



DISTANCE LEARNING SCHEDULE SUMMER 2020



Center For Financial Training-Southeastern (CFT) – Educating the financial services industry since 1901!

CFT provides high-quality education and training for employees of the financial services industry and other members of the business community.

CFT offers live and distance-learning programs in both academic and seminar formats, as well as customized training and consulting. Our programs and services include essential education in all aspects of banking, securities & insurance licensing, professional development and software training.

With over 120 years of experience CFT is your leading resource for innovative education and training, no matter where you are located. Our career-enhancing solutions will exceed your expectations!

ONLINE CERTIFICATE PROGRAMS BY JOB ROLE

CFT/ABA certificate programs build the skills necessary for career advancement. Through a prescribed course of study, certificates provide practical, tailored knowledge specific to a job role in the financial services industry. Programs are continually reevaluated and refined to meet current needs and changes in the industry. Each certificate can be purchased individually as a self-paced online curriculum or can be licensed for a group of employees.

<u>BANK SOLUTIONS PROVIDER CERTIFICATE</u>
<u>BANK TELLER CERTIFICATE</u>
<u>CERTIFICATE IN FRAUD PREVENTION</u>
<u>BRANCH MANAGER CERTIFICATE</u>
<u>CERTIFICATE IN BSA AND AML COMPLIANCE</u>
<u>CERTIFICATE IN BUSINESS AND COMMERCIAL LENDING</u>
<u>CERTIFICATE IN DEPOSIT COMPLIANCE</u>
<u>CERTIFICATE IN LENDING COMPLIANCE</u>
<u>CERTIFICATE IN OPERATIONAL RISK MANAGEMENT</u>
<u>CUSTOMER SERVICE REPRESENTATIVE CERTIFICATE</u>
<u>CERTIFICATE IN GENERAL BANKING</u>
<u>FOUNDATIONAL CERTIFICATE IN BANK MARKETING</u>
<u>ADVANCED CERTIFICATE IN BANK MARKETING (Bank Marketing School)</u>
<u>ABA WHARTON EMERGING LEADERS CERTIFICATE – ENGAGING AND MOTIVATING TALENT</u>

<u>CERTIFICATE IN TRUST: ADVANCED</u>
<u>CERTIFICATE IN TRUST: FOUNDATIONAL</u>
<u>CERTIFICATE IN TRUST: INTERMEDIATE</u>
<u>RESIDENTIAL MORTGAGE LENDER CERTIFICATE</u>
<u>SMALL BUSINESS BANKER CERTIFICATE</u>
<u>FOUNDATIONAL CERTIFICATE IN BANK MARKETING</u>
<u>SUPERVISOR/TEAM LEADER CERTIFICATE</u>
<u>CERTIFICATE IN RISK MANAGEMENT FRAMEWORKS</u>
<u>CERTIFICATE IN FINANCIAL AND CREDIT RISK MANAGEMENT</u>
<u>UNIVERSAL BANKER CERTIFICATE</u>
<u>HEALTH SAVINGS ACCOUNT (HSA) EXPERT CERTIFICATE</u>
<u>PERSONAL BANKER CERTIFICATE</u>
<u>CERTIFICATE IN BANK FINANCIAL MANAGEMENT</u>
<u>ABA WHARTON EMERGING LEADERS CERTIFICATE – STRATEGY</u>
<u>ABA WHARTON EMERGING LEADERS CERTIFICATE – ADVANCED EMERGING LEADERSHIP</u>

INSTRUCTOR-LED ONLINE CLASSES

Save Time and Money with Online Courses

CFT/ABA courses are now more convenient than ever before. All you need is a computer with internet connection and an active e-mail account. That means employees don't have to leave the office or even home to get training, which saves time and travel costs.

Instructor-Led Classes

Students enrolled in CFT online classes enjoy the flexibility of not being required to be online at a specific day or time and the convenience of having an instructor with subject matter expertise only an e-mail away. Programs are taught by experienced and knowledgeable training specialists. Choose from a variety of courses that can boost your career and the quality of your financial services. Instructor-led courses are offered in 5 through 16 weeks formats.

Make a Smart Investment

It's easy to see what a big difference these courses can make to your bank and your bottom line. Yet despite their value, they cost very little.

Textbook/Learning Materials

The textbook cost for 10, 15 and 16-week courses is included in the tuition. The 5-week course learning materials are available online. A fee of **\$27.00** will be added to the invoice for shipping and handling of textbooks. Please be advised that there is a **\$14.00** individual registration fee for all classes.

How Online Courses Work

The course will be facilitated by an instructor who will guide you through each lesson and is available to answer questions and provide feedback on your assignments.

Each week you will receive an assignment over the Internet. The assignment will include:

- Reading a chapter in your textbook (mailed to you prior to the start of your course) or from your online course material.
- Completing a short assignment and either forwarding the assignment electronically to your instructor or posting it on the electronic class Discussion Board.
- Taking a self-check test.

In addition, you will also have assignments where you will collaborate with other students using electronic discussion boards and e-mail.

Examinations

Quizzes and exams are administered electronically and are submitted to the instructor for grading. CFT believes strongly in making every student's online technical experience as easy as possible. We support students by having our own technical team available to students 24 hours a day! The industry standard for online course completion is less than 50%, but thanks to the dedication of CFT students and instructors, better than 95% of CFT students successfully complete their online course. CFT is confident that you will too!

The semester length courses (10, 15 and 16-weeks) have a mid-term examination and a final examination. The 5-week seminars have a final examination only.

Proctored Examination Required

You will need to identify a person from your institution to proctor your exams Monday – Friday, between 9 a.m. and 5 p.m. Eastern US time,

including a Human Resources training manager, supervisor, or someone from the management team of your organization. **Make sure to arrange your proctor well in advance of your exam date.**

If you do not work with an institution, you will need to contact CFT to request they proctor your exam. You will be asked to provide the telephone number of your proctor in case we need to reach that person for verification. A relative or friend cannot proctor an exam. All parties must abide by the policy. **There are no exceptions.**

Withdrawal Policy

A student who must withdraw from a CFT instructor-led on-line course must submit a written cancellation. Students who withdraw 7 days or more before the start date of the class are not subject to a withdrawal fee. Students who withdraw between 6 days before the class begins and 13 days from the start date will be responsible for a withdrawal fee of **\$100** plus book cost (if applicable) unless the book is returned in new condition within 7 days. A student who withdraws after 13 days from the start date will be responsible for the full class tuition.

ABA INSTRUCTOR-LED ONLINE CLASSES

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Analyzing Financial Statements (w/Textbook or eBook)	05/11/20	08/28/20	16 Weeks	3	550.00	675.00
Analyzing Financial Statements (w/Textbook or eBook)	07/27/20	11/13/20	16 Weeks	3	550.00	675.00
Banking Fundamentals Curriculum			12 Weeks	3	595.00	795.00
<i>All 3 courses below offered together at a discount</i>						
The Banking Industry	04/06/20	05/01/20	4 Weeks	1	215.00	285.00
The Banking Industry	07/06/20	07/31/20	4 Weeks	1	215.00	285.00
The Banking Industry	09/08/20	10/02/20	4 Weeks	1	215.00	285.00
Bank Lines of Business	06/08/20	07/03/20	4 Weeks	1	215.00	285.00
Bank Lines of Business	10/12/20	11/06/20	4 Weeks	1	215.00	285.00
Building Customer Relationships	05/04/20	05/29/20	4 Weeks	1	215.00	285.00
Building Customer Relationships	06/15/20	07/10/20	4 Weeks	1	215.00	285.00
Building Customer Relationships	08/03/20	08/28/20	4 Weeks	1	215.00	285.00
Basic Administrative Duties of a Trustee	04/20/20	05/22/20	5 weeks	1	300.00	375.00
Basic Administrative Duties of a Trustee	09/28/20	10/30/20	5 weeks	1	300.00	375.00
Commercial Lending (w/Textbook or eBook)	06/25/20	09/04/20	12 Weeks	3	550.00	675.00
Commercial Lending (w/Textbook or eBook)	10/19/20	01/22/21	12 Weeks	3	550.00	675.00
Consumer Lending (w/Textbook or eBook)	07/06/20	10/23/20	16 Weeks	3	500.00	650.00
General Accounting (w/Textbook - Printed)	07/20/20	11/06/20	16 Weeks	3	600.00	725.00
Introduction to Agricultural Lending	07/13/20	09/04/20	8 Weeks	3	475.00	575.00
Introduction to Agricultural Lending	09/28/20	11/20/20	8 Weeks	3	475.00	575.00
Introduction to Mortgage Lending	06/15/20	08/21/20	10 Weeks	3	550.00	700.00
Introduction to Mortgage Lending	09/21/20	12/04/20	10 Weeks	3	550.00	700.00
Introduction to Trust Products & Services	07/27/20	08/28/20	5 Weeks	1	300.00	375.00
IRA Online Institute	09/07/20	11/29/20	12 Weeks	3	1695.00	1895.00

ABA INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Legal Foundations in Banking	09/14/20	11/13/20	10 weeks	3	675.00	830.00
Marketing in Banking	06/01/20	06/26/20	4 Weeks	1	300.00	375.00
Marketing Management	10/26/20	11/20/20	4 weeks	1	300.00	375.00
Marketing Planning	08/17/20	09/11/20	4 weeks	1	300.00	375.00
Money and Banking (w/Textbook)	06/29/20	10/16/20	16 Weeks	3	510.00	656.00
The SOS Habit	04/20/20	05/15/20	4 weeks	1	215.00	285.00
The SOS Habit	07/06/20	07/31/20	4 weeks	1	215.00	285.00

ABA EXECUTIVE PROGRAMS

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
CRCM Online Review Course (w/Textbook or eBook)	Now available in self-paced.			3	895.00	1045.00
CTFA Online Review Course (w/Textbook or eBook)	08/03/20	10/23/20	12 Weeks	3	1470.00	1820.00
CTFA Online Review Course (w/Textbook or eBook)	10/26/20	01/29/21	12 Weeks	3	1470.00	1820.00
Certificate in Bank Financial Management (Full Curriculum at a discount)						
All 4 courses below must be completed					2165.00	2895.00
Analyzing Bank Performance (w/Textbook)	05/18/20	07/03/20	7 weeks	3	875.00	1125.00
Analyzing Bank Performance (w/Textbook)	09/14/20	10/30/20	7 weeks	3	875.00	1125.00
Managing Funding, Liquidity and Capital (w/Textbook)	06/08/20	07/10/20	5 Weeks	1	875.00	1125.00
Managing Interest Rate Risk	04/13/20	06/05/20	8 Weeks	3	875.00	1125.00
Managing Interest Rate Risk	11/02/20	01/08/21	8 Weeks	3	875.00	1125.00
Managing the Bank's Investment Portfolio	08/03/20	09/04/20	5 Weeks	1	875.00	1125.00



INSTRUCTOR-LED ONLINE CLASSES

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Accounting	04/27/20	07/13/20	12 Weeks	3	675.00	775.00
Accounting	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Accounting	07/20/20	10/05/20	12 Weeks	3	675.00	775.00
Accounting	09/07/20	11/23/20	12 Weeks	3	675.00	775.00
Analyzing Financial Statements	04/27/20	07/13/20	12 Weeks	3	675.00	775.00
Analyzing Financial Statements	06/08/20	08/24/20	12 Weeks	3	675.00	775.00
Analyzing Financial Statements	07/27/20	10/12/20	12 Weeks	3	675.00	775.00
Analyzing Financial Statements	08/31/20	11/16/20	12 Weeks	3	675.00	775.00
Business Communication	05/11/20	07/27/20	12 Weeks	3	675.00	775.00
Business Communication	07/13/20	09/28/20	12 Weeks	3	675.00	775.00
Business Math	04/20/20	07/06/20	12 Weeks	3	675.00	775.00
Business Math	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Business Math	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Business Math	08/17/20	11/02/20	12 Weeks	3	675.00	775.00
Commercial Lending	05/11/20	07/27/20	12 Weeks	3	675.00	775.00
Commercial Lending	06/15/20	08/31/20	12 Weeks	3	675.00	775.00
Commercial Lending	08/03/20	10/19/20	12 Weeks	3	675.00	775.00
Commercial Lending	09/07/20	11/23/20	12 Weeks	3	675.00	775.00
Consumer Lending/	04/06/20	06/22/20	12 Weeks	3	675.00	775.00
Consumer Lending	05/11/20	07/27/20	12 Weeks	3	675.00	775.00
Consumer Lending	06/22/20	09/07/20	12 Weeks	3	675.00	775.00
Consumer Lending	08/10/20	10/26/20	12 Weeks	3	675.00	775.00
Consumer Lending	09/07/20	11/23/20	12 Weeks	3	675.00	775.00
Customer Service Excellence	04/20/20	07/06/20	10 Weeks	2	605.00	705.00
Customer Service Excellence	06/15/20	08/17/20	10 Weeks	2	605.00	705.00
Customer Service Excellence	08/17/20	10/19/20	10 Weeks	2	605.00	705.00
Deposit Accounts and Services	04/27/20	07/13/20	10 Weeks	2	605.00	705.00
Deposit Accounts and Services	07/13/20	09/14/20	10 Weeks	2	605.00	705.00
Economics	05/04/20	07/20/20	12 Weeks	3	675.00	775.00

INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Economics	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Economics	9/14/20	11/30/20	12 Weeks	3	675.00	775.00
Financial Accounting	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Financial Accounting	08/10/20	10/26/20	12 Weeks	3	675.00	775.00
Human Relations	04/27/20	07/13/20	12 Weeks	3	675.00	775.00
Human Relations	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Human Relations	09/14/20	11/30/20	12 Weeks	3	675.00	775.00
Human Resource Management	04/06/20	06/22/20	12 Weeks	3	675.00	775.00
Human Resource Management	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Human Resource Management	08/31/20	11/16/20	12 Weeks	3	675.00	775.00
Law and Banking: Applications	04/20/20	07/06/20	12 Weeks	3	675.00	775.00
Law and Banking: Applications	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Law and Banking: Applications	09/07/20	11/23/20	12 Weeks	3	675.00	775.00
Law and Banking: Principles	05/04/20	07/20/20	12 Weeks	3	675.00	775.00
Law and Banking: Principles	07/27/20	10/12/20	12 Weeks	3	675.00	775.00
Law and Banking: Principles	08/31/20	11/16/20	12 Weeks	3	675.00	775.00
Leading Your People to Success	06/08/20	08/10/20	10 Weeks	2	605.00	705.00
Leading Your People to Success	08/31/20	11/02/20	12 Weeks	2	605.00	705.00
Management	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Marketing	04/13/20	06/29/20	12 Weeks	3	675.00	775.00
Marketing	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Marketing	07/13/20	09/28/20	12 Weeks	3	675.00	775.00
Marketing	08/31/20	11/16/20	12 Weeks	3	675.00	775.00
Money and Banking	04/20/20	07/06/20	12 Weeks	3	675.00	775.00
Money and Banking	06/22/20	09/07/20	12 Weeks	3	675.00	775.00
Money and Banking	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Money and Banking	09/07/20	11/23/20	12 Weeks	3	675.00	775.00
Organizational Behavior	04/13/20	06/29/20	12 Weeks	3	675.00	775.00
Organizational Behavior	07/20/20	10/05/20	12 Weeks	3	675.00	775.00
Principles of Banking	04/13/20	06/29/20	12 Weeks	3	675.00	775.00
Principles of Banking	05/04/20	07/20/20	12 Weeks	3	675.00	775.00
Principles of Banking	05/18/20	08/03/20	12 Weeks	3	675.00	775.00
Principles of Banking	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Principles of Banking	06/22/20	09/07/20	12 Weeks	3	675.00	775.00
Principles of Banking	07/20/20	10/05/20	12 Weeks	3	675.00	775.00
Principles of Banking	08/03/20	10/19/20	12 weeks	3	675.00	775.00
Principles of Banking	08/17/20	11/02/20	12 Weeks	3	675.00	775.00
Principles of Banking	08/31/20	11/16/20	12 Weeks	3	675.00	775.00
Real Estate Appraisal	06/08/20	08/24/20	12 Weeks	3	675.00	775.00
Real Estate Appraisal	08/31/20	11/16/20	12 Weeks	3	675.00	775.00
Real Estate Finance	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Real Estate Law	06/15/20	08/31/20	12 Weeks	3	675.00	775.00
Residential Mortgage Lending	04/06/20	06/22/20	12 Weeks	3	675.00	775.00
Residential Mortgage Lending	06/15/20	08/31/20	12 Weeks	3	675.00	775.00
Residential Mortgage Lending	07/06/20	09/21/20	12 Weeks	3	675.00	775.00
Residential Mortgage Lending	09/07/20	11/23/20	12 Weeks	3	675.00	775.00
Selling Fundamentals	05/11/20	07/27/20	12 Weeks	3	675.00	775.00
Selling Fundamentals	07/20/20	10/05/20	12 Weeks	3	675.00	775.00
Statistics	06/15/20	08/31/20	12 Weeks	3	675.00	775.00
Supervision	04/20/20	07/06/20	12 Weeks	3	675.00	775.00
Supervision	06/01/20	08/17/20	12 Weeks	3	675.00	775.00
Supervision	07/13/20	09/28/20	12 Weeks	3	675.00	775.00
Teller Operations	06/01/20	08/03/20	10 Weeks	2	605.00	705.00
Teller Operations	07/20/20	09/21/20	10 Weeks	2	605.00	705.00
The Future of Business	05/18/20	08/03/20	12 Weeks	3	675.00	775.00
The Future of Business	08/31/20	11/16/20	12 Weeks	3	675.00	775.00



INSTRUCTOR-LED ONLINE CLASSES (continued)

CFT/MIAMI DADE COLLEGE MICROCOMPUTER ACADEMY

MICROSOFT OFFICE 2013

Introduction to Microsoft Word 2013	6 weeks	Prices may vary.
Intermediate to Microsoft Word 2013	6 weeks	Prices may vary.
Advanced Microsoft Word 2013	6 weeks	Prices may vary.
Introduction to Microsoft Excel 2013	6 weeks	Prices may vary.
Intermediate Microsoft Excel 2013	6 weeks	Prices may vary.
Advanced Microsoft Excel 2013	6 weeks	Prices may vary.
Introduction to Microsoft PowerPoint 2013	6 weeks	Prices may vary.
Intermediate Microsoft PowerPoint 2013	6 weeks	Prices may vary.
Advanced Microsoft PowerPoint 2013	6 weeks	Prices may vary.

