

DISTANCE LEARNING SCHEDULE SPRING 2021

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.



Center For Financial Training-
International (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 119 years of
experience CFT is your leading
resource for innovative
education and training, no
matter where you are located.

<u>BANK FINANCIAL MANAGEMENT CERTIFICATE</u>
<u>BANK SOLUTIONS PROVIDER CERTIFICATE</u>
<u>BANK TELLER CERTIFICATE</u>
<u>BRANCH MANAGER CERTIFICATE</u>
<u>BSA AND AML COMPLIANCE CERTIFICATE</u>
<u>BUSINESS AND COMMERCIAL LENDING CERTIFICATE (UPDATED)</u>
<u>CERTIFICATE IN TRUST: ADVANCED</u>
<u>CERTIFICATE IN TRUST: FOUNDATIONAL</u>
<u>CERTIFICATE IN TRUST: INTERMEDIATE</u>
<u>CORE CONCEPTS FOR FIDUCIARY ADVISORS CERTIFICATE (NEW)</u>
<u>CUSTOMER SERVICE REPRESENTATIVE CERTIFICATE</u>
<u>DEPOSIT COMPLIANCE CERTIFICATE</u>
<u>DIGITAL BANKER CERTIFICATE (NEW)</u>
<u>FINANCIAL AND CREDIT RISK MANAGEMENT CERTIFICATE</u>
<u>FOUNDATIONAL CERTIFICATE IN BANK MARKETING</u>
<u>FRAUD PREVENTION CERTIFICATE</u>

<u>FIDUCIARY PRINCIPLES AND ETHICS CERTIFICATE (NEW)</u>
<u>FIDUCIARY RELATIONSHIP MANAGEMENT CERTIFICATE (NEW)</u>
<u>GENERAL BANKING CERTIFICATE</u>
<u>HEALTH SAVINGS ACCOUNT (HSA) EXPERT CERTIFICATE</u>
<u>LENDING COMPLIANCE CERTIFICATE</u>
<u>OPERATIONAL RISK MANAGEMENT CERTIFICATE</u>
<u>PERSONAL BANKER CERTIFICATE</u>
<u>RESIDENTIAL MORTGAGE LENDER CERTIFICATE</u>
<u>RISK MANAGEMENT FRAMEWORKS CERTIFICATE</u>
<u>SMALL BUSINESS BANKER CERTIFICATE</u>
<u>SUPERVISOR/TEAM LEADER CERTIFICATE</u>
<u>UNIVERSAL BANKER CERTIFICATE</u>
<u>WHARTON EMERGING LEADERS CERTIFICATE – ADVANCED EMERGING LEADERSHIP</u>
<u>WHARTON EMERGING LEADERS CERTIFICATE – ENGAGING AND MOTIVATING TALENT</u>
<u>WHARTON EMERGING LEADERS CERTIFICATE – STRATEGY</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)	05/10/21	08/27/21	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	01/04/21	01/29/21	4 Weeks	1	215.00	285.00
The Banking Industry	04/05/21	04/30/21	4 Weeks	1	215.00	285.00
Bank Lines of Business	01/25/21	02/19/21	4 Weeks	1	215.00	285.00
Bank Lines of Business	03/08/21	04/02/21	4 Weeks	1	215.00	285.00
Bank Lines of Business	06/07/21	07/02/21	4 Weeks	1	215.00	285.00
Building Customer Relationships	02/01/21	02/26/21	4 Weeks	1	215.00	285.00
Building Customer Relationships	05/03/21	05/28/21	4 Weeks	1	215.00	285.00
Building Customer Relationships	06/14/21	07/09/21	4 Weeks	1	215.00	285.00
Basic Administrative Duties of a Trustee	04/19/21	05/21/21	5 Weeks	1	300.00	375.00
Commercial Lending (w/Textbook or eBook)	02/08/21	05/28/21	12 Weeks	3	550.00	675.00
Commercial Lending (w/Textbook or eBook)	06/14/21	09/03/21	12 Weeks	3	550.00	675.00
Consumer Lending (w/Textbook or eBook)	03/08/21	06/25/21	16 Weeks	3	500.00	650.00
General Accounting (w/Textbook - Printed)	03/15/21	07/02/21	16 Weeks	3	600.00	725.00
Introduction to Agricultural Lending	01/19/21	03/12/21	8 Weeks	3	475.00	575.00
Introduction to Mortgage Lending	01/11/21	03/19/21	10 Weeks	3	550.00	700.00
Introduction to Mortgage Lending	06/14/21	08/20/21	10 Weeks	3	550.00	700.00
Introduction to Trust Products & Services	02/22/21	03/26/21	5 Weeks	3	300.00	375.00
IRA Online Institute	02/22/21	05/16/21	12 Weeks	3	1695.00	1895.00
Legal Foundations in Banking	03/22/21	06/04/21	10 Weeks	3	675.00	830.00
Marketing in Banking	01/11/21	02/05/21	4 Weeks	1	300.00	375.00

ABA INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Marketing in Banking	06/01/21	06/25/21	4 Weeks	1	300.00	375.00
Marketing Management	03/22/21	04/16/21	4 Weeks	1	300.00	375.00
Marketing Planning	02/16/21	03/12/21	4 Weeks	1	300.00	375.00
Money and Banking (w/Textbook)	02/01/21	05/21/21	16 Weeks	3	510.00	656.00
Money and Banking (w/Textbook)	06/28/21	10/15/21	16 Weeks	3	510.00	656.00

ABA EXECUTIVE PROGRAMS

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
CRCM Online Review Course (w/Textbook or eBook)	<i>Now available in self-paced.</i>			3	895.00	1045.00
CTFA Online Review Course (w/Textbook or eBook)			12 Weeks	3	1470.00	1820.00
Certificate in Bank Financial Management <i>(Full Curriculum at a discount) All 4 courses below must be completed</i>					2165.00	2895.00
Analyzing Bank Performance (w/Textbook)	01/25/21	03/12/21	7 Weeks	3	875.00	1125.00
Analyzing Bank Performance (w/Textbook)	05/17/21	07/02/21	7 Weeks	3	875.00	1125.00
Managing Funding, Liquidity, and Capital (w/Textbook)	01/25/21	02/26/21	5 Weeks	1	875.00	1125.00
Managing Funding, Liquidity, and Capital (w/Textbook)	06/07/21	07/09/21	5 Weeks	1	875.00	1125.00
Managing Interest Rate Risk	04/12/21	06/04/21	8 Weeks	3	875.00	1125.00
Managing the Bank's Investment Portfolio	03/22/21	04/23/21	5 Weeks	1	875.00	1125.00



