real Estate Mortgage Loans

Subprime and Predatory Lending

## Lending Compliance

Appraisal and Evaluation Interagency Guidelines

Collection Practices and Loan Workouts

Commercial Compliance Overview

Consumer Credit Lending Practices

Consumer Leasing Act: Regulation M

Consumer Lending Regulations

Equal Credit Opportunity Act: Regulation B

Escrow Accounts and Disclosures

Evaluating Business Loans

## Lending Compliance Continued

Exploring Mortgage Servicing  
Exploring Mortgage Servicing for Small Servicers  
FACT Act Overview  
Fair Credit Reporting Act (FCRA)  
Fair Debt Collection Practices Act  
Fair Housing Act  
Fair Lending Overview  
Federal Regulation of Real Estate Appraisals  
Financial Alternatives for Small Business  
Flood Insurance  
Home Mortgage Disclosure Act: Regulation C  
Home Mortgage Processing and Compliance  
Home Purchases, Refinances, and Mortgages  
Homeowners Protection Act of 1998 - PMI Act  
Introduction to Credit Card Regulations  
Lending on Commercial Real Estate  
Loan Servicing Compliance - Regulation X  
Loan Servicing Compliance - Regulation Z  
Military Lending Act  
Plain and Simple — A Step-by-Step Guide to the New Integrated Disclosures  
Private Education Loans (PEL): HEOA and Reg. Z  
Raising the Bar: A Guide to the 2014 CFPB Rules  
Real Estate Settlement Procedures Act (RESPA): Regulation X  
Referral Techniques for Non-licensed Employees  
Residential Mortgage A-B-C: Mortgage Regulations  
Servicemembers Civil Relief Act  
Specific Program Guidelines: FHA, VA, USDA  
TILA -Beyond Basics -Certain Home Mortgage Loans  
TILA-Closed-End Residential Real Estate Loans  
TILA-Home Equity Lines of Credit (HELOC)  
TILA-Installment Loans-Non-Real Estate Secured  
TILA-Open End Loans/Credit Cards  
TILA-Unsecured Open-End Loans  
Truth in Lending Act: Regulation Z  
Truth in Lending for Loans Secured by Real Estate - Regulation Z

## Refresher Series

Bank Secrecy Act for Lending Personnel - Refresher Course  
Bank Secrecy Act for Management - Refresher Course  
Bank Secrecy Act for Operations Personnel - Refresher Course  
Bank Secrecy Act for Tellers - Refresher Course  
Bank Secrecy Act Refresher  
Check 21 Act Overview Refresher  
Customer Identification Program (CIP) Refresher  
Electronic Funds Transfer Act: Regulation E Refresher  
Equal Credit Opportunity Act: Regulation B Refresher  
Expedited Funds Availability Act: Regulation CC Refresher  
Fair Credit Reporting Act (FCRA) Refresher  
Fair Lending Overview Refresher  
GLB Privacy Refresher  
Identity Red Flag Programs - Refresher Course  
Office of Foreign Assets Control (OFAC) Refresher  
Real Estate Settlement Procedures Act: Regulation X Refresher  
Right to Financial Privacy Act (RFPA) Refresher  
Safeguarding Customer Information - Refresher Course  
Truth in Lending Act: Regulation Z Refresher  
Truth in Savings: Regulation DD Refresher  
Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution Refresher