MICROSOFT OFFICE 2016

Introduction to Microsoft Word 2016	6 weeks	Prices may vary.
Intermediate to Microsoft Word 2016	6 weeks	Prices may vary.
Advanced Microsoft Word 2016	6 weeks	Prices may vary.
Introduction to Microsoft Excel 2016	6 weeks	Prices may vary.
Intermediate Microsoft Excel 2016	6 weeks	Prices may vary.
Advanced Microsoft Excel 2016	6 weeks	Prices may vary.
Introduction to Microsoft PowerPoint 2016	6 weeks	Prices may vary.
Intermediate Microsoft PowerPoint 2016	6 weeks	Prices may vary.
Advanced Microsoft PowerPoint 2016	6 weeks	Prices may vary.

On-site Training

We can address virtually every training issue.

Let us put our expertise in solving training challenges to work for you. Our faculty is made up of seasoned, dynamic professionals with years of experience and expertise in the financial services industry. Whether you're looking to train a topic or a specific audience, CFT has the content and Subject Matter Expert to help you!

Customization – focusing on your needs.

CFT's faculty would be glad to customize any program, focusing on your specific issues, moving right to the heart of your training needs.

It's hassle free and convenient.

We take care of the details and work with you every step of the way to make sure the training is just what you want it to be. We will present a program at a location and time that is most convenient for you and your staff.

ROI-It's a prudent training investment.

What better way to keep your staff at their peak than with specialized training presented by experts on the issues that matter most to you. The bottom-line payoffs are tremendous.

ABA eLEARNING SELF PACED ONLINE COURSES

ABA's self-paced online course library of cost-effective banking, business, and trust courses deliver concepts that can be immediately applied on the job. ABA eLearning provides enhanced support with tools like our unique, role-based training roadmaps that guide users through a proven training path; blended learning extensions that enable immediate facilitated practice and application of learning in a classroom environment; and world-class implementation support that ensures the success of your training program. Enroll for individual courses, sets of courses offered as certificates, or contact us for contract pricing (bank-wide license). Please be advised that there is a **\$14.00** individual registration fee for all eLearning classes.

BUSINESS BANKING & COMMERCIAL LENDING					
Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
GENERAL					
ABA Certificate in Business and Commercial Lending Curriculum	\$600	\$875	33	2.00	Individual courses may provide ABA Professional Certification credits
ABA Small Business Banker Certificate Curriculum	\$495	\$695	11	0.50	Individual courses may provide ABA Professional Certification credits
Analyzing Business Financial Statements and Tax Returns	\$150	\$200	6.30	0.50	8.0 CLBB
Analyzing Personal Financial Statements and Tax Returns	\$150	\$200	6	0.50	7.25 CLBB
Fundamentals of Small Business Banking Suite	\$95	\$130	0.45	0.00	N/A
Introduction to Analyzing Financial Statements	\$95	\$130	3.15	0.00	3.75 CLBB, CSOP, CTFA (FP)
Loan Structuring, Documentation, Pricing and Problem Loans	\$150	\$200	7.30	0.50	9.0 CLBB
Qualitative Analysis and Determining a Credit Risk Rating	\$150	\$200	6.30	0.50	8.0 CLBB
Small Business Products Suite	\$95	\$130	2	0.00	1.25 CLBB
Small Business Basics	\$55	\$75	0.20	0.00	N/A
Small Business Borrowing Suite	\$95	\$130	0.50	0.00	N/A
Small Business Operating and Life Cycle	\$55	\$75	0.25	0.00	N/A
Understanding Business Borrowers	\$150	\$200	6.30	0.50	8.0 CLBB
THE COMMERCIAL REAL ESTATE LENDING DECISION PROCESS (RMA) (ALL SERIES – CURRENTLY BEING UPDATED)					
Commercial Real Estate Lending Decision Process (RMA) (Full Curriculum)	\$720	\$1,440	18-25	1	25.5 CLBB
Series 1: Types of CRE Loans, Risk Areas, and Performance Drivers	\$125	\$250	2.30	0.25	3.0 CLBB
Series 2: The CRE Underwriting Process	\$125	\$250	3.15	0.25	4.0 CLBB
Series 3: Financing Different Types of Commercial Properties	\$125	\$250	2.30	0.25	3.0 CLBB
Series 4: Understanding and Evaluating Leases, Appraisals, and Environmental Assessments	\$175	\$350	3.50	0.25	4.25 CLBB
Series 5: Loan Structure and Documentation Considerations	\$125	\$250	3.15	0.25	4.0 CLBB
Series 6: Construction Lending	\$175	\$350	6	0.50	7.25 CLBB
THE LENDING DECISION PROCESS SERIES (RMA)					
RMA Lending Decision Process Curriculum (ALL SERIES)	\$720	\$1,440	35-50	2 - 3	49.75 CLBB
Series 1: Industry, Management, and Economic Influences	\$100	\$200	4	0.25	5.0 CLBB
Series 2: Interpreting Quality of Financial Reports and Accounts	\$100	\$200	5	0.50	6.0 CLBB
Series 3: Analyzing the Company's Financial Performance and Financial Condition	\$200	\$400	12	0.50	14.5 CLBB

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Series 4: The Cash Cycle, Seasonality, and Discovering Borrowing Causes and Repayment Sources	\$150	\$300	8	0.50	9.75 CLBB
Series 5: Analyzing Cash Flow Statement to Measure Long-Term Repayment Ability	\$150	\$300	6	0.50	7.25 CLBB
Series 6: Using Financial Projections to Fine Tune the Credit Analysis	\$150	\$300	6	0.50	7.25 CLBB
COMPLIANCE					
TRAINING FOR COMPLIANCE PROFESSIONALS					
ABA Certificate in Deposit Compliance	\$1,595	\$2,095	12	0.50	Individual courses may provide ABA Professional Certification credits
ABA Certificate in Lending Compliance	\$2,195	\$2,695	28	1	Individual courses may provide ABA Professional Certification credits
Anatomy of a Regulation for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
BSA/USA Patriot Act for Compliance Professionals	\$275	\$375	1	0.00	1.25 CRCM, CAFP
Community Reinvestment Act, Community Bank (CRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM, CLBB
Community Reinvestment Act, Large Bank (CRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM, CLBB
CRCM Exam Online Prep	\$895	\$1,045	N/A	N/A	N/A
Credit Card Regulations for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Digital Compliance for Compliance Professionals	\$275	\$375	0.40	0.00	1.0 CRCM
Electronic Funds Transfer Act for Compliance Professionals	\$275	\$375	1.10	0.00	1.5CRCM, CFSSP, CAFP
Elements of a Compliance Program for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Equal Credit Opportunity Act (ECOA) for Compliance Professionals	\$275	\$375	2.30	0.20	3.0 CRCM
Expedited Funds Availability (Reg CC) for Compliance Professionals	\$275	\$375	0.40	0.00	1.0 CRCM, CAFP
Fair Credit Reporting Act (FCRA) for Compliance Professionals	\$275	\$375	2.30	0.25	3.0 CRCM
Good Faith Estimate and HUD-1 for Compliance Professionals	\$95	\$130	0.20	0.00	0.5 CRCM
Home Mortgage Disclosure Act (HMDA) for Compliance Professionals	\$275	\$375	2	0.25	2.5 CRCM
Loans to Insiders (Reg O) for Compliance Professionals	\$275	\$375	2	0.00	1.25 CRCM, CLBB
National Flood Insurance Regulations for Compliance Professionals	\$275	\$375	1	0.00	1.25 CRCM
Office of Foreign Assets Control (OFAC) for Compliance Professionals	\$275	\$375	0.45	0.00	1.0 CRCM, CSOP, CCTS, CFSSP, CAFP
Privacy/Information Sharing for Compliance Professionals	\$275	\$375	1.30	0.00	2.0 CRCM
Real Estate Settlement Procedures Act (RESPA) for Compliance Professionals	\$275	\$375	2	0.25	2.5 CRCM
Reg Z Ability to Repay (ATR) and Qualified Mortgage (QM) for Compliance Professionals	\$275	\$375	0.30	0.00	0.75 CRCM
Reg Z Closed-End Credit for Compliance Professionals	\$275	\$375	2.30	0.25	3.0 CRCM
Reg Z Open-End Credit for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Reserve Requirement for Depository Institutions Act (Reg D) for Compliance Professionals	\$275	\$375	0.20	0.00	0.5 CRCM, CSOP

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Servicemembers Civil Relief Act (SCRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Truth-in-Savings Act (Reg DD) for Compliance Professionals	\$275	\$375	1	0.00	1.25 CRCM
Unfair, Deceptive, or Abusive Acts or Practices (UDAAP) for Compliance Professionals	\$275	\$375	1.40	0.00	2.25 CRCM
RISK MANAGEMENT					
ABA Certificate in BSA and AML Compliance	\$1,595	\$2,095	7	0.50	8.5 CAFPP; 8.75 CRCM; 7.75 CFSSP; 3.25 CTFA (FID); 2.0 CCTS; 1.25 CSOP
ABA Certificate in Fraud Prevention	\$795	\$1,095	5.30	0.50	6.75 CAFPP; 2.0 CFSSP; 2.0 CRCM
ABA Certificate in Financial and Credit Risk Management	\$1,295	\$1,795	5.15	0.50	7.0 CERP
Certificate in Operational Risk Management	\$1,595	\$2,095	10	0.50	9.25 CAFPP; 12.75 CERP; 11.5 CRCM; 9.75 CSOP ; 5.5 CFSSP
Cyber-security Management	\$275	\$375	1	0.00	1.25 CAFPP, CFSSP, CRCM, CSOP
Vendor Risk Management	\$275	\$375	1	0.00	1.25 CAFPP, CRCM, CSOP
Elements of an Operational Risk Management Program	\$275	\$375	1	0.00	1 CAFPP, CRCM, CSOP
Fraud and Criminal Threats	\$275	\$375	1	0.00	1.00 CAFPP, 1.0 CFSSP, 1.0 CRCM
Incident Management and Resilience	\$275	\$375	1	0.00	1.25 CFSSP, 1.25 CSOP
Operational Risk Model Management	\$275	\$375	1	0.00	1.5 C, 1.5 CRCM, 1.5 CSOP
Oversight and Management of Operational Risk	\$275	\$375	1	0.00	1.25 CAFPP, 1.25 CRCM, 1.25 CSOP
Payments and Settlements	\$275	\$375	1	0.00	1.0 CAFPP, 1.0 CRCM, 1.0 CSOP, 1.0 CFSSP
Physical Security	\$275	\$375	1	0.00	1.0 CRCM, 1.0 CFSSP
Regulatory Exam Management	\$275	\$375	1	0.00	1.0 CAFPP, 1.0 CRCM
Risk and Control Self-Assessment (RCSA)	\$275	\$375	1	0.00	1.25 CRCM, 1.25 CSOP
RISK MANAGEMENT FRAMEWORKS					
ABA Certificate in Risk Management Frameworks	\$1,395	\$1,895	8.00	0.50	9.75 CERP
Board and Senior Management Oversight	\$275	\$375	0.40	0.00	1.0 CERP
Introduction to Enterprise Risk Management	\$275	\$375	0.45	0.00	1.0 CERP
Risk Identification	\$275	\$375	0.40	0.00	1.0 CERP
Risk Management Control Framework	\$275	\$375	0.40	0.00	1.0 CERP
Risk Management Reporting	\$275	\$375	1.15	0.00	1.5 CERP
Risk Measurement and Evaluation	\$275	\$375	0.50	0.00	1.0 CERP
Risk Mitigation	\$275	\$375	0.40	0.00	1.0 CERP
Risk Monitoring	\$275	\$375	1.00	0.00	1.25 CERP
Risk Policies, Procedures, and Limits	\$275	\$375	0.40	0.00	1.0 CERP
FRONTLINE COMPLIANCE TRAINING					
Bank Director Series		\$695	0.47	0.00	N/A
Board Oversight: Compliance Management	N/A	\$75	0.04	0.00	N/A
Board Oversight: Compliance Control Activities	N/A	\$75	0.04	0.00	N/A
Board Oversight: Preparing for the Compliance Exam	N/A	\$75	0.04	0.00	N/A
Board Oversight: Post Compliance Exam Activities	N/A	\$75	0.05	0.00	N/A
Board Oversight: BSA/AML/OFAC	N/A	\$75	0.04	0.00	N/A
Board Oversight: Insiders and Regulation O	N/A	\$75	0.07	0.00	N/A
Board Oversight: Fair Lending	N/A	\$75	0.05	0.00	N/A
Digital Trends: Cyber Security	N/A	\$75	0.04	0.00	N/A
Digital Trends: Blockchain	N/A	\$75	0.05	0.00	N/A
Digital Trends: Payments	N/A	\$75	0.05	0.00	N/A
Active Aggressor for Employees	\$55	\$75	0.35	0.00	0.75 CFSSP
Active Aggressor for Managers	\$95	\$130	0.40	0.00	1 CFSSP
ADA Accessibility	\$55	\$75	0.30	0.00	1.0 CRCM
ADA Interacting with People Who Have Disabilities	\$55	\$75	0.30	0.00	0.75 CRCM
ADA Overview and Employment	\$95	\$130	0.45	0.00	1.0 CRCM
Advertising: CAN-SPAM Act	\$55	\$75	0.30	0.00	0.75 CRCM, CFMP
Appraisals: FIRREA and Interagency Guidelines	\$95	\$130	0.50	0.00	1.0 CLBB, CRCM

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Appraisals: Reg Z Requirements	\$55	\$75	0.25	0.00	0.5 CLBB, CRCM
Bank Bribery Act	\$55	\$75	0.20	0.00	0.5 CFSSP
Bank Protection Act	\$35	\$55	0.15	0.00	N/A
Banking Law and Referrals	\$95	\$130	0.40	0.00	1.0 CCTS, CRCM, CRSP, CSOP, CTFA(FID)
BSA/AML: Beneficial Ownership and Customer Due Diligence	\$55	\$75	0.30	0.00	0.75 CAFP, CRCM
BSA/AML: CIP Advanced	\$55	\$75	0.30	0.00	0.75 CCTS, CFSSP, CLBB, CRCM, CSOP, CTFA(FID), CAFP
BSA/AML: CIP Basics	\$55	\$75	0.30	0.00	0.75 CFSSP, CRCM, CAFP
BSA/AML: Communicating with Customers about CTRs	\$55	\$75	0.20	0.00	0.5 CFSSP, CRCM, CAFP
BSA/AML: Completing the CTR	\$95	\$130	0.45	0.00	1.0 CFSSP, CRCM, CAFP
BSA/AML: Complying with the BSA	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Exempting Customers from CTR Reporting	\$55	\$75	0.25	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Overview	\$55	\$75	0.15	0.00	0.25 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Recordkeeping – Wires, Money Order, and other Challenges	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID)
BSA/AML: Reporting	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Risk Assessment and Customer Due Diligence	\$55	\$75	0.15	0.00	0.25 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: SAR Filing	\$95	\$130	0.40	0.00	1.0 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: USA PATRIOT ACT	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
Community Reinvestment Act (Reg BB)	\$55	\$75	0.30	0.00	0.50 CLBB
Cybersecurity Fundamentals	\$55	\$75	0.30	0.00	0.75 CFSSP, CRCM, CSOP
E-Sign Compliance	\$55	\$75	0.35	0.00	0.75 CRCM
Elder Financial Exploitation	\$55	\$75	0.25	0.00	0.50 CRCM, CTFA (FP)
Equal Credit Opportunity Act (Reg B)	\$95	\$130	1.30	0.00	2.0 CLBB, CRCM
Expedited Funds Availability Act (Reg CC)	\$95	\$130	1.20	0.00	1.75 CFSSP, CRCM, CAFP
Extending Credit to Bank Insiders (Reg O)	\$35	\$55	0.15	0.00	0.5 CLBB, CRCM
FCRA: Adverse Action	\$55	\$75	0.20	0.00	0.5 CRCM
FCRA: Affiliate/Third Party Information Sharing	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Duties of Furnishers	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Introduction and Overview	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Medical Information Sharing	\$35	\$55	0.15	0.00	N/A
FCRA: Notice to Consumers (Risk-Based Pricing)	\$55	\$75	0.20	0.00	0.5 CRCM
FCRA: Permissible Purpose	\$55	\$75	0.20	0.00	0.5 CRCM
FCRA: Prescreened Offers of Credit	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Use of Consumer Reports in Employment	\$35	\$55	0.15	0.00	N/A
Fair Debt Collection Practices Act	\$95	\$130	0.20	0.00	0.5 CRCM
Fair Housing Act	\$55	\$75	0.25	0.00	N/A
Fair Lending	\$95	\$130	1.10	0.00	1.5 CLBB
Fair Lending for Marketers	\$35	\$55	0.15	0.00	0.25 CFMP
FDIC Insurance Coverage	\$95	\$130	0.50	0.00	1.0 CRCM, CSOP
FDIC for Marketers	\$35	\$55	0.15	0.00	0.25 CFMP
Flood Disaster Protection Act	\$35	\$55	0.25	0.00	0.5 CLBB
Fraud Recognition and Prevention	\$95	\$130	0.50	0.00	1.0 CRCM, CAFP, CFSSP
Good Faith Estimate and HUD-1	\$55	\$75	0.15	0.00	0.25 CRCM
Home Mortgage Disclosure Act (HMDA) Overview	\$55	\$75	0.50	0.00	1.0 CRCM