INSTRUCTOR-LED ONLINE CLASSES

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Accounting	01/04/21	03/22/21	12 Weeks	3	695.00	795.00
Accounting	02/22/21	05/10/21	12 Weeks	3	695.00	795.00
Accounting	04/12/21	06/28/21	12 Weeks	3	695.00	795.00
Accounting	05/31/21	08/16/21	12 Weeks	3	695.00	795.00
Analyzing Financial Statements	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Analyzing Financial Statements	02/22/21	05/10/21	12 Weeks	3	695.00	795.00
Analyzing Financial Statements	04/05/21	06/21/21	12 Weeks	3	695.00	795.00
Analyzing Financial Statements	06/07/21	08/23/21	12 Weeks	3	695.00	795.00
Business Communication	01/04/21	03/22/21	12 Weeks	3	695.00	795.00
Business Communication	03/08/21	05/24/21	12 Weeks	3	695.00	795.00
Business Communication	05/10/21	07/26/21	12 Weeks	3	695.00	795.00
Business Math	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Business Math	02/15/21	05/03/21	12 Weeks	3	695.00	795.00
Business Math	03/29/21	06/14/21	12 Weeks	3	695.00	795.00
Business Math	05/10/21	07/26/21	12 Weeks	3	695.00	795.00
Business Math	06/21/21	09/06/21	12 Weeks	3	695.00	795.00
Commercial Lending	02/01/21	04/19/21	12 Weeks	3	695.00	795.00
Commercial Lending	03/29/21	06/14/21	12 Weeks	3	695.00	795.00
Commercial Lending	05/17/21	08/02/21	12 Weeks	3	695.00	795.00
Consumer Lending	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Consumer Lending	02/15/21	05/03/21	12 Weeks	3	695.00	795.00
Consumer Lending	04/05/21	06/21/21	12 Weeks	3	695.00	795.00
Consumer Lending	05/10/21	07/26/21	12 Weeks	3	695.00	795.00
Consumer Lending	06/21/21	09/06/21	12 Weeks	3	695.00	795.00
Customer Service Excellence	01/11/21	03/29/21	12 Weeks	2	625.00	725.00
Customer Service Excellence	03/01/21	05/17/21	12 Weeks	2	625.00	725.00



INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Customer Service Excellence	04/19/21	07/05/21	12 Weeks	2	625.00	725.00
Customer Service Excellence	06/14/21	08/30/21	12 Weeks	2	625.00	725.00
Deposit Accounts and Services	02/08/21	04/26/21	12 Weeks	2	625.00	725.00
Deposit Accounts and Services	04/26/21	07/12/21	12 Weeks	2	625.00	725.00
Economics	02/01/21	04/19/21	12 Weeks	3	695.00	795.00
Economics	03/08/21	05/24/21	12 Weeks	3	695.00	795.00
Economics	05/03/21	07/19/21	12 Weeks	3	695.00	795.00
Financial Accounting	01/18/21	04/05/21	12 Weeks	3	695.00	795.00
Financial Accounting	03/29/21	06/14/21	12 Weeks	3	695.00	795.00
Financial Accounting	06/14/21	08/30/21	12 Weeks	3	695.00	795.00
Human Relations	01/18/21	04/05/21	12 Weeks	3	695.00	795.00
Human Relations	03/08/21	05/24/21	12 Weeks	3	695.00	795.00
Human Relations	05/17/21	08/02/21	12 Weeks	3	695.00	795.00
Human Resource Management	02/08/21	04/26/21	12 Weeks	3	695.00	795.00
Human Resource Management	04/05/21	06/21/21	12 Weeks	3	695.00	795.00
Law and Banking: Applications	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Law and Banking: Applications	03/01/21	05/17/21	12 Weeks	3	695.00	795.00
Law and Banking: Applications	04/19/21	07/05/21	12 Weeks	3	695.00	795.00
Law and Banking: Principles	01/25/21	04/12/21	12 Weeks	3	695.00	795.00
Law and Banking: Principles	03/08/21	05/24/21	12 Weeks	3	695.00	795.00
Law and Banking: Principles	05/03/21	07/19/21	12 Weeks	3	695.00	795.00
Leading Your People to Success	03/08/21	05/24/21	12 Weeks	2	625.00	725.00
Leading Your People to Success	06/07/21	08/23/21	12 Weeks	2	625.00	725.00
Management	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Management	03/29/21	06/14/21	12 Weeks	3	695.00	795.00
Marketing	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Marketing	02/01/21	04/19/21	12 Weeks	3	695.00	795.00
Marketing	04/12/21	06/28/21	12 Weeks	3	695.00	795.00
Marketing	05/31/21	08/16/21	12 Weeks	3	695.00	795.00
Money and Banking	01/04/21	03/22/21	12 Weeks	3	695.00	795.00
Money and Banking	02/15/21	05/03/21	12 Weeks	3	695.00	795.00
Money and Banking	04/05/21	06/21/21	12 Weeks	3	695.00	795.00
Money and Banking	06/21/21	09/06/21	12 Weeks	3	695.00	795.00
Organizational Behavior	01/25/21	04/12/21	12 Weeks	3	695.00	795.00
Organizational Behavior	04/12/21	06/28/21	12 Weeks	3	695.00	795.00
Principles of Banking	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Principles of Banking	01/25/21	04/12/21	12 Weeks	3	695.00	795.00
Principles of Banking	02/08/21	04/26/21	12 Weeks	3	695.00	795.00
Principles of Banking	03/01/21	05/17/21	12 Weeks	3	695.00	795.00
Principles of Banking	03/22/21	06/07/21	12 Weeks	3	695.00	795.00
Principles of Banking	04/12/21	06/28/21	12 Weeks	3	695.00	795.00
Principles of Banking	05/03/21	07/19/21	12 weeks	3	695.00	795.00
Principles of Banking	05/24/21	08/09/21	12 Weeks	3	695.00	795.00
Principles of Banking	06/14/21	08/30/21	12 Weeks	3	695.00	795.00
Real Estate Appraisal	02/01/21	04/19/21	12 Weeks	3	695.00	795.00
Real Estate Appraisal	06/07/21	08/23/21	12 Weeks	3	695.00	795.00
Real Estate Finance	02/01/21	04/19/21	12 Weeks	3	695.00	795.00
Real Estate Finance	05/31/21	08/16/21	12 Weeks	3	695.00	795.00
Real Estate Law	02/08/21	04/26/21	12 Weeks	3	695.00	795.00
Real Estate Law	06/14/21	08/30/21	12 Weeks	3	695.00	795.00
Residential Mortgage Lending	01/18/21	04/05/21	12 Weeks	3	695.00	795.00
Residential Mortgage Lending	03/08/21	05/24/21	12 Weeks	3	695.00	795.00
Residential Mortgage Lending	04/26/21	07/12/21	12 Weeks	3	695.00	795.00
Selling Fundamentals	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Selling Fundamentals	03/15/21	05/31/21	12 Weeks	3	695.00	795.00

CFT INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Selling Fundamentals	05/10/21	07/26/21	12 Weeks	3	695.00	795.00
Statistics	02/15/21	05/03/21	12 Weeks	3	695.00	795.00
Statistics	06/14/21	08/30/21	12 Weeks	3	695.00	795.00
Supervision	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
Supervision	02/22/21	05/10/21	12 Weeks	3	695.00	795.00
Supervision	04/26/21	07/12/21	12 Weeks	3	695.00	795.00
Supervision	06/28/21	09/13/21	12 Weeks	3	695.00	795.00
Teller Operations	01/04/21	03/22/21	12 Weeks	2	625.00	725.00
Teller Operations	03/08/21	05/24/21	12 Weeks	2	625.00	725.00
Teller Operations	05/31/21	08/16/21	12 Weeks	2	625.00	725.00
The Future of Business	01/11/21	03/29/21	12 Weeks	3	695.00	795.00
The Future of Business	05/17/21	08/02/21	12 Weeks	3	695.00	795.00

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.