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFE	ICB
Human Trafficking and Human Smuggling	\$95	\$130	1.00	0.00	1.25 CAF, CRDM
Information Security and Red Flags	\$95	\$130	0.45	0.00	1.0 CCTS, CFSSP, CLBB, CRCM, CSOP, C
Military Lending Act	\$95	\$130	0.40	0.00	1.0 CRCM
Mortgage Servicing: ARM Notices	\$55	\$75	0.30	0.00	0.75 CRCM
Mortgage Servicing: Early Intervention and Continuity of Contract	\$55	\$75	0.30	0.00	0.75 CRCM
Mortgage Servicing: Error Resolution	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Escrow Accounts	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Force-Placed Insurance	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Loan Origination and Servicing Transfers	\$95	\$130	0.45	0.00	1 CRCM
Mortgage Servicing: Loss Mitigation	\$95	\$130	0.45	0.00	1 CRCM
Mortgage Servicing: Overview	\$95	\$130	0.45	0.00	1 CRCM
Mortgage Servicing: Payment Crediting and Periodic Statements	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Successors in Interest	\$95	\$130	0.45	0.00	1 CRCM
Office of Foreign Assets Control (OFAC)	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, C
Privacy for Customer Contact Personnel	\$55	\$75	.35	0.00	0.50 CLBB; CRCM; CSOP; CTFA (FID
Real Estate Settlement Procedures Act (RESPA)	\$95	\$130	1	0.00	1.25 CRCM
Recognizing and Preventing UDAAP	\$95	\$130	1	0.00	1.25 CRCM, CSOP
Reg CC Subpart C	\$95	\$130	0.40	0.00	1.0 CAF, CFSSP, CRCM
Ref DD for Marketers	\$55	\$75	0.25	0.00	0.5 CFMP
Reg E Consumer Liability	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM, CAF
Reg E Consumer Remittances	\$95	\$130	1.10	0.00	1.50 CRCM
Reg E Disclosure Requirements	\$55	\$75	0.20	0.00	0.5 CFSSP, CRCM, CAF
Reg E Error Resolution Requirements	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM, CAF
Reg E Gift Cards	\$55	\$75	0.20	0.00	0.5 CFSSP, CRCM
Reg E Overdrafts	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM
Reg E Overview	\$55	\$75	0.35	0.00	0.75 CFSSP, CRCM, CAF
Reg E Payroll Cards	\$35	\$55	0.15	0.00	0.25 CFSSP, CRCM
Reg E Preauthorized Transfers	\$35	\$55	0.15	0.00	0.25 CFSSP, CRCM
Reg E Prepaid Accounts	\$95	\$130	0.40	0.00	1 CFSSP, CRCM
Reg Z Adjustable Rate Mortgages	\$55	\$75	0.25	0.00	0.5 CRCM
Reg Z Advertising for Marketers	\$95	\$130	0.45	0.00	0.5 CRCM, CFMP
Reg Z Advertising	\$95	\$130	0.45	0.00	0.5 CFMP, CRCM
Reg Z Credit Cards	\$55	\$75	0.35	0.00	0.75 CLBB, CRCM
Reg Z HELOCs (Open-End Credit)	\$55	\$75	0.35	0.00	0.75 CLBB, CRCM
Reg Z HOEPA and Higher-Priced Mortgage Loans	\$95	\$130	0.50	0.00	1.0 CLBB, CRCM
Reg Z Installment and Home Equity Loans (Closed-End Credit)	\$55	\$75	0.30	0.00	0.75 CLBB, CRCM
Reg Z Mortgages (Closed-End Credit)	\$55	\$75	0.20	0.00	0.5 CLBB, CRCM
Reg Z Non Home Secured (Open-End Credit)	\$55	\$75	0.20	0.00	0.5 CLBB, CRCM
Reg Z Overview	\$95	\$130	0.50	0.00	1.0 CLBB, CRCM
Reg Z Private Higher Education Loans	\$55	\$75	0.20	0.00	0.5 CLBB, CRCM
Reg Z Reverse Mortgages	\$55	\$75	0.25	0.00	0.5 CLBB, CRCM
Reg Z Right of Rescission	\$55	\$75	0.35	0.00	0.75 CLBB, CRCM
Reserve Requirements for Depository Institutions (Reg D)	\$55	\$75	0.40	0.00	N/A
Sexual and Workplace Harassment for Managers	\$95	\$130	1	0.00	N/A

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFE	ICB
Social Media: Managing the Risks	\$95	\$130	0.45	0.00	1.0 CFMP, CRCM
Social Media for Marketers	\$55	\$75	0.25	0.00	0.5 CFMP
Telephone Consumer Protection Act (TCPA)	\$95	\$130	0.45	0.00	1.0 CRCM
The S.A.F.E. Act – Secure and Fair Enforcement for Mortgage Licensing Act	\$95	\$130	0.30	0.00	0.75 CRCM
TILA-RESPA Integrated Disclosures	\$55	\$75	0.30	0.00	0.75 CRCM
Truth in Savings Act (Reg DD)	\$55	\$75	0.40	0.00	1.25 CCTS, CFSSP, CRCM, CSOP
UDAPP for Marketers	\$95	\$130	0.45	0.00	1.00 CFMP
Unlawful Internet Gambling Enforcement Act (UIGEA) (Reg GG)	\$55	\$75	0.20	0.00	0.5 CRCM, CFSSP
EXECUTIVE EDUCATION					
ABA Certificate in Bank Financial Management	\$2,195	\$2,895	NA	0.00	72 CERP; 1CAFP,CCTS,CFMP,CFSSP,CISP,CLBB, CRCM,CRSP,CSOP
Ethical Issues for Bankers	\$55	\$75	0.25	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM, CRSP, CSO, CTFA
Leveraging the Benefits of a Diverse Workforce	\$95	\$130	0.55	0.00	N/A
ABA-Wharton Emerging Leaders – Strategy	\$1,695	\$2,195	20	0.00	N/A
ABA-Wharton Emerging Leaders – Engaging and Motivating Talent	\$1,695	\$2,195	18	0.00	N/A
ABA-Wharton Emerging Leaders – Advanced Leadership	\$965	\$925	41	0.00	N/A
MORTGAGE LENDING					
GENERAL					
ABA Residential Mortgage Lender Certificate	\$775	\$985	24	1	Individual courses may provide ABA Professional Certification credits
Effective Referrals Suite	\$55	\$75	0.15	0.00	0.5 CLBB
Ethical Issues for Bankers	\$55	\$75	0.25	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM, CRSP, CSOP,CTFA
Handling Mortgage Inquiries and Making Referrals	\$95	\$130	1.40	0.25	2.0 CRCM
Introduction to Relationship Selling	\$95	\$130	2.20	0.25	N/A
Mortgage Customer Counseling and Prequalification	\$95	\$130	2.30	0.25	N/A
Personal Tax Return Analysis	\$95	\$130	6	0.50	7.25 CLBB, CTFA (FP)
RESIDENTIAL LENDING COURSES (ALL REGS)					
Appraisal Procedures	\$95	\$130	1	0.00	N/A
Basics of Mortgage Processing	\$95	\$130	0.45	0.00	N/A
Completing the HUD 1	\$95	\$130	0.30	0.00	N/A
Determining Your Role in Fraud Prevention	\$55	\$75	0.30	0.00	N/A
Discovering FHA Programs	\$95	\$130	1	0.00	N/A
Elements of Title Insurance	\$95	\$130	1	0.00	N/A
Essentials of Mortgage Lending	\$95	\$130	1.30	0.00	N/A
Explaining Loan Modifications	\$95	\$130	1	0.00	N/A
Gathering the Facts on Mortgage Fraud	\$95	\$130	1	0.00	N/A
Mitigating Potential Fraud in Your Organization	\$55	\$75	0.30	0.00	N/A
Preparing the Closing Disclosure	\$95	\$130	1	0.00	N/A
Preparing the Loan Estimate	\$95	\$130	1	0.00	N/A
Processing and Underwriting Credit	\$95	\$130	1	0.00	N/A
Processing Income and Assets	\$95	\$130	1	0.00	N/A
Reviewing the Appraisal Report	\$95	\$130	1	0.00	N/A

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
PAYMENT SYSTEMS					
Payment Systems Training Suite	\$495	\$645	1.20	0.00	2.0 CAFP; 1.0 CFMP; 1.0 CRCM
Payment Systems Emerging Products	\$275	\$375	0.40	0.00	1 CAFP;CFMP
Payment Systems Trends	\$275	\$375	0.40	0.00	1 CAFP;CRCM
RETAIL BANKING AND MARKETING					
DIGITAL AND SOCIAL MEDIA					
Marketing in a Digital World (Full Curriculum)	\$599	\$829	7.45	0.00	9.5 CFMP
Marketing in a Digital World: Digital Campaigns	\$299	\$399	3.30	0.00	4.5 CFMP
Marketing in a Digital World: Social Campaigns	\$299	\$399	4.15	0.00	5.0 CFMP
Build Your Campaign	\$129	\$179	0.45	0.00	1.0 CFMP
Find your Audience	\$129	\$179	1.15	0.00	1.5 CFMP
Search Engine Optimization	\$129	\$179	1	0.00	1.25 CFMP
Leveraging LinkedIn	\$129	\$179	1.15	0.00	1.5 CFMP
The Power of Facebook	\$129	\$179	1.15	0.00	1.5 CFMP
Strategic Twitter	\$129	\$179	1.15	0.00	1.5 CFMP
The SOS Habit	\$149	\$199	0.40	0.00	1.0 CFMP
GENERAL BANKING					
ABA Bank Solutions Provider Certificate Curriculum	\$495	\$695	6.30	0.50	Individual courses may provide ABA Professional Certification credits
ABA Bank Teller Certificate Curriculum	\$695	\$995	13	1.00	Individual courses may provide ABA Professional Certification credits
ABA Branch Manager Certificate Curriculum	\$1,295	\$1,595	14	2.00	Individual courses may provide ABA Professional Certification credits
ABA Certificate in General Banking Curriculum	Pricing Varies Per Course				Individual courses may provide ABA Professional Certification credits
ABA Customer Service Representative Certificate Curriculum	\$795	\$995	10.30	1.00	Individual courses may provide ABA Professional Certification credits
ABA Foundational Certificate in Bank Marketing Curriculum	\$1,195	\$1,795	21.00	2.00	Individual courses may provide ABA Professional Certification credits
ABA Personal Banker Certificate Curriculum	\$795	\$995	13.30	1.00	Individual courses may provide ABA Professional Certification credits
ABA Universal Banker Certificate Curriculum	\$795	\$995	9.30	0.50	Individual courses may provide ABA Professional Certification credits
Banking Basics Suite	\$595	\$795	2	0.00	N/A
Bank Marketing: Building Customer Relationships	\$55	\$75	0.12	0.00	N/A
Bank Payment System and Technology	\$55	\$75	0.10	0.00	N/A
Bank Sales and Service: Expanding Customer Relationships	\$55	\$75	0.12	0.00	N/A
Banks as a Business	\$55	\$75	0.10	0.00	N/A
Banks and the Deposit Function	\$55	\$75	0.10	0.00	N/A
Banks and the Economy	\$55	\$75	0.10	0.00	N/A
Banks and Personal Wealth Management	\$55	\$75	0.10	0.00	N/A
Business and International Banking Services	\$55	\$75	0.12	0.00	N/A
Community Bank Suite – Foundational Skills	\$235	\$315	5.40	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM, CRSP,CSOP,CTFA
Community Bank Suite – Onboarding Basics	\$295	\$405	1.12	0.00	0.25CAFP,CFSSP,CRCM
Introduction to Banking	\$55	\$75	0.10	0.00	N/A
Lending as a Cornerstone of Banking	\$55	\$75	0.10	0.00	N/A
Safeguarding Bank Assets and the Nation	\$55	\$75	0.12	0.00	N/A
Safeguarding the Customer and the Bank	\$55	\$75	0.12	0.00	N/A
Ethical Issues for Bankers	\$55	\$75	0.25	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM, CRSP,CSOP,CTFA

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Robbery & Bank Security	\$95	\$130	0.45	0.00	N/A
Teller Basics Suite	\$150	\$200	5	0.00	N/A
MANAGEMENT SKILLS					
ABA Supervisor/Team Leader Certificate Curriculum	\$895	\$1,095	9.30	1	Individual courses may provide ABA Professional Certification credits
Authentic Leadership	\$55	\$75	0.15	0.00	N/A
Building Collaborative Teams	\$55	\$75	0.15	0.00	N/A
Coaching	\$55	\$75	0.15	0.25	N/A
Communicating Visions	\$55	\$75	0.15	0.00	N/A
Community Bank Suite – Management Skills	\$260	\$365	2.03	0.00	N/A
Corrective Action	\$55	\$75	0.15	0.25	N/A
Effective Meetings	\$55	\$75	0.15	0.00	N/A
Employment Law	\$95	\$130	3	0.00	N/A
Employee Recognition	\$55	\$75	0.15	0.00	N/A
Empowerment	\$55	\$75	0.15	0.00	N/A
Interviewing	\$55	\$75	0.15	0.00	N/A
Leadership in Action Suite	\$195	\$275	1.15	0.00	N/A
Leveraging the Benefits of a Diverse Workforce	\$95	\$130	0.55	0.00	N/A
Management Essentials Suite	\$275	\$375	1.30	0.00	N/A
Managing Performance	\$55	\$75	0.15	0.25	N/A
Managing Change	\$55	\$75	0.15	0.25	N/A
Sexual and Workplace Harassment for Managers	\$95	\$130	1	0.00	N/A
PRODUCT KNOWLEDGE					
Consumer Credit Basics	\$55	\$75	0.20	0.00	N/A
Consumer Credit Products	\$95	\$130	1.25	0.00	N/A
Consumer Loan Process	\$55	\$75	0.20	0.00	N/A
Fundamentals of Consumer Lending Suite	\$95	\$130	0.40	0.00	N/A
Fundamentals of Small Business Banking Suite	\$95	\$130	0.45	0.00	N/A
Introduction to Analyzing Financial Statements	\$95	\$130	3.15	0.25	3.75 CLBB, CSOP, CTFA (FP)
Introduction to IRAs	\$95	\$130	0.30	0.00	0.75 CISP, CRSP, CSOP, CTFA (FP)
Personal Tax Returns Analysis	\$95	\$130	6.00	0.00	7.25 CLBB, CFTA(FP)
Small Business Products Suite	\$95	\$130	2.00	0.00	1.25 CLBB
Small Business Basics	\$55	\$75	0.20	0.00	N/A
Small Business Borrowing	\$95	\$130	0.50	0.00	N/A
Small Business Operating and Life Cycles	\$55	\$75	0.25	0.00	N/A
Understanding Bank Products	\$95	\$130	2.15	0.25	N/A
SALES SKILLS					
Calling on Small Business Customers	\$95	\$130	1.30	0.00	N/A
Coaching to Support the Sales Process	\$55	\$75	0.20	0.00	N/A
Community Bank Suite – Sales Skills	\$95	\$135	0.35	0.00	N/A
Effective Referrals Suite	\$55	\$75	0.15	0.00	N/A
Essential Selling Skills Bundle	\$195	\$275	1.30	0.00	N/A
Event Networking	\$95	\$130	1	0.00	1.0 CFMP
Making the Client Call Suite	\$55	\$75	0.20	0.00	N/A
Overcoming Objections Suite	\$55	\$75	0.20	0.00	N/A
Referring Insurance & Annuity Clients	\$95	\$130	1.25	0.00	N/A
Referring Investment Clients	\$95	\$130	0.35	0.00	N/A
Referring Trust Clients	\$95	\$130	0.40	0.00	N/A
Relationship Sales Suite	\$55	\$75	0.15	0.00	N/A
Relationship Sales for Small Business Clients Suite	\$95	\$130	1.25	0.00	N/A
Sales Planning Suite	\$55	\$75	0.20	0.00	N/A
Selling in a Social World – (Mindset Digital – Full Curriculum)	\$129	\$179	1.45	0.00	N/A
Selling in a Social World – Extend Your Reach	\$89	\$129	1.00	0.00	N/A
Selling in a Social World – Engage Your Audience	\$49	\$69	0.45	0.00	N/A

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Growing Small Business Relationships Suite	\$95	\$130	0.50	0.00	N/A
Successful Sales Campaigns	\$95	\$130	2	0.00	N/A
Tele-Consulting	\$95	\$130	1.35	0.00	N/A
Why Quality Customer Service Matters	\$55	\$75	0.35	0.00	N/A
WORKPLACE SKILLS					
Communicating Basics Suite	\$55	\$75	0.20	0.00	N/A
Dealing Effectively with Co-workers	\$95	\$130	3	0.25	N/A
Essentials of Workplace Conduct	\$95	\$130	0.40	0.00	N/A
Improving Productivity	\$95	\$130	3	0.25	N/A
Managing Time at Work	\$95	\$130	1	0.00	N/A
Online Communication Suite	\$55	\$75	0.10	0.00	N/A
Presentation Skills Suite	\$95	\$130	0.50	0.00	N/A
Sexual and Workplace Harassment	\$95	\$130	0.40	0.00	N/A
Verbal Communication Suite	\$55	\$75	0.20	0.00	N/A
Written Communication Suite	\$55	\$75	0.20	0.00	N/A
WEALTH MANAGEMENT & TRUST					
ABA Certificate in Trust: Foundational	\$1,495	\$1,995	10	0.50	12.5 CFTA, 8.5 CSOP, 6.5 CRSP, 5.75 CCTS, 4.75 CISP
ABA Certificate in Trust: Intermediate	\$2,295	\$3,095	18	1.00	16 CFTA, 8 CSOP, 6 CRSP, 3 CISP
ABA Certificate in Trust: Advanced	\$2,295	\$3,095	14	1.00	15 CFTA, 4 CSOP, 6 CRSP, 7 CISP
ABA Health Savings Accounts (HSA) Expert Certificate	\$795	\$1,095	3.5	0.25	Individual course may provide ABA Professional Certification Credits
A Guide to Ethics in Fiduciary & Trust Activities	\$95	\$130	0.35	0.00	0.75 CTFA (ETH)
A Guide to Ethics in Financial Planning	\$95	\$130	0.20	0.00	0.5 CTFA (ETH)
A Guide to Ethics in Investments	\$95	\$130	0.40	0.00	1.25 CTFA (ETH)
A Guide to Ethics in Tax Law & Tax Planning	\$95	\$130	0.25	0.00	0.5 CTFA (ETH)
Account Acceptance and Termination	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Asset Allocation and Portfolio Management	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Basic Characteristics of a Trust	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Bond Selection and Analysis	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Discretionary Distributions	\$175	\$225	2	0.00	1.0 CTFA (FID)
Duties and Powers of the Trustee	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Economics & Markets	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Education Planning Solutions for Minors	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CTFA (FP)
Estate and Guardian Administration	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Estate Planning to Achieve Client Goals	\$175	\$225	0.55	0.00	1.0 CTFA (FP)
Estate Planning for Charitable Giving	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Estate Planning for IRAs and Qualified Plan Balances	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Estate Planning for the Marital Deduction	\$175	\$225	0.55	0.00	1.0 CTFA (TAX)
Estate Planning solutions for the Business Owner	\$175	\$225	0.55	0.00	1.0 CTFA (FP)
Fiduciary Income Tax	\$175	\$225	1.45	0.00	1.0 CISP, CTFA (TAX)
Fiduciary Law	\$175	\$225	2.25	0.00	1.0 CISP, CRSP, CSOP, CTFA (FID)
Fundamentals of Alternative Investment Products	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Fundamentals of Life Insurance	\$175	\$225	0.55	0.00	1.0 CRSP, CTFA (FP)
Generation-Skipping Transfer Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Gift Taxation	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
How Trusts are Taxed	\$175	\$225	0.55	0.00	1.0 CTFA (TAX)
Income Tax Planning	\$175	\$225	0.55	0.00	1.0 CTFA (TAX)
Introduction to Estate Planning	\$335	\$450	3.35	0.25	4.5 CTFA (TAX), CISP
Introduction to Investment Management	\$335	\$450	3.25	0.25	4.5 CCTS, CRSP, CSOP, 4.25 CTFA(INV)
Introduction to IRAS	\$95	\$130	0.30	0.00	0.75 CISP, CRSP, CSOP, CTFA(FP)
Introduction to Planning for Retirement Assets	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CTFA (FP)
Introduction to Trust Administration	\$335	\$450	2.05	0.25	3.25 CTFA (FID), CCTS, CSOP
Investment Policy	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Investment Products	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Managing Life Insurance Policies	\$175	\$225	0.55	0.00	1.0 CRSP, CTFA (FP)
Minimizing Fiduciary Risk and Litigation	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CSOP, CTFA (FID)

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Planning for Estate Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Prudent Portfolio Management	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CSOP, CTFA (FID)
Special Needs Trusts	\$175	\$225	0.55	0.00	1.0 CTFA (FP)
Stock Selection and Analysis	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Types of Insurance	\$175	\$225	1	0.00	1.0 CTFA (FP)
Understanding Transfer Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)



ASSISTED SELF-STUDY & *TESTING OUT

Assisted Self-Study: With assisted self-study, the student is expected to study on his/her own, yet he/she can contact an assigned instructor with any questions. Upon registering for a class, the student will receive a textbook, guidelines, and course assignments by chapter. The exams (usually a mid-term and a final) will be proctored by the student's supervisor or manager (or similar position) at his/her branch, department or other location convenient to both student and supervisor or manager. A CFT instructor, with expertise in the student's chosen course, will provide personal attention to the student whenever he/she requests it. The student will have phone and fax numbers, as well as an e-mail address when available, to communicate with his/her instructor. Upon completion of the class the student will receive a grade report. The grade will be based on all written work submitted for the course (exercises, quizzes, mid-term, final). A student may register for a self-study class at any time throughout the year. The registration form can be copied for multiple enrollments. The form must be completed in full, including the signatures of the student and a supervisor or manager who can approve the cost of the course.

A **\$100** drop fee applies for self-study courses. If a book has been sent, a textbook fee will also be charged. Any withdrawals received later than 7 days after materials have been mailed will be charged full tuition. Students can request an extension for a fee of \$100.

Title	Tuition
Accounting	675.00
Accounting Basics	675.00
Advertising	675.00
Agricultural Lending	675.00
Analyzing Financial Statements	675.00
Bank Management	675.00
Business Communication	675.00
Business Ethics	605.00
Business Math	675.00
Commercial Lending	675.00
Communication Skills for Business	605.00
Consumer Lending	675.00
Customer Service Excellence	605.00
Customer Service Innovation	605.00
e-Commerce	675.00
Economics	675.00
Effective Business Writing	605.00
Employment & Labor Law	675.00
Financial Markets and Institutions	675.00
Financial Planning	675.00
Fraud Examination	675.00
Human Relations	675.00
Human Resource Development	675.00
Human Resource Management	675.00
Human Resource Selection	675.00
Interviewing and Hiring Techniques	450.00
International Financial Management	675.00

Title	Tuition
Law & Banking: Applications	675.00
Law & Banking: Principles	675.00
Leading Your People to Success	605.00
Management	675.00
Managing Change	605.00
Managing Performance & Productivity	605.00
Marketing	675.00
Money & Banking	675.00
Motivating Your Staff	450.00
Organizational Behavior	675.00
Practell: Online Teller Training	175.00
Principles of Banking	675.00
Project Management	605.00
Project Management: New Product Development	675.00
Project Management: Managerial Process	675.00
Real Estate Appraisal	675.00
Real Estate Finance	675.00
Real Estate Law	675.00
Residential Mortgage Lending	675.00
Sales Excellence	605.00
Selling Fundamentals	675.00
Statistics	675.00
Supervision	675.00
Teller Operations	605.00
The 21 st Century Supervisor	605.00
The Future of Business	675.00
Wills, Trust, and Estate Administration	675.00

Shipping/Handling Fee: \$27.00 Testing Out Study Tuition: \$95.00

Non-members add \$50.00 to Self-Study tuition and \$20.00 to Testing Out
Maximum time allowed for completion is 4-6 months
(Specific time noted on welcome letter). Prices are subject to change without notice)

WEBINAR SCHEDULE

A webinar combines the clarity of an audio teleconference with the interactivity and visual presentation of the internet. All you need to participate is a telephone and an internet connection. ***You can still participate in the program, even if you do not have an Internet connection.*** Listening to the program over the telephone and following the written materials is JUST AS effective!

WEBINARS ARE COST-EFFECTIVE AND CONVENIENT!

No beating rush-hour traffic, no parking problems in fact, no travel time and expense at all! Just connect from your office, home or anywhere there is a touch-tone phone and/or an internet connection. Invite other listeners to your office to participate at no additional cost. You pay by the location, not by the person. With a speakerphone and/or a screen projector, you can train an entire group at once and for the same cost as training just one person.

WEBINARS ARE FAST-PACED AND INTERACTIVE!

You can ask questions, participate in live surveys and see the slides as the seminar leader presents the material.

CAN'T ATTEND AT THE SCHEDULED TIME?

No problem! Just purchase the program for future use. You will receive a recorded CD, written materials and website address. Plus, you can use these materials as many times and in as many departments or branches as you wish!

Call CFT for individual webinar flyers at (305) 237-3051

Attention Training Directors! Create your own learning library with CFT webinars multiple-purchase options.

CFT webinars cover just about any topic you need for group training, so next time you start to create your own training session from scratch, consider CFT webinars. You can use a webinar as the foundation of your own customized program...or, you can skip making your own program and just use the webinar instead.

Attendance Options
Live Plus Five (\$265) - Attend the live event and receive five business days of unlimited access to the OnDemand Playback and links to presenter materials and supplementary handouts.
OnDemand Recording (\$295) - Receive unlimited access to the OnDemand Playback for 6 months and links to presenter materials and supplementary handouts. This option does not include live session attendance.
CD-ROM (\$345) - Receive the webinar recording on a CD-ROM 7-10 business days after the Live event or your registration date (whichever is the latter). Receive unlimited access to the OnDemand Playback for 6 months and links to presenter materials and supplementary handouts. This option does not include live session attendance.
Live Plus Six (\$365) - Attend the live event and receive six months of unlimited access to the OnDemand Playback and links to presenter materials and supplementary handouts.
Premier Package (\$395) - Includes all three base options. Live attendance, OnDemand Playback for six months, and the CD-ROM.

Webinar Subscription Options

Make the up-to-date webinars you love even more cost-effective!

Membership Level	# of Credits	Price	Savings
Bronze	5	\$1,250	10%
Silver	10	\$2,395	15%
Gold	20	\$4,495	20%
Platinum	50	\$10,495	25%
Diamond	100	\$19,650	30%

One Live or OnDemand= 1 Credits

CD ROM and Handouts= 1.25 Credits

Live PLUS OnDemand = 1.25 Credits

Premier Package =1.5 Credits

***Fees are subject to change without notification**

Webinar Title	Date	Time
Implementing Regulation CC Changes	January 7, 2020	2:30 PM
Interaction Training	January 8, 2020	11:00 AM
DIY Systems Selection	January 10, 2020	11:00 AM
CRE Appraisals: Components, Approaches to Value & Cap Rates	January 14, 2020	2:30 PM
Compliance Management	January 14, 2020	11:00 AM
Opening Business Accounts	January 16, 2020	2:30PM
Sexual Harassment and Respectful Workplace	January 16, 2020	11:00AM
IRA Update	January 22, 2020	2:30PM
25 Task of the New Account Interview	January 23, 2020	2:30 PM
Subpoenas	January 28, 2020	11:00 AM
TRID for Construction Loans	January 29, 2020	11:00AM
W-9, W-88ENs, and W8-BENE	January 29, 2020	2:30PM
Health Savings Accounts	January 31, 2020	11:00AM
Opening New Accounts Part I: Personal/Consumer Accounts	February 5, 2020	2:30PM
BSA Annual Staff Training	February 7, 2020	2:30 PM
Online Account Opening	February 11, 2020	2:30PM
Opening New Accounts Part II: Business Accounts	February 12, 2020	2:30 PM
Writing Your Nonresident Alien Policy	February 13, 2020	2:30PM
Customer Dies	February 13, 2020	11:00AM
Call Report Updates	February 14, 2020	11:00 AM
CRE Appraisals: Regulations & the Review Process	February 18, 2020	2:30 PM
Vendor Negotiation Strategies	February 18, 2020	11:00AM
Opening New Accounts Part III: Trust & Fiduciary	February 19, 2020	2:30PM

WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
ACH Rule Changes	February 20, 2020	11:00 AM
TRID Hot Spots	February 26, 2020	11:00AM
Excel Explained: Minimize Spreadsheet Errors	February 26, 2020	2:30PM
Garnishments	February 27, 2020	2:30 PM
Developing Teller Compliance Training	February 28, 2020	2:30 PM
Protecting Your Salaried-Except Status	March 3, 2020	11:00 AM
Audit Report Writing	March 3, 2020	11:00 AM
10 Hot BSA Exam Issues	March 11, 2020	2:30 PM
ACH Origination	March 11, 2020	11:00 AM
Staff Deposit Regulatory Training- Meeting Annual Requirements and More	March 12, 2020	2:30 PM
IRA Death Distributions	March 12, 2020	11:00 AM
Commercial Construction Lending	March 16, 2020	2:30 PM
Adverse Action Notices	March 17, 2020	11:00 AM
Setoff	March 17, 2020	2:30 PM
Check Fraud	March 18, 2020	11:00 AM
Tech Strategies	March 19, 2020	2:30 PM
Residential Construction Lending	March 23, 2020	2:30 PM
CTR Line-by-Line	March 24, 2020	2:30 PM
Mapping Multi-tiered Business Accounts	March 26, 2020	2:30 PM
Call Report- Lending Schedules for Banks	March 27, 2020	11:00 AM
Dealing with Casual Days, Dress Codes and Work Appearance	April 2, 2020	11:00AM
Commercial & Business Lending Basics for Support Personnel	April 6, 2020	02:30PM
Overdrafts	April 7, 2020	11:00AM
Excel Explained: Creating Interactive Spreadsheet	April 8, 2020	11:00 AM
SAR: Line by Line	April 16, 2020	02:30 PM
Signature Card Danger Zones	April 21, 2020	02:30PM
Teller Compliance Issues-Updated for Regulation CC Charges	April 22, 2020	02:30 PM
CRE Lending: Cash Flow Analysis & Cap Rates	April 23, 2020	02:30 PM
BSA: Customer Identification Program-Is it time to Update?	April 28, 2020	02:30 PM
Introduction to Banking for New Employees	April 29, 2020	02:30 PM
Fair Lending	May 6, 2020	11:00 AM
Writing BSA Procedures	May 7, 2020	02:30 PM
Bank Call Reports Preparation for Beginners- Part 1	May 7, 2020	11:00 AM
Intro to ACH	May 8, 2020	11:00 AM
Deposit Regulation Update and Review	May 14, 2020	02:30 PM
Bank Call Reports Preparation for Beginners- Part 2	May 14, 2020	11:00 AM
Call Reports: RC-C Loan Coding and Related RC-R Reporting	May 15, 2020	11:00 AM
Opening Fiduciary Accounts	May 19, 2020	02:30 PM
Staff Training: Human Trafficking, Elder Fraud and Identity Theft	May 20, 2020	02:30 PM
BSA: MSBs, MRBs, TPPPs, NGOs and all the high-risk customers	May 21, 2020	02:30 PM
Bank Call Reports Preparation for Beginners- Part 3	May 21, 2020	11:00 AM
Bank Call Reports Preparation for Beginners- Part 4	May 27, 2020	11:00AM
Mortgage Origination Compliance Part 1	May 27, 2020	02:30 PM
Acing Your Job as Customer Service Expert	May 27, 2020	11:00 AM
SBS Streaming	May 27, 2020	10:00 AM
Bank Call Report Preparation for Beginners- Part 4	May 28, 2020	11:00 AM
Will Your Remote Deposits Capture Program(s) Meet Regulatory Guidelines?	May 28, 2020	02:30 PM
Mortgage Originated Compliance Part 2	June 2, 2020	11:00 AM
Power of Attorney	June 3, 2020	11:00AM
Bank Call Report Preparation for Beginners- Part 5	June 4, 2020	11:00 AM
Quarterly Compliance Briefing: Summer 2020	June 4, 2020	02:30 PM
How to Craft an Effective Commercial Loan Write-Up	June 8, 2020	02:30 PM
Trusts	June 9, 2020	11:00AM
Onboarding Your New Hire	June 9, 2020	02:30 PM
Interaction Training	June 9, 2020	02:30 PM
Masterful Time Management	June 10, 2020	02:30 PM
What Does the FDIC and CSBS INTREx Entail?	June 10, 2020	11:00 AM
Notary	June 11, 2020	11:00 AM

WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
CRE Lending: Property Types, Lease Structures & Other Non-Financial Risks	June 15, 2020	02:30 PM
Strategies for Succession Planning and Talent Management	June 16, 2020	02:30 PM
Addressing Threats of Violence	June 17, 2020	11:00 AM
Excel Explained: Basic Pivot Tables	June 18, 2020	02:30 PM
Being Strategic with Base Compensation for Non-Executive Positions	June 18, 2020	11:00 AM
Ag Lending Compliance	June 19, 2020	11:00 AM
Auditing Your Signature Cards	June 23, 2020	02:30 PM
You're the Information Security Officer- Now What? Role and Responsibility	June 23, 2020	11:00 AM
New BSA Officer Training	June 24, 2020	02:30 PM
HMDA Hot Spots	June 24, 2020	11:00 AM
Total TRID Training (Part 1 of 4)	June 25, 2020	11:00 AM
Handling Deceased Accounts and Checks	June 25, 2020	02:30 PM
Residential Construction Lending	June 26, 2020	11:00 AM
CRE Appraisals: Components, Approaches to Value & Cap Rates	June 29, 2020	02:30 PM
Total TRID Training (Part 2 of 4)	June 30, 2020	02:30 PM
15 Behaviors that Make Working with Difficult	June 30, 2020	11:00 AM
Total TRID Training (Part 3 of 4)	July 6, 2020	11:00 AM
Dealing with Subpoenas	July 7, 2020	11:00 AM
Best-Ever Compliance Checklist for Consumer Loans	July 7, 2020	02:30 PM
Escrows	July 8, 2020	11:00 AM
Branch Manager Best Practices	July 10, 2020	11:00 AM
Total TRID Training (Part 4 of 4)	July 10, 2020	11:00 AM
Interaction Training	July 10, 2020	11:00 AM
Introduction to Commercial Lending	July 13, 2020	02:30 PM
Opening Accounts for Court-Ordered Accounts	July 14, 2020	02:30 PM
Customer Dies	July 15, 2020	11:00 AM
Social Media and the Financial Institution- Risk and Controls	July 15, 2020	02:30 PM
Checks—Endorsements, Fraud and Compliance Issues	July 16, 2020	02:30 PM
Executive Total Compensation- Strategies to Motivate and Incent	July 16, 2020	11:00 AM
Lending to Churches & Other Religious Institution	July 20, 2020	02:30 PM
25 Overdraft Privilege Issues and How to Avoid Them	July 22, 2020	02:30 PM
25 Questions Customers Ask About Business Accounts	July 23, 2020	02:30 PM
Credit Appraisals: Regulations & the Review Process	July 27, 2020	02:30 PM
Opening Minor Accounts	July 28, 2020	02:30 PM
Secrets to Being a Great Call Center Agent	July 30, 2020	11:00 AM
Flood Rules for Commercial Real Estate	July 30, 2020	02:30 PM
UCC	August 3, 2020	02:30 PM
ACH Origination for Lenders	August 4, 2020	11:00 AM
Opening Accounts for Non-Profits, Charity, Benefit and Associations	August 5, 2020	02:30 PM
Advertising	August 5, 2020	11:00 AM
BSA for the Lending Department: The Specifics	August 11, 2020	11:00 AM
Auditing Your Anti-Harassment Policies and Process	August 12, 2020	11:00 AM
Call Report – Lending Schedules for Banks	August 13, 2020	11:00 AM
Excel Speed Tips	August 14, 2020	11:00 AM
Strategic Loan Pricing	August 17, 2020	02:30 PM
When to Coach, When to Supervise	August 18, 2020	02:30 PM
HMDA Violations – Common Challenges and Solutions	August 19, 2020	11:00 AM
Implementing the Revised URLA: Here are the Details	August 19, 2020	02:30 PM
Director Compensation and Compensation Committee Best Practices	August 20, 2020	11:00 AM
Advanced Financial Statement Analysis	August 24, 2020	02:30 PM
Current Status of the ATR/ QM Rules	August 25, 2020	11:00 AM
Vendor Management Program- How Model Risk Fits In	August 25, 2020	02:30 PM
2 Day IRA Streaming	August 25, 2020	10:00 AM
IRA Basic Streaming	August 25, 2020	10:00 AM
IRA Advanced Streaming	August 26, 2020	10:00 AM
ACH Exception Processing	August 26, 2020	11:00 AM



WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Credit Analysis Basic	August 31, 2020	02:30 PM
Excel: Automating Financial Statements	September 2, 2020	02:30 PM
Thirty (30) Steps to Audit Your Safe Deposit Area	September 2, 2020	11:00 AM
Shattered Myths of Banking	September 3, 2020	11:00 AM
Best-Ever Compliance Checklist for Commercial Loans	September 3, 2020	02:30 PM
Quarterly Compliance: Fall 2020	September 7, 2020	02:30 PM
Garnishments	September 8, 2020	11:00 AM
Audit Report Writing	September 9, 2020	02:30 PM
Loan Participations for Community Banks	September 9, 2020	11:00 AM
IRA: The Basics	September 10, 2020	11:00 AM
Violence in Your Workplace	September 10, 2020	02:30 PM
Seven Habits of Effective Credit Administration in Commercial Banks	September 11, 2020	11:00 AM
Advanced Cash Flow	September 14, 2020	02:30 PM
CRA Nuts and Bolts	September 16, 2020	11:00 AM
Agricultural Loan Documentation	September 16, 2020	2:30 PM
Get Technical Streaming Event 1	September 16, 2020	10:00 AM
Get Technical Streaming Event 2	September 17, 2020	10:00 AM
IRA Rollovers vs. Transfers	September 17, 2020	11:00 AM
Create Engaging Conversations in the Branch of the Future	September 17, 2020	2:30 PM
Call Report for Banks – Recent Changes, Highlights, and Pitfalls	September 18, 2020	11:00 AM
Residential Construction Lending	September 21, 2020	2:30 PM
TRID for Beginners	September 22, 2020	11:00 AM
Strategic Planning for Financial Institutions – It's All about Your Strategy	September 23, 2020	2:30 PM
Employment Records and How to Keep Them	September 24, 2020	11:00AM
Call Reports: RC-C Loan Coding and Related RC-C Reporting	September 25, 2020	11:00AM
10 Practices To Create and Present Engaging Training	September 28, 2020	2:30 PM
Setoff	September 29, 2020	11:00 AM
Dealing with Subpoenas	October 1, 2020	2:30 PM
Loan Doc 101 Pt. 1	October 5, 2020	2:30 PM
Serve Well, Sell Right at the Branch	October 6, 2020	2:30 PM
Loan Doc 101 Pt. 2	October 6, 2020	11:00 AM
Performing Your ACH Audit and Tips for Your ACH Risk Assessment	October 7, 2020	11:00 AM
E-Sign for Lending and Critical E-Sign Implementation Issues	October 8, 2020	11:00 AM
TRID for Construction Loans	October 8, 2020	1:30 PM
Poor Box Drilling Creates Lawsuits	October 9, 2020	11:00 AM
Coaching Skills Bootcamp	October 14, 2020	11:00 AM
Officer Calling: Prospecting, Preparing & Presentation	October 15, 2020	11:00 AM
Excel: Filtering and Slicing Data	October 15, 2020	2:30 PM
Outsourced Third Party Risk Management (Vendor) Program	October 16, 2020	11:00 AM
Advanced Tax Return	October 19, 2020	2:30 PM
FLDA: Beyond the Basics	October 20, 2020	11:00 AM
Common Pitfalls of ARM Disclosures	October 21, 2020	11:00 AM
IRA: Distributions and Beneficiaries	October 22, 2020	11:00 AM
Treasury Management: A Powerful Tool to Increase Deposits and Fee Income	October 22, 2020	2:30 PM
Commercial & Business Lending Basics for Support Personnel	October 26, 2020	2:30 PM
Accounts Receivable and Inventory Financing	October 27, 2020	11:00 AM
15 Reasons Training Doesn't Stick	October 28, 2020	11:00 AM
Flood Insurance	October 29, 2020	11:00 AM
IRA: Auditing and Compliance	October 30, 2020	11:00 AM
Branch Controls and Accountability	November 3, 2020	11:00 AM
Excel Explained: Charts	November 4, 2020	11:00 AM
Compliance Rules for Commercial Loans	November 5, 2020	2:30 PM
The 5 Keys to Coaching for Bank Managers	November 5, 2020	11:00 AM
Legal Essentials for Lenders	November 6, 2020	11:00 AM
CRE Lending: Cash Flow Analysis & Cap Rates	November 9, 2020	2:30 PM
ATR, QM, HCM & HPML	November 10, 2020	11:00 AM

WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Reg E – Five Best Practices	November 12, 2020	2:30 PM
Wire Transfer Compliance, including Combating Fraud & International Remittance	November 12, 2020	11:00 AM
Advanced Commercial Loan Documents	November 16, 2020	2:30 PM
Compliance for Commercial Lenders	November 17, 2020	11:00 AM
Check Fraud	November 19, 2020	11:00 AM
Customer Service vs Customer Experience	November 19, 2020	2:30 PM
Top Fifty (50) “Most Important” Safe Deposit Procedures	November 20, 2020	11:00 AM
Commercial and Industrial (C&I) Lending in Today’s Competitive Market	November 23, 2020	2:30 PM
Lending 101	November 24, 2020	2:30 PM
Safe Deposit Marketing and Profitability	December 1, 2020	11:00 AM
Power of Attorney	December 2, 2020	11:00 AM
Quarterly Compliance: Winter 2020	December 3, 2020	11:00 AM
Commercial Construction Lending	December 7, 2020	2:30 PM
Trusts	December 8, 2020	11:00 AM
Excel 101: Introduction to Spreadsheets	December 8, 2020	2:30 PM
Regulations E Error Resolutions and Disputes	December 9, 2020	11:00 AM
The Four C’s of Supervision	December 11, 2020	11:00 AM
Open-End Credit Rules – Most Common Issues	December 15, 2020	11:00 AM
Residential Construction Lending	December 16, 2020	11:00 AM
Notary	December 17, 2020	11:00 AM
Commercial Real Estate in Today’s Economy	December 18, 2020	2:30 PM



CFT has now partnered with ACAMS

ACAMS - The Association of Certified Anti-Money Laundering Specialists (ACAMS) is the largest international membership organization dedicated to advancing the professional knowledge, skills and experience of those dedicated to the detection and prevention of money laundering around the world.

Together, we offer the following training solutions for you and your organization:

- AML Foundations Certificate + Membership - eLearning course for professionals new to AML compliance that require a firm understanding of what goes into detecting, preventing, and reporting money laundering and financial crimes
- CAMS Certification + Membership - Get certified in AML and financial crime prevention – ACAMS is widely recognized as the gold standard in AML certifications

Amplify your compliance training program to include ACAMS AML training and certification.

For more information, visit the following [LINK](#)



CREDIT UNION WEBINAR SCHEDULE

Attendance Options

Live Plus Five (\$195) - Attend the live event and receive five business days of unlimited access to the OnDemand Playback and links to presenter materials and supplementary handouts.

OnDemand Recording (\$215) - Receive unlimited access to the OnDemand Playback for 6 months and links to presenter materials and supplementary handouts. This option does not include live session attendance.

CD-ROM (\$245) - Receive the webinar recording on a CD-ROM 7-10 business days after the Live event or your registration date (whichever is the latter). Receive unlimited access to the OnDemand Playback for 6 months and links to presenter materials and supplementary handouts. This option does not include live session attendance.

Live Plus Six (\$265) - Attend the live event and receive six months of unlimited access to the OnDemand Playback and links to presenter materials and supplementary handouts.

Premier Package (\$295) - Includes all three base options. Live attendance, OnDemand Playback for six months, and the CD-ROM.

Webinar Subscription Options

Make the up-to-date webinars you love even more cost-effective!

Membership Level	# of Credits	Price	Savings
Bronze	5	\$895	10%
Silver	10	\$1,695	15%
Gold	20	\$3,195	20%
Platinum	50	\$7,350	25%
Diamond	100	\$13,650	30%

One Live or OnDemand= 1 Credits

CD ROM and Handouts= 1.25 Credits

Live PLUS OnDemand = 1.25 Credits

Premier Package =1.5 Credits

*Fees are subject to change without notification

Webinar Title	Date	Time
Branch Manager Best Practices	January 8, 2020	2:30 PM
Indirect Lending	January 15, 2020	11:00 AM
Health Savings Accounts	January 17, 2020	11:00 AM
8 Keys to Teller Excellence	January 22, 2020	2:30 PM
Poor Box Drilling Procedures Create Lawsuits	January 23, 2020	11:00 AM
IRA Annual Update	January 24, 2020	11:00 AM
Excel: Introduction to Spreadsheets	February 5, 2020	11:00 AM
Now You're the New Supervisor	February 7, 2020	11:00 AM
Driving Results with Your Credit Union's Data	February 13, 2020	2:30 PM
ACH Rule Changes	February 19, 2020	2:30 PM
Managing a Successful Call Center	February 26, 2020	11:00 AM
IRA Death Payments to Beneficiaries	March 5, 2020	11:00 AM
Motivating & Managing the Frontline	March 11, 2020	2:30 PM
Beginning Collection Techniques	March 13, 2020	11:00 AM
Top 25 Safe Deposit Compliance Issues	March 18, 2020	11:00 AM
Advanced Collection Techniques	April 2, 2020	11:00 AM
Introduction to ACH	April 3, 2020	11:00 AM
Key Strategies to Attract and Retain Members	April 7, 2020	2:30 PM
Top 50 Most Important Safe Deposit Procedures	April 23, 2020	11:00 AM
ACH Origination for Credit Unions	May 7, 2020	2:30 PM
Excel: Budget Spreadsheets	May 12, 2020	2:30 PM
Secrets of a Successful Call Center Agent	May 13, 2020	11:00 AM
Intro to Compliance Part 1 – Compliance Officers	May 27, 2020	11:00 AM
Check Fraud	June 2, 2020	11:00 AM
Components of a Strong Information Security Program	June 9, 2020	11:00 AM
Intro to Compliance Part 2 – BSA Officers	June 10, 2020	11:00 AM
Ten Things to Know Before Your Next Core Renewal	June 11, 2020	11:00 AM
Consumer Real Estate Loans	June 16, 2020	2:30 PM
Member Complaint Intake, Response, Resolution, and Tracking	June 18, 2020	2:30 PM
Closing Accounts	June 23, 2020	11:00 AM
Intro to Compliance Part 3 – Auditing for Compliance	June 24, 2020	11:00 AM
Vendor Management – How Model Risk Fits In	June 25, 2020	2:30 PM
Elder Abuse, Identity Theft, Human Trafficking	June 26, 2020	11:00 AM
10 Lessons Learned When Your Member Dies	July 9, 2020	11:00 AM
Dealing with Trusts	July 14, 2020	11:00 AM
Strategies to Win the War	July 16, 2020	11:00 AM

CREDIT UNION WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Vendor Due Diligence	July 21, 2020	11:00 AM
How to Use Your Risk Assessments to Make Better Decisions	July 22, 2020	11:00 AM
Excel: Introduction to Pivot-Tables	August 4, 2020	2:30 PM
ACH Exception Processing	August 7, 2020	11:00 AM
Opening Accounts Online	August 11, 2020	11:00 AM
Documenting Employee Performance: A Non-Writers Crash Course	August 12, 2020	11:00 AM
Vendor Management 2020	September 2, 2020	11:00 AM
Basic Loan Underwriting	September 8, 2020	11:00 AM
Getting in the Game: Aligning Marketing and Execution	September 10, 2020	2:30 PM
IRAs: Part 1	September 11, 2020	11:00 AM
Electronic Banking Series Part 1 – Electronic Services Risk Mitigation	September 15, 2020	11:00 AM
IRAs: Part 2	September 18, 2020	11:00 AM
Supervisory Staff: 10 Warning Signs of an Employee Lawsuit on Your Horizon	September 23, 2020	2:30 PM
Electronic Banking Series Part 2 – E-SIGN, Online Mobile Banking, Remote Deposit Capture	September 29, 2020	11:00 AM
Excel: Building Error-Free Spreadsheets	September 30, 2020	11:00 AM
Advanced Loan Underwriting	October 6, 2020	11:00 AM
Vault Security & Disaster Recovery	October 7, 2020	11:00 AM
Garnishment of Federal Benefit Payments	October 13, 2020	11:00 AM
Performing the ACH Audit	October 15, 2020	11:00 AM
IRAs: Part 3	October 16, 2020	11:00 AM
Controlling the Risks of Power of Attorney Documents	October 17, 2020	11:00 AM
Strategic Planning for FI – It's All About Your Strategy	October 20, 2020	2:30 PM
IRAs: Part 4	October 23, 2020	11:00 AM
Effective SAR Narratives	November 3, 2020	11:00 AM
Commercial Lending Checklist	November 16, 2020	2:30 PM
Thirty (30) Steps to Audit Your Safe Deposit Area	November 19, 2020	11:00 AM
Notary Public	December 1, 2020	11:00 AM
Error Resolution – Regulations E & Z	December 3, 2020	11:00 AM
Handling Incapacitated Members (Alzheimer's Disabled, Elderly, Lack of Understanding)	December 9, 2020	2:30 PM
Reporting Critical Information Security Areas Upstream	December 15, 2020	2:30 PM

New Certificate Tracks Coming Soon!

- Business Communication Certificate
- Data Analytics Certificate
- Digital Banking Certificate
- Financial Essentials for Managers
- Loan Servicing Certificate
- Loan Processing Certificate
- Loan Underwriting Certificate
- Sales Essentials Certificate

CFT offers a proven and convenient online learning alternative for financial institution employees. **Compliance** College provides the essential requirements of Key Federal Acts and Regulations as they relate to job functions. Also available are Teller & Product Training courses. This program includes testing, tracking, reporting and online reference, satisfying the needs of institutions of every size. **Compliance** College targets the job needs of general bank, staff tellers, CSR's, FSR, managers and operations personnel.

How to Register:

To register for one or more **Compliance** College courses, simply call the CFT office for a registration form at (305)237-3051 or download an application for. As soon as your registration is processed you will receive an email with site access and log-on information from the **Compliance** College coordinator.

The course material is in plain language and uses a unique approach, with significant user interaction exercises, real life scenarios and immediate feedback – which makes the course interesting and improves learning retention. Each module begins with a pre-test and concludes with a post-test. The post-test is scored and results are recorded and retained for management reporting. Since this training is internet-based and self-paced, staff may access the **Compliance** College anytime, whether at work or at home, as many times as you wish for up to one year after you register.

Withdrawal Policy:

No withdrawal is accepted once you have registered for an on-line compliance course. You may request a substitute in your place. No refunds will be given should you withdraw from the course after registration has been received at the CFT office.

CFT Member/Non-member Price: \$115/\$155

Please be advised that there is a **\$14.00** individual registration fee for all compliance classes.

IMPORTANT “GOOD” NEWS – for a quicker turnaround, the certificates of completion for the following courses will now be available online once the student completes the individual class. The student can download their own certificates of completion at the conclusion of each class. The CFT office will NO LONGER issue individual certificates. Upon Completion of the requirements and verification of eligibility the compliance officer certificate (domestic & int'l tracks) will be honored and issued by the CFT office.