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](#)

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 (UPDATED)	\$1295	\$1595	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 Suite	\$275	\$375	6.30	0.50	8.0 CLBB
Analyzing Personal Financial Statements and Tax Returns Suite	\$275	\$375	6	0.50	7.25 CLBB
Effective Commercial Loan Write-ups	\$135	\$185	0.40		1.0 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	\$275	\$375	7.30	0.50	9.0 CLBB
Qualitative Analysis and Determining a Credit Risk Rating Suite	\$275	\$375	6.30	0.50	8.0 CLBB
Relationship Sales for Small Business Clients Suite	\$135	\$180	0.25	0.00	0.5 CLBB, CFMP
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
Small Business Products Suite	\$135	\$180	2	0.00	1.25 CLBB
Treasury Management	\$55	\$75	0.15	0.00	N/A
Understanding Business Borrowers	\$275	\$375	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
Series 4: The Cash Cycle, Seasonality, and Discovering Borrowing Causes and Repayment Sources	\$150	\$300	8	0.50	9.75 CLBB

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
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 & RISK MANAGEMENT					
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
ABA Certificate in Financial and Credit Risk Management	\$1,295	\$1,795	5.15	0.00	7.0 CERP
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
Federal Flood Insurance Regulations for Compliance Professionals	\$275	\$375	1.0	0.00	1.25 CERP, 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
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
Servicemembers Civil Relief Act (SCRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
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 CAFP; 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 CAFP; 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 CAFP; 12.75 CERP; 11.5 CRCM; 9.75 CSOP; 5.5 CFSSP
Credit Risk Management: Commercial and Agricultural Lending	\$275	\$375	0.45	0.00	1.0 CERP
Credit Risk Management: Managing, Monitoring, and Measuring	\$275	\$375	0.40	0.00	1.0 CERP
Credit Risk Management: Other Sources of Credit Risk	\$275	\$375	0.45	0.00	1.0 CERP
Credit Risk Management: Retail Lending	\$275	\$375	0.40	0.00	1.0 CERP
Cyber-security Management	\$275	\$375	1	0.00	1.25 CAFP, CFSSP, CRCM, CSOP
Elements of an Operational Risk Management Program	\$275	\$375	1	0.00	1 CAFP, CRCM, CSOP
Financial Risk Management: Interest Rate Risk	\$275	\$375	0.50	0.00	1.0 CERP
Financial Risk Management: Liquidity Risk	\$275	\$375	0.45	0.00	1.0 CERP
Fraud and Criminal Threats	\$275	\$375	1	0.00	1.00 CAFP, 1.0 CFSSP, 1.0 CRCM
Incident Management and Resilience	\$275	\$375	1	0.00	1.25 CFSSP, 1.25 CSOP
Introduction to Credit Risk Management	\$275	\$375	0.45	0.00	1.0 CERP
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 CAFP, 1.25 CRCM, 1.25 CSOP
Payments and Settlements	\$275	\$375	1	0.00	1.0 CAFP, 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 CAFP, 1.0 CRCM
Risk and Control Self-Assessment (RCSA)	\$275	\$375	1	0.00	1.25 CRCM, 1.25 CSOP
Vendor Risk Management	\$275	\$375	1	0.00	1.25 CAFP, CRCM, 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
Enterprise Risk Management Reporting	\$275	\$375	0.75	0.00	1.5 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 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	\$995	0.90	0.00	N/A
Beyond the Welcome: New Director Onboarding	N/A	\$75	0.09	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: Effective Compliance Management System (CMS)	N/A	\$75	0.05	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

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	MEMBER	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
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: Cybersecurity	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
Diversifying the Board: Strategies ad Best Practices	N/A	\$75	0.11	0.00	N/A
Encouraging Women to Accept the Ask	N/A	\$75	0.11	0.00	N/A
What Do Bank Boards Do?	N/A	\$75	0.07	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
Advertising: Overview for Marketers	\$95	\$130	0.40	0.00	1 CFMP
Appraisals: FIRREA and Interagency Guidelines	\$95	\$130	0.50	0.00	1.0 CLBB, CRCM
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, CFTA(FID)
Best Practices for Managing Remote Employees	\$35	\$55	0.15	0.00	N/A
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, CFTA(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, CFTA (FP)
EOA and Regulation B: Overview	\$55	\$75	0.35	0.00	0.75 CLBB, CRCM
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

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
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 (HDMA) Overview	\$55	\$75	0.50	0.00	1.0 CRCM
Homeowners Protection Act	\$95	\$130	0.30	0.00	0.75 CRCM, CFMP
Human Trafficking and Human Smuggling	\$95	\$130	1.00	0.00	1.25 CAFP, CRDM
Information Security and Red Flags	\$95	\$130	0.45	0.00	1.0 CCTS, CFSSP, CLBB, CRCM, CSOP, CAFP
Leveraging the Benefits of a Diverse Workforce	\$95	\$130	0.55	0.00	N/A
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, CAFP
Privacy: GLBA Rule (Reg P)	\$55	\$75	0.25	0.00	N/A
Privacy: GLBA Safeguards Rule	\$55	\$75	0.10	0.00	N/A
Privacy: Overview of Laws	\$55	\$75	0.25	0.00	N/A
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 B: Appraisals and Other Valuations	\$55	\$75	0.20	0.00	0.50 CLBB, CRCM
Reg B: Creditors' Requests for Information	\$35	\$55	0.15	0.00	0.50 CLBB, CRCM
Reg B: Evaluating Applications	\$55	\$75	0.20	0.00	0.50 CLBB, CRCM
Reg B: Notifications	\$35	\$55	0.15	0.00	0.50 CLBB, CRCM
Reg CC Check 21	\$35	\$55	0.15	0.00	0.50 CRCM
Reg CC: Disclosures and Notifications	\$35	\$55	0.7	0.00	0.25 CAFP, CFSSP, CRCM
Reg CC: Exceptions to Funds Availability Schedules	\$35	\$55	0.5	0.00	0.10 CAFP, CFSSP, CRCM
Reg CC: Funds Availability Schedules	\$35	\$55	0.7	0.00	0.25 CAFP, CFSSP, CRCM
Reg CC Indorsements	\$55	\$75	0.20	0.00	0.50 CRCM
Reg CC Subpart C	\$95	\$130	0.40	0.00	1.0 CAFP, 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, CAFP
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, CAFP
Reg E Error Resolution Requirements	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM, CAFP
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