Lending Compliance Series

A Borrower's Right to Privacy in a Mortgage Transaction-TP
Anti-Tying
Appraisal and Evaluation Interagency Guidelines
Collection Practices and Loan Workouts
Commercial Compliance Overview
Consumer Credit Lending Practices
Consumer Credit Products
Consumer Installment Loan Compliance Overview
Consumer Leasing Act: Regulation M
Consumer Lending Regulations
Equal Credit Opportunity Act: Regulation B
Equal Credit Opportunity Act: Regulation B -E3
Escrow Accounts and Disclosures
Evaluating Business Loans
Exploring Mortgage Servicing Rules
Exploring Small Servicer Mortgage Servicing Rules
FACT Act Overview
FACT Act Overview – E3
Fair Credit Reporting Act (FCRA)
Fair Debt Collection Practices Act (FDCPA)
Fair Housing Act (FHA)
Fair Lending Overview
Fair Lending Overview – E3
Fair Lending Overview – Lending Staff – E3
Federal Regulation of Real Estate Appraisals
Financial Alternatives for Small Business

Flood Insurance
Home Mortgage Disclosure Act: Regulation C
Homeowners Protection Act of 1998—PMI Act
Introduction to Credit Card Regulations
Lending on Commercial Real Estate
Loan Servicing Loss Mitigation
Loans to Executive Officers: Reg. O
LS-Understanding SBA Eligibility
LS-Understanding SBA Loans
Managing OREO
Military Lending Act
Plain and Simple—A Step-By-Step Guide to the New Integrated Disclosures
Private Education Loans (PEL): HEOA and Reg. Z
Real Estate Settlement Procedures Act (RESPA): Regulation X
Referral Techniques for Non-licensed Employees
Service Member's Civil Relief Act (SCRA)
Service Member's Civil Relief Act (SCRA) – E3
Specific Program Guidelines: FHA, VA, USDA
The S.A.F.E. Act
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

Deposit Compliance Series

Affiliate Transactions: Regulation W
Anti-Boycott
Automated Clearing House (ACH)
Cash Management Services
Check 21 Act Overview
Deposit Compliance
Electronic Funds Transfer Act: Reg. E
Electronic Funds Availability Act: Reg. CC
Federal Deposit Insurance Corporation (FDIC)
Federal Election Campaign Act (FECA)
Fedwire (Reg J)
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

Transaction Compliance

AML & 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)
AML/BSA – E3
Anti-Terrorism – E3
Anti-Terrorism Overview
Bank Secrecy Act (BSA)
BSA for Customer Service Representatives
BSA for Lenders
BSA for Operations
BSA for Tellers
BSA/AML Trust
Beneficial Ownership
Check Fraud
Check Kiting
Counterfeiting and Forgery
Countering Human Trafficking
Currency Transaction Reporting
Currency Transaction Reports – E3
Customer Due Diligence and Enhanced Due Diligence (CDD/EDD)
Customer Identification Program (CIP)
Customer Identification Program (CIP) – E3
Elder Financial Abuse
Elder Financial Abuse – E3
Frauds and Scams
Global Anti-Money Laundering Standards – E3
Introduction to Human Trafficking
Management Overview for BSA & AML Program
New Account ID Procedures (CA Specific)
Office of Foreign Assets Control (OFAC)
Office of Foreign Assets Control (OFAC) – E3
Politically Exposed Persns – E3

Reporting and Recordkeeping Requirements – E3
Suspicious Activity Reporting
Suspicious Activity Reporting – E3
Suspicious Activity Reporting – Red Flags for Lender – E3
Suspicious Activity Reporting – Red Flags for Tellers/CSRs/Operations – E3
The Importance of Anti-Money Laundering in the Mortgage Profession
Trade Finance Fraud
Unlawful Internet Gambling: Regulation G

Retail Banking Series

Accepting Negotiable Instruments
Bank Broker/Dealer Exemptions: Regulation R
Bomb Threats and Other Security Issues
Cash Handling Skills
Deposit Products and Services
Fraud at the Teller Station
Future of Retail Banking
Handling Consumer Complaints
Handling Stop Payments
Health Savings Accounts
Insurance Disclosures
Insurance Products
Issuing Negotiable Instruments
Measuring Depository Branch Performance
New Account Opening
Non-Deposit Investment Product Sales
Non-Deposit Investment Products
Overview of Teller Responsibilities
Prepaid Access
Private Banking
Records Management
Remote Deposit Capture
Referral Techniques for Non-licensed Employees
Regulatory Compliance for Tellers
Robberies
Safe Deposit Boxes
Savings Bonds
Trust Law Basics
Trust Services

Enterprise Risk Management and Compliance

Active Shooter/Critical Incidents in Financial Institutions
Advertising Compliance
Americans with Disabilities Act
Bank Bribery Act
Business Continuity and Disaster Recovery
CCPA
Change Management
CISA—Customer Information Security Awareness
Community Reinvestment Act (CRA) for Intermediate Institutions
Community Reinvestment Act (CRA) for Large Institutions
Community Reinvestment Act (CRA) for Small Institutions
Consumer Financial Protection Bureau—CFPB
Consumer Protection Through Accurate and Ethical Advertising-TP
Ethical Dilemmas and the Fight against Mortgage Fraud

ONLINE COMPLIANCE COURSES (SELF-PACED)

Ethics for Bankers
Foreign Corrupt Practices Act
General Data Protection Regulation
Guidelines for An Environmental Risk Program
HIPPA and COBRA for Financial Institutions
Insider Trading
Interest Rate Risk Management
Limitations on Interbank Liabilities—Regulation F
Red Flags of Identity Theft
Safeguarding Customer Information—Gramm-Leach-Bliley
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

Banker's Knowledge

Advanced Financial Math
Analyzing Company Cash Flows
Annuities
Beginning Financial Math
Business Etiquette
Checking Accounts, Share Drafts and Other Transaction Products
Commercial Banks— An Introduction
Community Relations Programs
Delegation Skills
Direct Mail Marketing Techniques
Federal Reserve and Monetary Policy
Financial Institution Regulation
Financial Markets
Fundamentals of Banking II—The Banking Institution
Fundamentals of Banking I—The Banking System
Greening the Office
Home Banking and Bill Paying
Indirect Lending
Introduction to Appraisal
Loans and Credit
Local Promotion and Advertising Programs
National Bank Trust Activities
Negotiation Skills
Office Safety
Professional Business Dress—Men
Professional Business Dress—Women
Providing Service to Customers with Disabilities
U.S. Financial Institutions
Understanding Compliance Regulations

Board of Directors Series

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—Service Member's Civil Relief Act
BOD—Unfair, Deceptive, or Abusive Acts or Practices for the Financial Institution

Refresher Series

Bank Secrecy Act Refresher
Community Reinvestment Act (CRA) 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 – Reg. P
Identity Red Flag Programs Refresher
Office of Foreign Assets Control (OFAC) Refresher
Real Estate Settlement Procedures Act: Regulation X Refresher
Right to Financial Privacy Act (RFPA) Refresher
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

New! Cybersecurity Fundamentals

A Day In the Life Theme: Security Awareness
Appropriate Use of Social Media
Defeating Social Engineers (Advanced)
Defeating Social Engineers (Standard)
Human Firewall Theme: Security Awareness and Literacy
PCI Essentials for Cardholder Data Handlers and Supervisors
Phishing
Protecting Mobile Data and Devices
Security Awareness Essentials
Strongest Link Theme: Security Awareness and Literacy

Mortgage Lending Series

Real Estate Settlement Procedures Act—Part I
Real Estate Settlement Procedures Act—Part II



ONLINE COMPLIANCE COURSES (SELF-PACED)

Equal Credit Opportunity Act
Truth-in-Lending- Part I
Truth-in-Lending- Part II
Truth-in-Lending- Part III
Identifying High-Cost Mortgages and Higher-Priced Mortgage Loans
The Loan Originator Compensation Rule
The TILA-RESPA Integrated Disclosure (TRID) Rule Part I
The TILA-RESPA Integrated Disclosure (TRID) Rule Part II
Homeowners Protection Act
The S.A.F.E. Act
Home Mortgage Disclosure Act
Fair Credit Reporting Act
Fair and Accurate Credit Transactions Act
Dodd-Frank Act
USA PATRIOT Act and bank Secrecy Act
Gramm-Leach-Bliley Act
Mortgage Acts and Practices Rules
E-Sign Act
Privacy Rules
The Ability to Repay and Qualified Mortgage Rules
Regulatory Authority
Qualified and Non-Qualified Mortgage Programs
Conventional Mortgages
Non-Conforming Mortgages
VA and USDA Loans
Guidance's
Mortgage Loan Products
High-Cost Mortgage Loans
Higher-Priced Mortgage Loans
Reverse Mortgages
Other Loan Products I
Other Loan Products II
Mortgage Loan Terms
Completing the Loan Application
Verification and Documentation
Disclosure
Analyzing Borrower Qualifications
Borrower Credit Qualifications
Qualifying Ratios
Ability to Repay and Qualified Mortgages
Appraisals
Underwriting Review
The Title Process
Mortgage, Hazard, and Flood Insurance
The Closing Process
Funding and Servicing
Mortgage Calculations
Adjustable-Rate Mortgage Loans
Ethical Issues Related to Federal Lending Laws I
Ethical Issues Related to Federal Lending Laws II
Anti-Discrimination in Mortgage Transactions
Mortgage Fraud and Ethical Behavior
Ethical Conduct in the Appraisal Process
Financial Responsibility
Unfair, Deceptive, or Abusive Acts or Practices
Consumer Relationships
Ethical Behavior of Consumers
Fraud Detection, Reporting, and Prevention

Consumer Lending Program and Financial Knowledge

Analyzing Personal Financial Statements
Consumer Credit Products
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 Mortgages
Second Lien Real Estate Mortgage Loans/Junior Real Estate Mortgage Loans
Subprime and Predatory Lending

Diversity and Inclusion Series

DI—Age
DI—Barriers to Diversity
DI—Cross-Cultural Business
DI—Cultural Diversity
DI—Defamation
DI—Defamation for Managers
DI—Discrimination
DI—Discrimination for Managers
DI—Diversity Awareness
DI—Documentation
DI—Documentation for Managers
DI—Drug-Free Workplace Program
DI—Employees with Disabilities
DI—Employees with Disabilities for Managers
DI—Gender
DI—Harassment
DI—Harassment for Managers
DI—Language
DI—Marital Status
DI—Race, Color and Nationality
DI—Religion
DI—Retaliation
DI—Retaliation for Managers
DI—Sexual Harassment
DI—Sexual Harassment for Supervisors and Managers
DI—Sexual Harassment Refresher
DI—Sexual Orientation
DI—Stereotypes and Assumptions
DI—Veteran Status
DI—Violence and Bullying in the Workplace
DI—Workplace Inclusion

Customer Information Security Awareness (CISA) Series

CISA-01—Security System Issues
CISA-02—Passwords
CISA-03—Internet Banking Security
CISA-04—Securing Customer Information
CISA-05—Securing Nonpublic Areas
CISA-06—Information Disposal
CISA-07—PINs

CISA-08—Customer Requests
CISA-09—Interactive Voice Response Systems
CISA-10—Clean Desk Policy
CISA-11—Media and Equipment
CISA-12—Network Component Security
CISA-13—Data Encryption Standards
CISA-14—Remote Access Standards
CISA-15—Laptop and PDA Security
CISA-16—Intrusion Detection and Firewall Security
CISA-17—Virtual Private Network Security
CISA-18—Computer Room Security
CISA-19—File Backup and Storage
CISA-20—PC Software Controls
CISA-21—Virus and Spyware Prevention
CISA-22—Incident Response Program
CISA-23—Social Engineering
CISA-24—Social Media

Leadership in Management

LE1 - Introduction to Management Basics
LE2 - Time Management
LE3 - Business Writing
LE4 - How to Lead and Participate Effectively in Meetings
LE5 - Coaching and Feedback
LE6 - Leading People Through Change
LE7 - Handling Conflict
LE8 - Sharpening Your Interviewing Skills
LE9 - Managing Multiple Generations at Work
LE10 - Introduction to Project Management Concepts

REAL Customer Service

Customer Service
REAL Customer Service 1 - Showing Customers You Care
REAL Customer Service 2 - Using Language to Serve the Customer
REAL Customer Service 3 - Opening the Conversation
REAL Customer Service 4 - Diagnosing Customer Needs
REAL Customer Service 5 - Responding to Customer Requests
REAL Customer Service 6 - Taming Challenging Conversations
REAL Customer Service 7 - That's a Wrap - Closing the Conversation

REAL Sales

Cross-Selling
REAL Sales 1 - The Other Side of Service
REAL Sales 2 - Adding Value Through Cross-Selling
REAL Sales 3 - Adding Value Through Up-Selling
REAL Sales 4 - Overcoming Resistance

Retirement Management Series

Education Savings Accounts/Coverdell Education Saving Account
Excess IRA Contributions
IRA Beneficiary Options
IRA Contributions
IRA Distributions
IRA Required Minimum Distributions
IRA Rollovers, Transfers and Direct Rollovers
Retirement Planning and Saving

Roth IRA Overview
SIMPLE IRA Basics
Simplified Employee Pension (SEP) Plans
Traditional IRA Overview
Ways to Build Wealth

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 & 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

Leadership Professional Skills

Becoming a Coach: Bringing out the Best in Employees
Becoming a Leader: Communication Techniques that Motivate, Guide and Inspire Employees to Excel
Conducting High-Impact, Low-Stress Performance Reviews
Creating Your Dream Team: How to Harness the Power of Teamwork
Everyone's Teamwork Role
For Managers... Creating a Positive Workplace: Good Attitudes Are Contagious
Heating Up Your Cold Calls

Hiring Secrets: 12 Tips to Get Candidates to Reveal Their True Selves
How to Resolve Conflict at Work
How to See Opportunity in a Changing Workplace
How to Shine in Difficult Management Situations
Interviewing Techniques That Help You Hire the Best
It's Business, Not Personal: Taming Emotions in the Workplace
Motivating Employees During Organizational Change
Professional Conduct 101: Vital Skills for New Employees
Solving (Even More) People Problems on the Job
Training to Win: Helping Employees Meet or Exceed Their Goals
You Are the Organization

Communication Professional Skills

7 Things Never to Say to Your Customers
Better Business Grammar
Communicating for Results: How to Be Clear, Concise and Credible
Communicating to Reduce Stress on the Job
Communicating with Customers
Communicating with People on the Job
Don't Shoot the Messenger: Common Workplace Courtesies that Reduce Tension & Lower Stress
Everyone's Customer Service Role
How to Communicate Clearly and Effectively with Employees
How to Give and Receive Criticism
Listen & Win: How to Keep Customers Coming Back
Make the Connection: How to Be Effective and Productive on the Phone
Mastering Memos
Power Writing: Techniques for Success
Powerful Ways to Persuade People
Solving People Problems on the Job
Speak like a Pro... and Get a Standing Ovation Every Time
Speaking to One Person or a Roomful: Proven Techniques that Will Make You a Master Communicator
Speaking with Confidence, Clarity and Charisma
Think Like the Customer, Act Like the Owner
Winning Over Even the Most Difficult Customers: Going Beyond Service with a Smile

Teamwork Professional Skills

Building Cooperation: How Everyone Can Win at Work
For Employees... Being Positive in the Workplace: Good Attitudes Are Contagious
Getting Cooperation: Team-Building That Works
Sink or Swim Teamwork: We're All in This Together
Team-Building Techniques That Work

Time Management Professional Skills

Achieving Peak Performance on the Job
Arrest that Stress: How to Depressurize Your Work Life
Do it Right the First Time: Paying Attention to Details
Do More in Less Time: Tame Your Workload by Dramatically Increasing Your Productivity
Get Organized and Stay Organized: The 7-Day Plan for Putting Your Work Life in Order
How to Juggle Multiple Priorities

New! OnCourse Unplugged

Unplugged: BSA/AML Overview
Unplugged: BSA/AML Program
Unplugged: Currency Transaction Reports
Unplugged: Suspicious Activity Reports
Unplugged: Know Your Customer
Unplugged: Anti-Money Laundering
Unplugged: Fair Lending Overview
Unplugged: Fair Housing Act
Unplugged: Equal Opportunity Act
Unplugged: Home Mortgage Disclosure Act
Unplugged: Identify Theft Program
Unplugged: Identity Theft Red Flags
Unplugged: OFAC
Unplugged: Social Engineering
Unplugged: Phishing
Unplugged: Privacy

New! Cybersecurity Starter

Phishing
Security Awareness Essentials

New! Cybersecurity Advanced

A Day In the Life Theme: Security Awareness
A Day In the Life Theme: (with Adaptive TestOut/Analytics)
Appropriate Use of Social Media
Baseline Information Security Training for IT Professionals
Cloud Security
Data & Records Retention
Defeating Social Engineers (Advanced)
Defeating Social Engineers (Standard)
Email Security & Instant Messaging Security
GDPR: GDPR for Data Handlers
GDPR: How to Comply With the GDPR in the US
Human Firewall Theme (Adaptive TestOut/Analytics)
Human Firewall Theme: Security Awareness and Literacy
Incident Reporting
Information Security for Executives
"Internet of Things" & Home Security
GDPR: Introduction and Overview
Introduction to the OWASP Top 10
GDPR: Key Principles of the GDPR
GDPR: Navigating the GDPR with our US Partners
Password Management
PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Phishing
Physical Security
Privacy and Data Protection
Privileged User Security
Protecting Mobile Data and Devices
Security Awareness Essentials
Security Awareness for Managers
Security Awareness for the Home
Security Awareness Fundamentals Theme (with Adaptive TestOut/Analytics)

ONLINE COMPLIANCE COURSES (SELF-PACED)

Strongest Link Theme (with Adaptive TestOut/Analytics)
Strongest Link Theme: Security Awareness and Literacy
GDPR: Transfers of Data Outside of the EU
Working Remotely

GDPR

GDPR: Introduction and Overview
GDPR: Key Principles of the GDPR
GDPR: Transfers of Data Outside of the EU
GDPR: Navigating the GDPR with our US Partners
GDPR: GDPR for Data Handlers
GDPR: How to Comply With the GDPR in the US

HIPAA/HITECH

HIPAA/HITECH Privacy for Business Associates
HIPAA/HITECH Privacy for Covered Entities
HIPAA/HITECH Information Security

PCI Compliance

PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Privacy and Data Protection
Data & Records Retention

Human Trafficking Awareness Suite

Introduction to Human Trafficking
Countering Human Trafficking

Microsoft Office

Office 2016 coming soon!
Microsoft Office Access 2013
Microsoft Office Excel 2013
Microsoft Office Outlook 2013
Microsoft Office PowerPoint 2013
Microsoft Office Word 2013

Commercial Lending Program (In Partnership with Ensight)

Accounting
Cash Flow Analysis
Cash Flow Construction
Cash Flow Forecasting
Credit Write-up
Financial Statement Analysis
Guarantor Analysis
Loan Documentation
Loan Structuring
Sources of Repayment
Credit Skills Diagnostic Assessment