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Reg E Overview	\$55	\$75	0.35	0.00	0.75 CFSSP, CRCM, CAFP
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	\$95	\$130	0.45	0.00	0.5 CFMP, CRCM
Reg Z Advertising for Marketers	\$95	\$130	0.45	0.00	0.5 CRCM, CFMP
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
Right to Financial Privacy Act (RFPA)	\$55	\$75	0.30	0.00	0.75 CLBB, CRCM, CSOP, CTFA
Robbery and Bank Security	\$95	\$130	0.45	0.00	N/A
Servicemember Civil Relief Act	\$95	\$130	0.35	0.00	1.0 CRCM
Sexual and Workplace Harassment	\$95	\$130	0.40	0.00	N/A
Sexual and Workplace Harassment for Managers	\$95	\$130	1	0.00	N/A
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 Competitive and Corporate Strategy Curriculum - eLearning	\$925	\$1175	N/A	0.00	N/A
ABA-Wharton Emerging Leaders – Strategy (Certificate Curriculum)	\$1,695	\$2,195	20	0.00	N/A
ABA-Wharton Emerging Leaders – Engaging and Motivating Talent (Certificate Curriculum)	\$1,695	\$2,195	18	0.00	N/A
ABA-Wharton Emerging Leaders – Advanced Leadership (Certificate Curriculum)	\$965	\$925	41	0.00	N/A
ABA Wharton Leadership in the 21st Century Curriculum	\$925	\$1175	N/A	0.00	N/A
ABA Wharton Managing and Motivating Talent Curriculum	\$925	\$1175	N/A	0.00	N/A
ABA Wharton Managing the Value of Customer Relationships Curriculum	\$925	\$1175	N/A	0.00	N/A
Emerging Leaders: Developing a Personal Value Proposition	\$135	\$185	0.15	0.00	0.50 CTFA

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Emerging Leaders: Emotional Intelligence	\$135	\$185	0.15	0.00	0.50 CTFA
Emerging Leaders: Mastering the Art of Inquiry	\$135	\$185	0.25	0.00	0.50 CTFA
MORTGAGE LENDING					
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 for Loans Not Covered Under TRID	\$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
Essentials of Mortgage Lending	\$95	\$130	1.30	0.00	N/A
Explaining Loan Modifications	\$95	\$130	1	0.00	N/A
Mitigating Potential Fraud in Your Organization	\$95	\$130	0.30	0.00	N/A
Gathering the Facts on Mortgage Fraud	\$95	\$130	1	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
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 MARKETING (MINDSET DIGITAL)					
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 Power Network Habit Curriculum	\$99	\$149	2	0.00	N/A
The SOS Habit	\$99	\$149	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 eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
ABA Certificate in Bank Financial Management	\$2,165	\$2,895	N/A		72 CERP; 1 CAFF, CCTS, CFMP, CFSSP, CISP, CLBB, CRCM, CRSP, CSOP
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 Digital Banker Certificate (NEW)	\$495	\$595	3		2.75 CFMP, 2.0 CAFF, 1.75 CRCM, 0.75 CSOP
ABA Foundational Certificate in Bank Marketing	\$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 CAFF, CCTS, CFMP, CFSSP, CISP, CLBB, CRCM, CRSP, CSOP, CTFA
Community Bank Suite – Onboarding Basics	\$295	\$405	1.12	0.00	0.25CAFF, CFSSP, CRCM
Digital Banker Suite (NEW)	\$195	\$275	1.12	0.00	1.75 CFMP
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 CAFF, CCTS, CFMP, CFSSP, CISP, CLBB, CRCM, CRSP, CSOP, CTFA
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

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
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 Suite	\$95	\$130	0.50	0.00	0.5 CFMP, 0.5 CLBB
Small Business Operating and Life Cycles	\$55	\$75	0.25	0.00	N/A
Understanding Business Bank Products Suite	\$135	\$185	0.41	0.00	N/A
Understanding Consumer Bank Products Suite	\$175	\$225	1.18	0.00	N/A
SALES SKILLS					
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 – (Full Curriculum)	\$129	\$179	1.45	0.00	N/A
Selling in a Social World – Engage Your Audience	\$49	\$69	0.45	0.00	N/A
Selling in a Social World – Extend Your Reach	\$89	\$129	1.00	0.00	N/A
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					
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)
ABA Certificate and Fiduciary Relationship Management (NEW)	\$1,295	\$1795	4.45	0.00	7.0 CTFA
ABA Certificate in Core Concepts for Fiduciary Advisors (NEW)	\$895	\$1095	3.15	0.00	4.5 CTFA, 0.50 CCTS, CRSP, CSOP
ABA Certificate in Fiduciary Principles and Ethics	\$395	\$495	1.35	0.00	2.25 CTFA
ABA Certificate in Trust: Advanced	\$2,295	\$3,095	14	1.0	15 CTFA; 4 CSOP; 6 CRSP; 7 CISP
ABA Certificate in Trust: Foundational	\$1,495	\$1,995	10	0.50	12.5 CTFA; 8.5 CSOP; 6.5 CRSP; 5.75 CCTS; 4.75 CISP