Consumer Lending Program (In Partnership with Ensight)

Following up on the Loan
Government Regulations and the Lending Process
Introduction to Consumer Credit
Investigating the Applicant—Part 1

Investigating the Applicant—Part 2
Making the Decision
Preventing Fraud
Processing the Loan
Taking the Loan Application
The Five Stage Lending Process
Credit Skills Diagnostic Assessment

Small Business Lending Program (In Partnership with Ensight)

Section 1: Understanding your Small Business Customer
Section 2: Accounting Basics
Section 3: Tax Returns and Legal Structure
Section 4: The Balance Sheet
Section 5: The Income Statement
Section 6: Combining the Balance Sheet and Income Statement
Section 7: Understanding Small Business Borrowing Needs
Section 8: Personal Financial Statements

Insight Advantage Program (In Partnership with Ensight)

Section 1: Introduction
Section 2: Cash Cycle and Financial Analysis Essentials
Section 3: Do your Homework
Section 4: Effective Sales Conversations
Section 5: Discovering Cash Management and Financing Needs
Section 6: Value Added Solutions and Effective Closing



ONLINE COMPLIANCE COURSES (Credit Union)

Lending Compliance

A Borrower's Right to Privacy in a Mortgage Transaction - TP
 Appraisal and Evaluation Interagency Guidelines
 Collection Practices and Loan Workouts
 Consumer Credit Products
 Consumer Installment Loan Compliance Overview
 Consumer Leasing Act: Regulation M
 Consumer Lending Regulations
 Credit Card Act of 2009: Amend Regulation Z
 Equal Credit Opportunity Act: Regulation B
 Equal Credit Opportunity Act: Regulation B - E3
 Exploring Mortgage Servicing Rules
 Exploring Small Servicer Mortgage Servicing Rules
 FACT Act Overview
 FACT Act Overview - E3
 Fair Credit Reporting Act (FCRA)
 Fair Credit Reporting Act - FCRA - E3
 Fair Debt Collection Practices Act (FDCPA)
 Fair Housing Act (FHA)
 Fair Lending Overview
 Fair Lending Overview - E3
 Fair Lending Overview - Lending Staff - E3
 Federal Regulation of Real Estate Appraisals
 Financial Alternatives for Small Business
 Flood Insurance
 Home Mortgage Disclosure Act: Regulation C
 Homeowners Protection Act of 1998 - PMI Act
 Indirect Lending
 Introduction to Credit Card Regulations
 Lending on Commercial Real Estate
 Loan Servicing Loss Mitigation
 LS - Understanding SBA Eligibility
 LS - Understanding SBA Loans
 Managing OREO
 Member Business Lending
 Member Business Loan Compliance Overview
 Military Lending Act - Credit Union
 Plain and Simple - A Step-by-Step Guide to the New Integrated Disclosures
 Private Education Loans (PEL): HEOA and Regulation Z
 Real Estate Settlement Procedures Act: Regulation X
 Servicemembers Civil Relief Act (SCRA)
 Servicemembers Civil Relief Act (SCRA) - E3
 Specific Program Guidelines: FHA, VA, USDA
 The S.A.F.E. Act
 The S.A.F.E. Act -E3
 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
 Unfair, Deceptive or Abusive Acts or Practices (UDAAP) for the Financial Institution
 Uniform Residential Loan Application

Deposit Compliance

Deposit Compliance
 Electronic Funds Transfer Act: Regulation E
 Expedited Funds Availability Act: Regulation CC
 FEDWIRE: Regulation J
 GLB Privacy (No Opt Out)
 GLB Privacy (Opt-Out)
 Introduction to Compliance for Tellers for Credit Unions
 Overdraft Protection Guidelines and Regulations
 Regulation E Error Resolution
 Reserve Requirements: Regulation D
 Right To Financial Privacy Act (RFPA)
 Truth in Savings, NCUA - Part 707
 Truth in Savings: Regulation DD
 UCC Revised Article 9 - Security Interests

Transaction Compliance

AML and SAR for Mortgage Lenders and Originators
 AML for Lenders
 AML for Member Service Representatives
 AML for Operations
 AML for Tellers
 AML: What Are PEPs?
 *Anti-Money Laundering (AML)
 Anti-Money Laundering (AML) / Bank Secrecy Act (BSA) - E3
 Anti-Terrorism - E3
 *Anti-Terrorism Overview - Regulatory Compliance
 *Bank Secrecy Act (BSA)
 BSA for Deposit Operations Employees
 BSA for Lenders
 BSA for Member Service Representatives
 BSA for Operations
 BSA for Tellers
 Beneficial Ownership
 Check 21 Act Overview
 Check Fraud
 Check Kiting
 Counterfeiting and Forgery
 Countering Human Trafficking
 Currency Transaction Reporting for Credit Unions
 Currency Transaction Reports (CTRs) - E3
 Customer Identification Program (CIP) - E3
 Elder Financial Abuse
 Elder Financial Abuse - E3
 Financial Institution Regulation
 Global Anti-Money Laundering Standards - E3
 Introduction to Human Trafficking
 Management Overview of the BSA and AML Program
 Member and Enhanced Due Diligence (MDD/EDD)
 *Member Identification Program (MIP)
 Nonresident Alien
 Office of Foreign Assets Control (OFAC)
 Office of Foreign Assets Control (OFAC) - E3
 Politically Exposed Persons - PEPs - E3
 Reporting and Recordkeeping Requirements - E3
 *Suspicious Activity Reporting (SAR) for Credit Unions



ONLINE COMPLIANCE COURSES (Credit Union)

Suspicious Activity Reporting (SAR) - E3
Suspicious Activity Reports - Red Flags for Lenders - E3
Suspicious Activity Reports - Red Flags for Tellers / CSRs / Operations - E3
Unlawful Internet Gambling Enforcement Act: Regulation GG
Wire Transfers

Retail Banking

Accepting Negotiable Instruments
Cash Handling Skills
Cash Management Services
Consumer Credit Lending Practices
Deposit Products and Services
Fraud at the Teller Station
Frauds and Scams
Handling Consumer Complaints
Handling Stop Payments
Health Savings Accounts
Home Banking and Bill Paying
Issuing Negotiable Instruments
Liquidity Management for Credit Unions
National Credit Union Share Insurance Fund (NCUSIF)
New Account Representative Training - Credit Union
Non-Deposit Investment Products
Opening a Member Account
Red Flags of Identity Theft
Remote Deposit Capture (RDC)
Referral Techniques for Non-licensed Employees
Robberies
Safe Deposit Boxes
Security of Member Information Guidelines
Trust Services
Understanding Compliance Regulations

Enterprise Risk Management and Compliance

Active Shooter / Critical Incidents in Financial Institutions
Advertising Compliance
Americans with Disabilities Act
Bank Bribery Act
Bomb Threats and Other Security Issues
Business Continuity and Disaster Recovery
CCPA
Change Management
Consumer Financial Protection Bureau - CFPB
Consumer Protection Through Accurate and Ethical Advertising - TP
General Data Protection Regulation (GDPR)
Guidelines for an Environmental Risk Program
HIPAA and COBRA for Financial Institutions
Interest Rate Risk Management
Limitations on Interbank Liabilities - Regulation F
Member Information Security Awareness (MISA)
Safeguarding Member Information - Gramm-Leach-Bliley
Telemarketing Consumer Fraud and Abuse Prevention Act
The Importance of Third-Party Vendor Management
Understanding the FFIEC Final Guidance on Social Media

Credit Unions Professional Knowledge

Advanced Financial Math
Analyzing Company Cash Flows
Annuities
Automated Clearing House (ACH)
Beginning Financial Math
Business Etiquette
Checking Accounts, Share Drafts and Other Transaction Products
Commercial Banks - An Introduction
Community Relations Programs
Delegation Skills
Direct Mail Marketing Techniques
Ethics for Credit Union Professionals
Evaluating Business Loans
Evaluating Financial Leases
Federal Reserve and Monetary Policy
Financial Markets
Fundamentals of Credit Unions I - The Financial System
Fundamentals of Credit Unions II - The Financial Institution
Future of Retail Banking
Greening the Office
Insurance Disclosures
Insurance Products
Loans and Credit
Local Promotion and Advertising Programs
Negotiation Skills
Office Safety
Products, Services and Financial Aspects of Credit Unions
Professional Business Dress - Men
Professional Business Dress - Women
Providing Service to Members with Disabilities
Retirement Planning Basics for Financial Planners
Strategic Planning for Credit Unions
U.S. Financial Institutions
Understanding Mutual Funds
Volunteers of Credit Unions

Board of Directors

BOD - Anti-Money Laundering 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 - Financial Ratios for Credit Unions
BOD - Future of Credit Unions
BOD - Restructuring the Financial Services Industry
BOD - Strategic Planning for Credit Unions
BOD - Volunteers of Credit Unions
Governance of Credit Unions - NCUA Guidance

Refresher Series

Bank Secrecy Act Refresher
Electronic Funds Transfer Act: Regulation E Refresher
Equal Credit Opportunity Act: Regulation B Refresher
Expedited Funds Availability: Regulation CC Refresher
Fair Credit Reporting Act (FCRA) Refresher

ONLINE COMPLIANCE COURSES (Credit Union)

Fair Lending Overview Refresher
GLB Privacy Regulation P Refresher
Identity Red Flag Programs Refresher
Member Identification Program (MIP) Refresher
Office of Foreign Assets Control Act Refresher
Real Estate Settlement Procedures Act: Regulation X Refresher
Right to Financial Privacy Act (RFPA) Refresher
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

Cybersecurity Fundamentals

A Day in the Life Theme: Security Awareness
Appropriate Use of Social Media
Defeating Social Engineers (Advanced)
Defeating Social Engineers (Standard)
Human Firewall Theme: Security Awareness and Literacy
PCI Essentials for Cardholder Data Handlers and Supervisors
Phishing
Protecting Mobile Data and Devices
Security Awareness Essentials
Strongest Link Theme: Security Awareness and Literacy

Mortgage Lender

[SS Eth] Anti-Discrimination in Mortgage Transactions
[SS Eth] Consumer Relationships
[SS Eth] Ethical Behavior of Consumers
[SS Eth] Ethical Conduct in the Appraisal Process
[SS Eth] Ethical Issues Related to Federal Lending Laws I
[SS Eth] Ethical Issues Related to Federal Lending Laws II
[SS Eth] Financial Responsibility
[SS Eth] Fraud Detection Techniques
[SS Eth] Fraud Detection, Reporting and Prevention
[SS Eth] Mortgage Fraud and Ethical Behavior
[SS Eth] Unfair, Deceptive, or Abusive Acts or Practices
[SS Fed] Ability to Repay and Qualified Mortgage Rules
[SS Fed] Dodd-Frank Act
[SS Fed] Equal Credit Opportunity Act
[SS Fed] E-Sign Act
[SS Fed] Fair and Accurate Credit Transactions Act
[SS Fed] Fair Credit Reporting Act
[SS Fed] Gramm-Leach-Bliley Act
[SS Fed] Home Mortgage Disclosure Act
[SS Fed] Homeowners Protection Act
[SS Fed] Identifying High-Cost Mortgages and Higher-Priced Mortgage Loans
[SS Fed] Mortgage Acts and Practices Rule
[SS Fed] Privacy Rules
[SS Fed] Real Estate Settlement Procedures Act - Part I
[SS Fed] Real Estate Settlement Procedures Act - Part II
[SS Fed] Regulatory Authority
[SS Fed] The Loan Originator Compensation Rule
[SS Fed] The S.A.F.E. Act
[SS Fed] The TILA-RESPA Integrated Disclosure (TRID) Rule – Part
[SS Fed] The TILA-RESPA Integrated Disclosure (TRID) Rule - Part II
[SS Fed] Truth-in-Lending Act - Part I

[SS Fed] Truth-in-Lending Act - Part II
[SS Fed] Truth-in-Lending Act - Part III
[SS Fed] USA PATRIOT Act and Bank Secrecy Act
[SS Gen] Conventional Mortgages
[SS Gen] Guidances
[SS Gen] High-Cost Mortgage Loans
[SS Gen] Higher-Priced Mortgage Loans
[SS Gen] Mortgage Loan Products
[SS Gen] Mortgage Loan Terms
[SS Gen] Non-Conforming Mortgages
[SS Gen] Other Loan Products I
[SS Gen] Other Loan Products II
[SS Gen] Qualified and Non-Qualified Mortgage Programs
[SS Gen] Reverse Mortgages
[SS Gen] VA and USDA Loans
[SS LO] Ability to Repay and Qualified Mortgages
[SS LO] Adjustable-Rate Mortgage Loans
[SS LO] Analyzing Borrower Qualifications
[SS LO] Appraisals
[SS LO] Borrower Credit Qualifications
[SS LO] Completing the Loan Application
[SS LO] Disclosures
[SS LO] Funding and Servicing
[SS LO] Mortgage Calculations
[SS LO] Mortgage, Hazard and Flood Insurance
[SS LO] Qualifying Ratios
[SS LO] The Closing Process
[SS LO] The Title Process
[SS LO] Underwriting Review
[SS LO] Verification and Documentation

Consumer Lending and Financial Knowledge

Analyzing Personal Financial Statements
Consumer Credit Lending Practices
Credit Reports, Scores and Counseling and Debt Management
Escrow Accounts and Disclosures
High-Cost Mortgages (HOEPA)
Home Equity (Open End Credit)
IRS Reporting for Real Estate Transactions
Mortgage Fraud Awareness
Private Mortgage Insurance
Underwriting Home Mortgages

Diversity and Inclusion

DI - Age
DI - Barriers to Diversity
DI - Cross-Cultural Business
DI - Cultural Diversity
DI - Defamation
DI - Defamation for Managers
DI - Discrimination
DI - Discrimination for Managers
DI - Diversity Awareness
DI - Documentation
DI - Documentation for Managers
DI - Drug-Free Workplace Program
DI - Employees with Disabilities

ONLINE COMPLIANCE COURSES (Credit Union)

DI - Employees with Disabilities for Managers
DI - Gender
DI - Harassment
DI - Harassment for Managers
DI - Language
DI - Marital Status
DI - Race, Color and Nationality
DI - Religion
DI - Retaliation
DI - Retaliation for Managers
DI - Combating Sexual Harassment (New York State)
DI - Combating Sexual Harassment (New York City)
DI - Sexual Harassment for Non-Supervisors - CA
DI - Sexual Harassment for Supervisors - CA
DI - Sexual Harassment
DI - Sexual Harassment Refresher
DI - Sexual Harassment for Supervisors and Managers
DI - Sexual Orientation
DI - Stereotypes and Assumptions
DI - Veteran Status
DI - Violence and Bullying in the Workplace
DI - Workplace Inclusion

Member Information Security Awareness (CISA)

MISA - 01 - Security System Issues
MISA - 02 - Passwords
MISA - 03 - Internet Banking Security
MISA - 04 - Securing Member Information
MISA - 05 - Securing Nonpublic Areas
MISA - 06 - Information Disposal
MISA - 07 - PINs
MISA - 08 - Member Requests
MISA - 09 - Interactive Voice Response Systems
MISA - 10 - Clean Desk Policy
MISA - 11 - Media and Equipment
MISA - 12 - Network Component Security
MISA - 13 - Data Encryption Standards
MISA - 14 - Remote Access Standards
MISA - 15 - Laptop and PDA Security
MISA - 16 - Intrusion Detection and Firewall Security
MISA - 17 - Virtual Private Network Security
MISA - 18 - Computer Room Security
MISA - 19 - File Backup and Storage
MISA - 20 - PC Software Controls
MISA - 21 - Virus and Spyware Prevention
MISA - 22 - Incident Response Program
MISA - 23 - Social Engineering
MISA - 24 - Social Media

Leadership in Management

LE1 - Introduction to Management Basics
LE2 - Time Management
LE3 - Business Writing
LE4 - How to Lead and Participate Effectively in Meetings
LE5 - Coaching and Feedback
LE6 - Leading People Through Change
LE7 - Handling Conflict

LE8 - Sharpening Your Interviewing Skills
LE9 - Managing Multiple Generations at Work
LE10 - Introduction to Project Management Concepts

Member Services

Member Service
REAL Customer Service 1 - Showing Customers You Care
REAL Customer Service 2 - Using Language to Serve the Customer
REAL Customer Service 3 - Opening the Conversation
REAL Customer Service 4 - Diagnosing Customer Needs
REAL Customer Service 5 - Responding to Customer Requests
REAL Customer Service 6 - Taming Challenging Conversations
REAL Customer Service 7 - That's a Wrap - Closing the Conversation
Teller Member Service Standards

Sales Experiences

Cross-Selling for Credit Unions
REAL Sales 1 - The Other Side of Service
REAL Sales 2 - Adding Value Through Cross-Selling
REAL Sales 3 - Adding Value Through Up-Selling
REAL Sales 4 - Overcoming Resistance

Retirement Management

Education Savings Accounts / Coverdell Education Savings Accounts
Excess IRA Contributions
IRA Beneficiary Options
IRA Contributions
IRA Distributions
IRA Required Minimum Distributions
IRA Rollovers, Transfers and Direct Rollovers
Retirement Planning and Saving
Retirement Readiness
Roth IRA Overview
SIMPLE IRA Basics
Simplified Employee Pension (SEP) Plans
Traditional IRA Overview
Ways to Build Wealth

BSA & AML Case Studies

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 MSR "Is There a Mechanic in the House?"
AML MSR Candelais Industries
AML MSR Do Not Open Until...
AML MSR The Temporary Holding Pattern
AML Ops "What's My Line?"
AML Ops The Pay Off
AML Ops What Kind of Laundry 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 \$100's for 150 \$20's?"
AML Tellers Little Blue Men
AML Tellers Martino's Tavern and Bank
AML Tellers Wonder Construction



ONLINE COMPLIANCE COURSES (Credit Union)

AML Tellers You're in the Money
BSA Lenders - What City, Please?
BSA Lenders - What Will They Think of Next?
BSA Lenders - What's in The Box?
BSA MSRs - Hello, Stranger.
BSA MSRs - There's Gotta be a Better Way!
BSA MSRs - College Daze
BSA MSRs - Is It or Isn't It?
BSA MSRs - The Owl's Cry
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
BSA / AML for Trust - Non-Profit or Not
BSA / AML for Trust - Wire the Money to Bolivia

Personal Productivity

Personal Productivity - Introduction
Personal Productivity - Goal and Task Prioritization
Personal Productivity - Block Scheduling
Personal Productivity - Slush Time Management
Personal Productivity - Leveraging Time
Personal Productivity - How to Delegate
Personal Productivity - Planning Your Schedule
Personal Productivity - Managing Your Schedule
Personal Productivity - Email Management
Personal Productivity - Energy Management
Personal Productivity - Series Summary

Impactful Communication

Impactful Communication - Series Introduction
Impactful Communication - Setting Proper Expectations
Impactful Communication - Communication Rules
Impactful Communication - Keys to Successful Emails
Impactful Communication - Graduated Learning
Impactful Communication - Effective Listening
Impactful Communication - Assertive Behavior
Impactful Communication - Healthy Conflict
Impactful Communication - Intro to Public Speaking
Impactful Communication - Series Summary

Dynamic Leadership

Dynamic Leadership - Introduction
Dynamic Leadership - Key Leadership Qualities
Dynamic Leadership - Developing Trust
Dynamic Leadership - Creating Buy In
Dynamic Leadership - Communicating Why
Dynamic Leadership - Key Training Principles
Dynamic Leadership - Effective Meetings
Dynamic Leadership - Coaching to Peak Performance
Dynamic Leadership - Employee Development Planning

Dynamic Leadership - Accountability Meetings
Dynamic Leadership - Series Summary

Prescriptive Selling

Prescriptive Selling - Introduction
Prescriptive Selling - Goal and Metric Planning
Prescriptive Selling - Probing for Needs
Prescriptive Selling - Matching Benefits
Prescriptive Selling - Building Urgency
Prescriptive Selling - Situational Selling
Prescriptive Selling - Next Step Selling
Prescriptive Selling - Trial Closing
Prescriptive Selling - Objection Handling
Prescriptive Selling - Upselling
Prescriptive Selling - Series Summary

Directors Education Series

Asset Liability Management: Advanced Practical Applications
Asset Liability Management Nuts and Bolts
Audit Committee Structure and FDICIA Requirements for Committee Makeup
Blockchain - Just the Basics
Board Committee Composition
BSA Update
BSA, AML and CDD: Beneficial Ownership Rules
BSA / AML Developments and Expectations
Business Continuity and Disaster Recovery Planning
CFPB Compliance
Commercial Real Estate Cycles: Where are We Today?
Community Reinvestment Act: Achieving a Solid Rating
Compliance Management Systems: DOJ's Evaluation
Compliance Oversight Responsibilities
Creating a Culture of Cybersecurity
Cybercrime in Banking
Cybersecurity Impacts on Strategic Planning
Cybersecurity in Mergers and Acquisitions
Cybersecurity Regulatory Update
Deposit Regulation Update
Economic Growth, Regulatory Relief and Consumer Protection Act
Fair and Responsible Banking
Fair Lending: Priorities and Enforcement Trends
Financial Statement Overview
Flood Insurance Principles
Harassment Liability and Establishing a Respectful Workplace
Harassment Liability - Effective Policy and Duty of Care
Home Mortgage Disclosure Act
Navigating the Regulatory Environment
New HMDA Rules: Requirements and Challenges
Purpose, Function and Operations of Banks
Regulation O Review
Successful Strategic Planning
The Art of Onboarding Leaders
The Five Pillars of a BSA/AML Program
The Risks of Combining ERM and Audit Committees
UDAAP
Understanding Loan Pricing: More Than Just Matching the Competition

Foreign Branch Office

FBO - Anti-Boycott
FBO - Anti-Money Laundering (AML)
FBO - Bank Bribery Act
FBO - Bank Secrecy Act for Foreign Branch Offices
FBO - Embassy and Foreign Consulate Accounts
FBO - Expedited Funds Availability Act - Regulation CC
FBO - Foreign Correspondent Bank Accounts
FBO - Member Identification Program (MIP)
FBO - Office of Foreign Assets Control (OFAC)
FBO - Trade Finance Fraud
FBO - Wire Transfers

OnCourse Unplugged

Unplugged: Anti-Money Laundering
Unplugged: BSA/AML Overview
Unplugged: BSA/AML Program
Unplugged: Currency Transaction Reports
Unplugged: Equal Credit Opportunity Act
Unplugged: Fair Housing Act
Unplugged: Fair Lending Overview
Unplugged: Home Mortgage Disclosure Act
Unplugged: Identity Theft Program
Unplugged: Identity Theft Red Flags
Unplugged: Know Your Customer
Unplugged: OFAC
Unplugged: Phishing
Unplugged: Privacy
Unplugged: Social Engineering
Unplugged: Suspicious Activity Reports

Cybersecurity Starter

Phishing
Security Awareness Essentials

Cybersecurity Advanced

A Day in the Life Theme: Security Awareness
A Day in the Life Theme (with Adaptive TestOut/Analytics)
Appropriate Use of Social Media
Baseline Information Security Training for IT Professionals
Cloud Security
Data and Records Retention
Defeating Social Engineers (Advanced)
Defeating Social Engineers (Standard)
Email Security and Instant Messaging Security
GDPR: GDPR for Data Handlers
GDPR: How to Comply With the GDPR in the US
GDPR: Introduction and Overview
GDPR: Key Principles of the GDPR
GDPR: Navigating the GDPR with our US Partners
GDPR: Transfers of Data Outside of the EU
Human Firewall Theme (with Adaptive TestOut/Analytics)
Human Firewall Theme: Security Awareness and Literacy
Incident Reporting
Information Security for Executives
"Internet of Things" (IoT) and Home Security
Introduction to the OWASP Top 10

Password Management
PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Phishing
Physical Security
Privacy and Data Protection
Privileged User Security
Protecting Mobile Data and Devices
Security Awareness Essentials
Security Awareness for Managers
Security Awareness for the Home
Security Awareness Fundamentals Theme (with Adaptive TestOut/Analytics)
Strongest Link Theme (with Adaptive TestOut/Analytics)
Strongest Link Theme: Security Awareness and Literacy
Working Remotely

GDPR

GDPR: Introduction and Overview
GDPR: Key Principles of the GDPR
GDPR: Transfers of Data Outside of the EU
GDPR: Navigating the GDPR with our US Partners
GDPR: GDPR for Data Handlers
GDPR: How to Comply With the GDPR in the US

HIPAA / HITECH

HIPAA/HITECH Privacy for Business Associates
HIPAA/HITECH Privacy for Covered Entities
HIPAA/HITECH Information Security

PCI Compliance

PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Privacy and Data Protection
Data and Records Retention

Commercial Lending Program

Accounting
Cash Flow Analysis
Cash Flow Construction
Cash Flow Forecasting
Credit Skills Diagnostic Assessment
Credit Write-up
Financial Statement Analysis
Guarantor Analysis
Loan Documentation
Loan Structuring
Sources of Repayment

Consumer Lending Program

Credit Skills Diagnostic Assessment
Following up on the Loan
Government Regulations and the Lending Process
Introduction to Consumer Credit
Investigating the Applicant - Part 1
Investigating the Applicant - Part 2
Making the Decision

Preventing Fraud
Processing the Loan
Taking the Loan Application
The Five Stage Lending Process

Small Business Lending Program

Section 1: Understanding your Small Business Customer
Section 2: Accounting Basics
Section 3: Tax Returns and Legal Structure
Section 4: The Balance Sheet
Section 5: The Income Statement
Section 6: Combining the Balance Sheet and Income Statement
Section 7: Understanding Small Business Borrowing Needs
Section 8: Personal Financial Statements

Insight Advantage Program

Section 1: Introduction
Section 2: Cash Cycle and Financial Analysis Essentials
Section 3: Do Your Homework
Section 4: Effective Sales Conversations
Section 5: Discovering Cash Management Financing Needs
Section 6: Value Added Solutions and Effective Closing

Insight Advantage Program

Section 1: Introduction
Section 2: Cash Cycle and Financial Analysis Essentials
Section 3: Do Your Homework
Section 4: Effective Sales Conversations
Section 5: Discovering Cash Management Financing Needs
Section 6: Value Added Solutions and Effective Closing



“New” Online Accelerated Credit and Lending Training Program

CBE = Competency-Based Education

New Cohort - Spring 2021!

Pre-requisites:

- ✓ 3 to 5 Years of Banking Experience
- ✓ Taken Financial Accounting
- ✓ Bank or Institution’s Letter of Recommendation
- ✓ Resume & Entrance Review

At the completion of the program, the CBE learner will have a solid foundation leading to endless career opportunities and professional growth in credit policy and administration, credit analysis, business development and commercial lending.

The Accelerated Credit Program is designed to assess students on their mastery of the competencies and skills necessary for a successful career in financial services. This program accelerates the leadership and professional development of individuals identified by senior managers as having the potential to assume positions in credit and business lending with increased responsibilities or mid-level management. The program provides the participant with an exceptional opportunity for higher level study and professional growth.

Upon successful completion of the program, the CBE learner will receive two college credit certificates, the ABA Business & Commercial Lending Certificate & the CFT Credit Analysis Certificate.

FIRE students benefit from the Highest Pass Rate in the industry!

For

CFT

Students!

Prices listed below:
FINRA Exam Prep Courses:

Securities Industry Essentials (SIE)	\$99 per student
Series 6&63 Bundle	\$199 per student
Series 6	\$129 per student
Series 7	\$287 per student
Series 9	\$250 per student
Series 10	\$315 per student
Series 24	\$390 per student
Series 63	\$105 per student
Series 65	\$210 per student
Series 66	\$200 per student

FIRE Solutions offers Real Time solutions. Real time Results

Choose FIRE for the most comprehensive, time-efficient way to pass your exam on the first try. As a FIRE student, you are mentored by our FINRA exam experts, with unlimited toll-free and email access.

- ✓ FIRE's online study material is **updated continuously** to provide the most up-to-date information.
- ✓ Online materials allow **study anywhere, any time** with a computer. No lugging heavy books around. However, if students prefer printed materials, FIRE Solutions has books available as well.
- ✓ Comprehensive **Live Online Classes** to eliminate any need for travel and offsite study.
- ✓ **In-depth classes and Instructor interaction** rather than a flash/crash course over just a few days in a room full of people.
- ✓ Access to **recorded sessions** 24/7 (in addition to the live training) allows students to learn anywhere at any time, not just during a few classroom days, as with a traditional class.
- ✓ Unlimited time with Instructors for remediation and **one-on-one training** to provide the best possible experience and help the students' pass the exam their first time.
- ✓ **Instructors work with each student's** specific weaknesses and provide instruction to the areas where they need to strengthen their knowledge.
- ✓ Email and phone access to instructors to provide a **personal mentoring** experience.
- ✓ **Printable study material** provides off-line study materials for use when students are not at a computer.
- ✓ Printable **Trainer's notes** with all the memory jogging charts, graphs and tips to emphasize the most important points of study.
- ✓ **Thousands of questions** via section quizzes, practice exams and simulation exams.
- ✓ FIRE's Indicator Exam effectively identifies when students are ready to sit for their exam.
- ✓ Customer Service & Instructor support from 9:00 to 8:30 EST to answer students' questions and provide more individualized attention specific to their needs.
- ✓ FIRE Solutions has one of the **highest** pass rates in the industry.

CONTINUING EDUCATION

FIRM ELEMENT & INSURANCE CONTINUING EDUCATION

CFT in partnership with FIRE SOLUTIONS, INC offer hundreds of online Continuing Education courses to the securities and insurance industries. Leveraging state-of-the-art education platforms and in-depth courses written by industry-recognized subject matter experts, CFT/FIRE takes the pain out of CE delivery and administration.

Firm Element Continuing Education

Catalog Access: \$40.00 Member /\$60.00 Non-members
(All you can learn – 1 year subscription)

Current Content on Hot Topics:

- Courses are added and updated frequently, based on the CE Council Advisory and FINRA's Notice to Members.

Topics:

- AML - Policies and Procedures
- AML Red Flags - Retail and Operations
- Anti-Money Laundering (General)
- Electronic Communication
- Ethics (General)
- Insider Trading
- Know your Customer
- Margin Suitability
- Outside Businesses and Personal Trading Activities
- Preventing Illegal Rescale of Restricted and Unregistered Stocks
- Sales Practices for Senior Citizens
- Variable Annuity Basics
- Variable Annuity Sales Practices
- Penny Stock Sales
- Anti-Money Laundering- Current issues 2010
- Gifts, Entertainment, and Compensation
- Registered Representative Obligations

Insurance Continuing Education - \$50.00 (All you can learn – 1 year subscription)

Hundreds of insurance courses covering all 50 states; available online with an option to print content 24/7 online reporting

1 year access to Unlimited FIRE Exam Prep courses - \$299.00 (1 year Exam Prep subscription)



PRACTELL: TELLER TRAINING SYSTEM *SELF-PACED ONLINE COURSE*



The Practical Teller Training Solution *14 to 16 Hours of Self-Paced Online Training*

Learn the Important Principles of Telling in Six Interactive Units



This COMPLETE Teller Training System:

- Gives real-life examples for real-life experiences
- Increases customer satisfaction
- Reduces training time—gets tellers out to the line faster
- Offers over 200 topics on the basics of tellering, and much more
- Provides continuous self-testing of knowledge, topic by topic, and unit by unit
- Covers every critical teller responsibility

Benefits of the SELF-PACED ONLINE Course:

- Ready-to-use online system
- Shows front and back of checks to simulate real life environment
- Provides information on all aspects of tellering
- Emphasizes customer relations
- Focuses on teller operations and transactions
- Identifies security, fraud, and loss control principles
- Gives the basics of compliance and regulatory training
- Helps with frequently asked customer questions
- Final examination providing a standard measure of learning

PRACTELL Table Of Contents

- *Introduction to Telling*
- *Cashing Checks*
- *Deposits*
- *Special Services*
- *Compliance*
- *Tricky Transactions*
- *Review Exercises*
- *General Information*

Cost Per Registrant: \$225.00 Member / \$375.00 Non-member

Or Choose a Bank-Wide License (contact CFT for more information)

Please be advised that there is a \$14.00 individual registration fee for all classes.

COMPLETION TIME / CREDIT HOURS / WITHDRAWAL POLICY

You have 35 days from the start date to complete this course. You will receive 1 credit hour for a passing grade of 80% or better. No withdrawal is accepted once you have registered for this self-paced online course.

Contact CFT at (305) 237-3051 for more information, or visit our website at www.cftse.org

CFT DISTANCE LEARNING REGISTRATION FORM

1 COMPLETE FORM WITH APPROPRIATE
SIGNATURES FOR BILLING

2 SCAN & EMAIL TO:
claguna@mdc.edu

3 or FAX TO: 305-237-7587

The Center for Financial Training does not discriminate on the basis of race color, gender, age, and national or ethnic origin. This document may contain privileged and/or confidential information. It is intended solely for the use of CFT and will not be shared without written permission.

Student Name:	SSN# (Required):
Your Bank/Organization Title:	Department:
Organization Name:	Work #:
E-mail address :(Required) (required for confirmations)	Cell & Home #:
Bank/Organization Address: Shipping and Correspondence Preference: ___ Company Address Above or ___ Home Address:	City/State/Zip:

STUDENT SIGNATURE: _____ **DATE:** _____

I certify the accuracy of all information on this application and hereby grant permission to CFT to register and withdraw me upon proper notification from the company named above. I also authorize CFT to release a copy of my final grades and/or academic record (transcript) at the end of the term to the representative of CFT and/or the company named above. I have read and agree to all of CFT's registration policies and procedures, including the withdrawal policy and the academic integrity statement as outlined in the schedule or other marketing pieces.

Registration must be received 7 days prior to start date of course. When faxing please confirm registration has been received. For more information, please call (305)237-3051 or visit our website at www.cftse.org

What you need to access these courses:

A computer with optional printer

An Internet Service Provider

An email account

COURSE (S)	CATALOG NUMBER	DATE

YOUR EDUCATIONAL GOAL: Please indicate below which CFT Diploma and/or Certificate you intend to earn.

_____ (Please see <http://cftse.org/diplomas-certificates-and-college-programs/> for your options)
(DIPLOMA/CERTIFICATE)

Refunds:

Instructor-led online classes, there is a 100% refund for any cancellations or transfers made before the start of the class and upon the return of the textbook (unmarked) to CFT/ABA. Refunds will be made (less \$100 cancellation fee) if a written request is received within 10 business days from the course start date and the textbook is returned (unmarked) to CFT/ABA. You may request a transfer only once for a fee of \$100. There are no refunds for cancellations received more than 10 business days after the start of the class. No withdrawal is accepted once you have registered for any self-paced online course/seminar. Withdrawal policies vary among other programs, see individual schedule for policies.

REGISTRATION WILL NOT BE PROCESSED WITHOUT APPROPRIATE SIGNATURES

CHOOSE ONE: ☐ *Bill bank ☐ A check is enclosed ☐ M/C ☐ VISA

*Person/Signature authorizing billing _____

(By signing this form, I accept full responsibility for all monies due to SFCFT and agree to adhere to SFCFT registration policies as stated in the SFCFT program schedule and/or marketing pieces.)

This authorizes CFT to charge my Credit Card #: _____ Exp. Date: _____ CVS # _____

Name on Card/ Billing Address

Signature of Cardholder

Amount: \$