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFE	ICB
ABA Certificate in Trust: Intermediate	\$2,295	\$3,095	18	1.0	16 CTFA; 8 CSOP; 6 CRSP; 3 CISP
ABA Health Savings Accounts (HSA) Expert Certificate	\$795	\$1,095	3.5	0.25	Individual course may provide ABA Professional Certification Credits
Account Acceptance and Termination	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Applying Fiduciary Principles and Ethics	\$135	\$185	0.30	0.00	0.75 CTFA
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)
Developing a Personalized Wealth Management Strategy	\$135	\$180	0.30	0.00	0.75 CTFA
Developing and Delivering a Compelling Personal Value Proposition	\$135	\$180	0.30	0.00	0.75 CTFA
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)
Effective Client Engagement Through "Wealth Personas"	\$135	\$180	0.15	0.00	0.5 CTFA
Emotional Intelligence for Wealth Advisors	\$135	\$180	0.30	0.00	0.75 CTFA
Engaging in Multigenerational Conversations with Clients	\$135	\$180	0.30	0.00	0.75 CTFA
Engaging with Centers of Influence	\$135	\$185	0.25	0.00	0.5 CTFA
Estate and Guardian Administration	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
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)
Estate Planning to Achieve Client Goals	\$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)
Fiduciary Ethics	\$135	\$185	0.35	0.00	0.75 CTFA
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)
Interacting with Brokers - Internal and Third-Party Broker Dealers	\$135	\$185	0.20	0.00	0.5 CTFA
Introduction to Estate Planning	\$335	\$450	3.35	0.25	4.5 CTFA (TAX), CISP
Introduction to Fiduciary Risk Management and Compliance	\$135	\$185	0.25	0.00	0.5 CTFA
Introduction to Integrated Planning and Advice	\$135	\$185	0.20	0.00	0.5 CTFA
Introduction to Investment Management	\$135	\$185	0.25	0.00	0.5 CTFA, CCTS, CRSP, CSOP
Introduction to IRAS	\$95	\$130	0.30	0.00	0.75 CISP, CRSP, CSOP, CFTA (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)
Know Your Competition	\$135	\$180	0.30	0.00	0.75 CTFA
Managing Life Insurance Policies	\$175	\$225	0.55	0.00	1.0 CRSP, CTFA (FP)
Managing the Dynamic Nature of Client Financial Needs	\$135	\$180	0.30	0.00	0.75 CTFA
Mastering the Art of Inquiry	\$135	\$180	0.30	0.00	0.75 CTFA
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)
Selling Value	\$135	\$185	0.20	0.00	0.5 CTFA
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)
Structure Analysis and Advice	\$135	\$180	0.30	0.00	0.75 CTFA
Trust Fundamentals	\$135	\$185	0.30	0.00	0.75 CTFA
Types of Insurance	\$175	\$225	1	0.00	1.0 CTFA (FP)
Understanding Fiduciary Principles	\$135	\$180	0.30	0.00	0.5 CTFA
Understanding Gender, Culture, and Generational Influences in Managing Wealth	\$135	\$185	0.25	0.00	1.0 CISP, CTFA(TAX)
Understanding Transfer Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
TRAINING SHORTS					
Compliance Lending					
Changed Loans: Is the Borrower Entitled to the Right of Rescission	\$75	\$95	0.18	0.00	0.50 CRCM, 0.50 CERP
Consumer Loans: To Modify or Refinance?	\$75	\$95	0.20	0.00	0.50 CRCM, 0.50 CERP
Fair Lending Implications for Changing Loan Terms	\$75	\$95	0.26	0.00	0.75 CRCM, 0.75 CERP
Filing CTRs for Multiple Transactions Conducted by A Single Transactor	\$75	\$95	0.21	0.00	0.50 CRCM, 0.50 CERP
HMDA and CRA Reporting Requirements for Refinancing or Modifying Loans	\$75	\$95	0.25	0.00	0.50 CRCM, 0.50 CERP
How and When Do I Report Loan Changes in Terms Under FCRA?	\$75	\$95	0.16	0.00	0.50 CRCM, 0.50 CERP
Loan Modification or Refinance Flood Insurance Requirements	\$75	\$95	0.25	0.00	0.50 CRCM, 0.50 CERP
Processing Closed-End Real Estate-Secured Loan Notices of Error	\$75	\$95	0.20	0.00	0.50 CRCM, 0.50 CERP
Processing Credit Card Billing Errors and Unauthorized Use Claims	\$75	\$95	0.28	0.00	0.75 CERP, 0.75 CERP
Processing Debit Card Disputes and Errors	\$75	\$95	0.27	0.00	0.75 CRCM, 0.75 CERP
Real Estate Appraisal at Loan Modification or Refinance	\$75	\$95	0.22	0.00	0.50 CRCM, 0.50 CERP
Timely Decision Communication	\$75	\$95	0.19	0.00	0.50 CRCM, 0.50 CERP
Understanding and Processing Closed-End Real Estate Secured Loan Information and Loan Payoff Requests	\$75	\$95	0.22	0.00	0.50 CRCM, 0.50 CERP
Understanding Credit Card Billing Errors and Unauthorized Use	\$75	\$95	0.19	0.00	0.50 CRCM, 0.50 CERP
Understanding Debit Card Disputes and Errors	\$75	\$95	0.17	0.00	0.50 CRCM, 0.50 CERP
Understanding the Difference Between Complaints and Disputes	\$75	\$95	0.16	0.00	0.50 CRCM, 0.50 CERP
What is a Closed-End Real Estate-Secured Loan Notice of Error?	\$75	\$95	0.14	0.00	0.50 CRCM, 0.50 CERP
Marketing					
Marketing in the Age of Distraction	\$300	\$380	1.23	0.00	2.25 CFMP
Content Opportunities in Community Banking	\$75	\$95	0.15	0.00	0.50 CFMP
Connecting with Your Audience in Community Banking	\$75	\$95	0.17	0.00	0.50 CFMP
Conversion in Community Banking	\$75	\$95	0.23	0.00	0.50 CFMP
Campaigns in Community Banking	\$75	\$95	0.10	0.00	2.25 CFMP
Case Study in Community Banking	\$75	\$95	0.18	0.00	0.50 CFMP
Retail					
Body Language Basics – Part 1 & 2	\$500	\$660	1.20	0.00	N/A

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Body Language Basics – Part 1	\$300	\$380	0.48	0.00	N/A
Learning a New Language	\$75	\$95	0.10	0.00	N/A
Reading Body Language	\$75	\$95	0.12	0.00	N/A
Body Language Mistakes & Gender Differences	\$75	\$95	0.18	0.00	N/A
Understanding Nonverbal Communication	\$75	\$95	0.07	0.00	N/A
Body Language Basics – Part 2	\$300	\$380	0.32	0.00	N/A
Body Language in Business	\$75	\$95	0.07	0.00	N/A
Four Ways to Detect a Lie	\$75	\$95	0.09	0.00	N/A
Four Steps to Better Body Language	\$75	\$95	0.07	0.00	N/A
Matching Your Words to Your Movement	\$75	\$95	0.09	0.00	N/A
The Retail Playbook You Need to Succeed	\$300	\$380	1	0.00	1.25 CFMP
Game Plan for a Healthy Branch Experience	N/A	\$95	0.18	0.00	0.50 CFMP
Eight Essential Crisis Communication Tips	\$75	\$95	0.20	0.00	0.50 CFMP
Tips for Winning One-on-One Meetings	\$75	\$95	0.10	0.00	0.25 CFMP
Five Reasons Why Online Appointment Scheduling is Essential	\$75	\$95	0.10	0.00	N/A

On-site Training

(Face-to-Face or Remote)

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. We can also provide a remote structure for your in-house training.

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.

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
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
Contemporary Advertising	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
Essentials Business English Skills	605.00
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

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Webinar Title	Date	Time
Online Account Opening	January 5, 2021	10:00 AM
Best-Ever Compliance Checklists for Consumer Loans	January 6, 2021	1:30 PM
Basics of Banking: An Overview	January 7, 2021	1:30 PM
Writing an Effective Credit Memo	January 7, 2021	10:00 AM
Understanding Basic Business Entities	January 11, 2021	1:30 PM
Writing Teller Procedures and Training	January 12, 2021	1:30 PM
Business Continuity Management	January 12, 2021	10:00 AM
Regulation Z Rules for Home Equity Lines of Credit	January 13, 2021	1:30 PM
Dealing with Subpoenas	January 13, 2021	10:00 AM
Unrest in the Workplace	January 14, 2021	10:00 AM
The Transition Away from LIBOR	January 15, 2021	10:00 AM
BSA Officer Annual Training	January 19, 2021	10:00 AM
Ratio Analysis to Determine Financial Strength	January 19, 2021	1:30 PM
IRA Update - Catching Up with the Latest Changes	January 20, 2021	10:00 AM
Compliance Management	January 21, 2021	10:00 AM
Bank Accounting for Beginners Part 1	January 21, 2021	1:30 PM
Basic Real Estate Loan Documentation	January 22, 2021	10:00 AM
Bank Accounting for Beginners Part 2	January 25, 2021	1:30 PM
Business Accounts	January 26, 2021	1:30 PM
Creating the Right ERM Program for YOUR Community Bank	January 26, 2021	10:00 AM
The Right of Setoff	January 27, 2021	10:00 AM
Bank Accounting for Beginners Part 3	January 27, 2021	1:30 PM
Prospect & Build Relationships, Virtually	January 28, 2021	10:00 AM



WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Bank Accounting for Beginners Part 4	January 29, 2021	10:00 AM
CRE Appraisals: Regulations & the Review Process	February 1, 2021	1:30 PM
Hemp Update! Many State Plans Now Approved	February 2, 2021	10:00 AM
Audit Report Writing	February 3, 2021	1:30 PM
Top Ten Loan Documentation Mistakes and How to Avoid Them	February 4, 2021	10:00 AM
CTRs and SARs: Line by Line	February 4, 2021	1:30 PM
Excel Explained: Spreadsheet Errors	February 5, 2021	10:00 AM
Introduction to Consumer Lending	February 8, 2021	1:30 PM
IT Excellence: 8 Ways to Improve Responsiveness and Results in Information Technology	February 9, 2021	10:00 AM
Regulation CC Training for Tellers	February 9, 2021	1:30 PM
Understanding TIL Disclosures for Non-TRID Loans	February 10, 2021	1:30 PM
Protecting Your Salaried-Exempt Status	February 10, 2021	10:00 AM
Federal Benefit Payments Garnishment Requirements	February 11, 2021	10:00 AM
CRE Appraisals: Components, Approaches to Value & Cap Rates	February 11, 2021	1:30 PM
Administration Changes	February 11, 2021	1:30 PM
Advanced TRID	February 16, 2021	1:30 PM
BSA Emerging Issues	February 16, 2021	10:00 AM
Call Report Lending Schedules Part 1	February 17, 2021	1:30 PM
ACH Rule Changes for 2021 and Beyond	February 17, 2021	10:00 AM
What to Do When a Customer Dies	February 18, 2021	10:00 AM
Call Report Lending Schedules Part 2	February 18, 2021	1:30 PM
Call Report Update	February 22, 2021	1:30 PM
Characteristics of Strong Risk Assessments and Tools to Monitor and Report Results	February 23, 2021	10:00 AM
HR Basics for Managers	February 24, 2021	10:00 AM
Letters of Credit	February 24, 2021	1:30 PM
Health Savings Accounts - Clarifying the Rules	February 25, 2021	10:00 AM
Troubled Debt Restructuring	February 26, 2021	10:00 AM
Commercial Construction Lending	March 1, 2021	1:30 PM
New Accounts Part 1	March 2, 2021	10:00 AM
W-9s	March 3, 2021	10:00 AM
The UCC for Lenders	March 3, 2021	1:30 PM
Masterful Time Management	March 4, 2021	1:30 PM
New Accounts Part 2	March 4, 2021	10:00 AM
Opening Accounts for Nonresident Aliens	March 5, 2021	1:30 PM
Excel Explained: Creating Interactive Spreadsheets	March 5, 2021	10:00 AM
Advanced Collection Tools Vital in Today's Economy	March 8, 2021	1:30 PM
New Accounts Part 3	March 9, 2021	10:00 AM
Disability Accommodations	March 9, 2021	1:30 PM
Consumer Real Estate Loans	March 10, 2021	1:30 PM
Legal Liabilities when Check Fraud Occurs	March 11, 2021	10:00 AM
New QM Standards under the Truth in Lending Act	March 12, 2021	10:00 AM
Residential Construction Lending	March 15, 2021	1:30 PM
Adverse Action Notices	March 16, 2021	10:00 AM
Basic Cash Flow Analysis	March 17, 2021	10:00 AM
ACH Origination and Same Day Entries	March 18, 2021	1:30 PM
Power of Attorney	March 18, 2021	10:00 AM
Firing – It Can Be Difficult – But It Can Be Legal	March 19, 2021	10:00 AM
BSA: CIP & CDD	March 23, 2021	1:30 PM
Three Key Risk Assessments in Your ERM Program: ERM, IT and Internal Controls	March 23, 2021	10:00 AM
Right of Rescission - Review & Update	March 24, 2021	1:30 PM
Bank Accounting - Intermediate Part 1	March 24, 2021	10:00 AM
Treasury Management: A Powerful Tool to Increase Deposits and Fee Income	March 25, 2021	1:30 PM
IRA Reporting	March 25, 2021	10:00 AM
Bank Accounting - Intermediate Part 2	March 26, 2021	10:00 AM
High Touch Coaching in a High-Tech World	March 29, 2021	1:30 PM
Checks - Endorsements, Fraud and Compliance Issues	March 30, 2021	10:00 AM
Bank Accounting - Intermediate Part 3	March 30, 2021	1:30 PM
Basic Bankruptcy for Bankers	March 31, 2021	10:00 AM

WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Bank Accounting - Intermediate Part 4	April 1, 2021	10:00 AM
Best-Ever Compliance Checklists for Commercial Loans	April 1, 2021	1:30 PM
Overdraft Programs—The Danger Zones	April 6, 2021	10:00 AM
Understanding Commercial Loan Documentation	April 6, 2021	1:30 PM
IRA Distribution to Beneficiaries	April 7, 2021	10:00 AM
HR Marijuana	April 8, 2021	10:00 AM
How to Incorporate BCM into Your ERM Program	April 8, 2021	1:30 PM
Key Ratio Analysis	April 12, 2021	1:30 PM
Opening Minor Accounts	April 13, 2021	1:30 PM
Seven Habits of Effective Credit Administration	April 13, 2021	10:00 AM
10 Hot BSA Exam Issues	April 14, 2021	10:00 AM
Excel Explained: Pivot Tables 101	April 14, 2021	1:30 PM
Dealing with Casual Days	April 16, 2021	10:00 AM
Comm. & Bus. Lending Basics for Support Personnel	April 19, 2021	1:30 PM
Overdrafts	April 20, 2021	10:00 AM
Top 10 Most Frequent Flood Issues	April 21, 2021	1:30 PM
Compliance 101 for New Compliance Officers	April 21, 2021	10:00 AM
Trusts	April 22, 2021	10:00 AM
BSA 101 for New BSA Compliance Officers	April 23, 2021	10:00 AM
Deposit Regulatory Update 2021	April 27, 2021	1:30 PM
Introduction to Conducting a Compliance Audit/Review for New Compliance Officers	April 27, 2021	10:00 AM
Loan Workouts	April 28, 2021	10:00 AM
Incident Response Plan	April 30, 2021	10:00 AM
Fair Lending	May 4, 2021	10:00 AM
Remote/Mobile Deposit Capture	May 4, 2021	1:30 PM
Excel Explained: Speed Tips	May 5, 2021	10:00 AM
Lending 101	May 5, 2021	1:30 PM
Dealing with Subpoenas	May 6, 2021	10:00 AM
Call Reporting for Beginners Part 1	May 6, 2021	1:30 PM
Lending to Non-Profit/Religious Institutions	May 7, 2021	10:00 AM
Basic Personal & Business Tax Return Analysis	May 10, 2021	1:30 PM
Call Report - Loan Coding and Risk Weighting Loans	May 11, 2021	10:00 AM
Understanding Commercial Real Estate Documents	May 12, 2021	10:00 AM
Call Reporting for Beginners Part 2	May 13, 2021	10:00 AM
CRE Lending: Cash Flow Analysis & Cap Rates	May 13, 2021	1:30 PM
Loan Participations	May 14, 2021	10:00 AM
CRE Lending: Prop. Types, Lease Structures & Other Non-Fin. Risks	May 17, 2021	1:30 PM
Handling Deposit Accounts and Checks at Death	May 18, 2021	1:30 PM
BSA: MSBs, MRBs, TPPPs, NGOs and All the High Risk Customers	May 19, 2021	10:00 AM
Identifying and Documenting CRA Community Development Activities	May 19, 2021	1:30 PM
Strategies for Succession Planning and Talent Management	May 20, 2021	1:30 PM
Call Reporting for Beginners Part 3	May 20, 2021	10:00 AM
Back to Basics: The Bank Secrecy Act	May 21, 2021	10:00 AM
Banker's Top 10 for Sales Success	May 24, 2021	1:30 PM
New to Banking? Learn More About Our Industry	May 25, 2021	1:30 PM
Deposit Regulations—The Basics	May 26, 2021	10:00 AM
Introduction to ACH	May 27, 2021	10:00 AM
Call Reporting for Beginners Part 4	May 28, 2021	10:00 AM
Audit Report Writing	June 3, 2021	1:30 PM
Call Reporting for Beginners Part 5	June 3, 2021	10:00 AM
How to Craft an Effective Commercial Loan Write-Up	June 7, 2021	1:30 PM
Excel Explained: Payroll Analysis	June 9, 2021	1:30 PM
Employment Records	June 10, 2021	10:00 AM
Information Security Officer	June 11, 2021	10:00 AM
Loan Documentation for the Agricultural Lender	June 16, 2021	10:00 AM
Equipment Lease Financing	June 16, 2021	1:30 PM



WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Notary Public	June 17, 2021	10:00 AM
Call Report - Current Matters and Common Questions	June 17, 2021	1:30 PM
Back to Basics: The CARD Act	June 18, 2021	10:00 AM
RESPA - Section 8 Unearned Fees and Kickbacks Violations	June 22, 2021	1:30 PM
TRID Hot Spots	June 24, 2021	10:00 AM
HR Basics for Managers	June 24, 2021	1:30 PM
Residential Construction Lending	June 25, 2021	10:00 AM
Escrows	July 1, 2021	10:00 AM
Problem Loan Work-Out in Today's Market	July 7, 2021	1:30 PM
Call Report Lending Schedules Part 1	July 8, 2021	10:00 AM
Best-Ever Compliance Checklists for Consumer Loans	July 8, 2021	1:30 PM
Call Report Lending Schedules Part 2	July 9, 2021	10:00 AM
Introduction to Commercial Lending	July 12, 2021	1:30 PM
Top 15 Issues HMDA Issues	July 14, 2021	1:30 PM
Non-Compete Agreement	July 15, 2021	10:00 AM
Troubled Debt Restructuring	July 20, 2021	1:30 PM
What to Do When a Customer Dies	July 22, 2021	10:00 AM
An FDCPA for the 21st Century	July 23, 2021	10:00 AM
CRE Appraisals: Regulations & the Review Process	July 26, 2021	1:30 PM
CRE Appraisals: Components, Approaches to Value & Cap Rates	August 2, 2021	1:30 PM
Writing an Effective Credit Memo	August 3, 2021	1:30 PM
Consumer Real Estate Loans	August 4, 2021	1:30 PM
Total TRID Training (Part 1 of 4)	August 4, 2021	10:00 AM
Advertising	August 5, 2021	10:00 AM
Total TRID Training (Part 2 of 4)	August 5, 2021	10:00 AM
Total TRID Training (Part 3 of 4)	August 6, 2021	10:00 AM
Total TRID Training (Part 4 of 4)	August 10, 2021	10:00 AM
Excel: Filtering and Slicing Data	August 11, 2021	10:00 AM
Strategic Loan Pricing	August 16, 2021	1:30 PM
The Right of Setoff	August 17, 2021	10:00 AM
Bank Accounting for Beginners Part 1	August 18, 2021	10:00 AM
ACH Origination for Lenders and Cash Managers	August 18, 2021	10:00 AM
Bank Accounting for Beginners Part 2	August 20, 2021	10:00 AM
Advanced Financial Statement Analysis	August 23, 2021	1:30 PM
Bank Accounting for Beginners Part 3	August 24, 2021	1:30 PM
Vendor Management - How Model Risk Fits In	August 26, 2021	1:30 PM
UCC Rules	August 26, 2021	10:00 AM
Bank Accounting for Beginners Part 4	August 27, 2021	10:00 AM
Credit Analysis Basics	August 30, 2021	1:30 PM
Residential Construction Lending	September 1, 2021	10:00 AM
IRAs Part 1 - Start with the Basics	September 2, 2021	10:00 AM
7 Habits of High Performing Banking Teams	September 2, 2021	1:30 PM
Best-Ever Compliance Checklists for Commercial Loans	September 7, 2021	1:30 PM
Dealing with Subpoenas	September 8, 2021	10:00 AM
Loan Documentation 101: Part One	September 8, 2021	1:30 PM
Loan Documentation 101: Part Two	September 9, 2021	10:00 AM
Advanced Cash Flow Analysis	September 13, 2021	1:30 PM
Excel Explained: Auditing Spreadsheets	September 14, 2021	10:00 AM
Call Report - Current Matters and Common Questions	September 16, 2021	10:00 AM
IRAs Part 2 - Rollovers	September 16, 2021	1:30 PM
The Continued Evolution of the Home Mortgage Disclosure Act	September 17, 2021	10:00 AM
Accounting Basics/Refresher for Bankers	September 20, 2021	1:30 PM
CRA - Review and Update	September 22, 2021	1:30 PM
TRID Beginners	September 23, 2021	10:00 AM
FDIC and CSBS INTREx	September 23, 2021	1:30 PM
Officer Calling	September 24, 2021	10:00 AM
Commercial Construction Lending	September 27, 2021	1:30 PM
ACH Exception Processing	September 29, 2021	10:00 AM


WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Audit Report Writing	October 4, 2021	1:30 PM
Call Report - Loan Coding, Risk Weighting, and Off-balance sheet items - Part 1	October 5, 2021	1:30 PM
Call Report - Loan Coding, Risk Weighting, and Off-balance sheet items - Part 2	October 6, 2021	1:30 PM
Legal Essentials	October 6, 2021	10:00 AM
Federal Benefit Payments Garnishment Requirements	October 7, 2021	10:00 AM
Performing your ACH Audit and Risk Assessment tips	October 12, 2021	10:00 AM
Strategic Planning for FI - It's All About Your Strategy	October 14, 2021	1:30 PM
Loan Participations	October 14, 2021	10:00 AM
IRAs Part 3 - Distributions	October 15, 2021	10:00 AM
Advanced Tax Return Analysis	October 18, 2021	1:30 PM
HR Basics for Managers	October 19, 2021	10:00 AM
Ability to Repay/Qualified Mortgages Review and Update	October 20, 2021	1:30 PM
Bank Accounting - Intermediate Part 1	October 20, 2021	10:00 AM
Advanced Commercial Loan Documentation	October 20, 2021	10:00 AM
Treasury Management: A Powerful Tool to Increase Deposits and Fee Income	October 21, 2021	1:30 PM
Legal Liabilities when Check Fraud Occurs	October 21, 2021	10:00 AM
Bank Accounting - Intermediate Part 2	October 22, 2021	10:00 AM
Loan Structure, Documentation, and Compliance Training	October 25, 2021	1:30 PM
Bank Accounting - Intermediate Part 3	October 26, 2021	10:00 AM
Excel Explained: Budget Spreadsheets	October 27, 2021	10:00 AM
IRAs Part 4 - Audits	October 28, 2021	10:00 AM
Using an Effective Selling System to "Score" Your Prospects	October 28, 2021	1:30 PM
Bank Accounting - Intermediate Part 4	October 29, 2021	10:00 AM
CRE Lending: Cash Flow Analysis & Cap Rates	November 1, 2021	1:30 PM
Compliance 101 for New Compliance Officers	November 3, 2021	10:00 AM
Excel Explained: Charts	November 4, 2021	1:30 PM
Seven Habits of Effective Credit Administration	November 4, 2021	10:00 AM
BSA 101 for New BSA Compliance Officers	November 5, 2021	10:00 AM
CRE Lending: Prop. Types, Lease Structures & Other Non-Fin. Risks	November 8, 2021	1:30 PM
Introduction to Conducting a Compliance Audit/Review for New Compliance Officer	November 10, 2021	10:00 AM
Outsourced Third Party Risk Management	November 10, 2021	1:30 PM
Assessing Environmental Risks in Commercial Real Estate Lending	November 12, 2021	10:00 AM
Lending 101	November 15, 2021	1:30 PM
Power of Attorney	November 16, 2021	10:00 AM
Regulation O - Lending to Insiders	November 17, 2021	1:30 PM
Assessing Your Commercial Borrower's Insurance Coverage	November 17, 2021	10:00 AM
Commercial and Industrial (C&I) Lending in Today's Competitive Market	November 22, 2021	1:30 PM
Enterprise-wide Information Security RA	November 23, 2021	1:30 PM
ATR QM	December 2, 2021	10:00 AM
How to Hire Bankers Who Will Sell More	December 3, 2021	10:00 AM
Comm. & Bus. Lending Basics for Support Personnel	December 6, 2021	1:30 PM
Trusts	December 7, 2021	10:00 AM
Regulation E	December 9, 2021	10:00 AM
Call Reporting - year end update and a look into 2022	December 9, 2021	1:30 PM
Residential Construction Lending	December 10, 2021	10:00 AM
Commercial Real Estate (CRE) in Today's Economy	December 13, 2021	1:30 PM
Notary Public	December 14, 2021	10:00 AM
Excel 101: Introduction to Spreadsheets	December 17, 2021	10:00 AM
Untangling the Web of Fee Disclosures	December 21, 2021	1:30 PM



CREDIT UNION WEBINAR SCHEDULE

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Webinar Title	Date	Time
NCUA Response to COVID	January 19, 2021	10:00 AM
IRA Update	January 21, 2021	10:00 AM
HMDA	February 2, 2021	10:00 AM
ACH Rule Changes for 2021 and Beyond	February 3, 2021	10:00 AM
Hemp Update	February 9, 2021	10:00 AM
Libor	February 10, 2021	10:00 AM
HR Basics for Managers	February 17, 2021	10:00 AM
Health Savings Accounts - Getting them Right	February 26, 2021	10:00 AM
Auditing for TRID	March 17, 2021	10:00 AM
IRA Reporting	March 26, 2021	10:00 AM
IRA Distributions	April 6, 2021	10:00 AM
QM Standards	April 21, 2021	10:00 AM
Introduction to ACH	April 29, 2021	10:00 AM
Compliance 101	May 5, 2021	10:00 AM
BSA 101	May 12, 2021	10:00 AM
Compliance Audit and Review	May 19, 2021	10:00 AM
ACH Origination for Credit Unions	May 26, 2021	10:00 AM
Vendor Due Diligence	June 15, 2021	10:00 AM
Opening Membership Accounts Online	July 20, 2021	10:00 AM
FDCPA	August 12, 2021	10:00 AM
IRA Part 1 - Basics	September 1, 2021	10:00 AM
IRA Part 2 - Rollovers	September 10, 2021	10:00 AM
Electronic Banking Compliance: Electronic Services Risk Mitigation	September 15, 2021	10:00 AM
Electronic Banking Compliance: ESign, Online and Mobile Banking, and Remote Deposit Capture	September 22, 2021	10:00 AM
IRA Part 3 - Distributions	October 1, 2021	10:00 AM
ACH Exception Processing	October 6, 2021	10:00 AM
Evolution of HMDA	October 14, 2021	10:00 AM
SAR Narratives	October 19, 2021	10:00 AM
IRA Part 4 - Audits	October 22, 2021	10:00 AM
Performing your ACH Audit	October 27, 2021	1:30 PM
Error Resolution: Regulations E & Z	November 9, 2021	10:00 AM

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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.

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Amount: \$



"NEW/REVISED" ABA & CFT CERTIFICATES & DIPLOMAS



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CERTIFICATES

ABA Bank Solutions Provider (BSPC)

Required Courses:

- Banking Basics Suite (12 courses)
- Ethical Issues for Banker
- Fundamentals of Consumer Lending Suite (2 courses)
- Fundamentals of Small Business Banking Suite (2 courses)
- Understanding Business Bank Products Suite (4 courses)
- Understanding Consumer Bank Products Suite (8 courses)

ABA Bank Teller (BTC)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Dealing Effectively with Co-Workers
- Effective Referrals Suite (2 courses + 1 exercise module + 1 toolkit)
- Essentials of Workplace Conduct
- Ethical Issues for Bankers
- Online Communication Suite (2 courses)
- Teller Basics Suite (6 courses)
- Verbal Communication Suite (3 courses)
- Written Communication Suite (3 courses)

ABA Branch Manager (BMC)

Required Courses:

- Banking Basics Suite (12 courses)
- Coaching to Support the Sales Process Suite (3 courses + 1 exercise)
- Employment Law
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending Suite (2 courses)
- Fundamentals of Small Business Banking Suite (2 courses)
- Growing Small Business Relationships Suite (2 courses + exercise)
- Leadership in Action Suite (5 courses)
- Leveraging the Benefits of a Diverse Workforce
- Making the Client Call Suite (3 courses + 1 exercise)
- Management Essentials Suite (6 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Presentation Skills Suite (4 courses)
- Relationship Sales Suite (2 courses + 1 exercise)
- Sales Planning Suite (3 courses + 1 exercise)
- Verbal Communications Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

ABA Certificate in Bank Financial Management

Required Courses:

Facilitated Online:

- Analyzing Bank Performance
 - Managing the Bank's Investment Portfolio
 - Managing Funding, Liquidity, and Capital
 - Managing Interest Rate Risk
- Self-Paced Online:
- Ethical Issues for Bankers

ABA Certificate in BSA and AML Compliance (CBAC)

Required Courses:

- Introduction to BSA/AML
- SARs and Information Sharing
- Currency and Correspondent Banking Accounts
- Electronic Banking and Funds Transfer Activities
- Higher Risk Accounts and Activities
- BSA Requirements for Business Accounts
- BSA Requirements for Foreign Customers and Accounts
- Components of an AML Compliance Program
- International Partners in AML
- Office of Foreign Assets Control (OFAC) for Compliance Professionals

ABA Certificate in Business and Commercial Lending (CCL) (Updated)

Required Courses:

- Option 1: Self-Paced Online Training
- NEW: Effective Commercial Loan Write-ups
 - NEW: Treasury Management
 - Understanding Business Borrowers (5 courses)
 - Analyzing Business Financial Statements and Tax Returns Suite (7 courses)
 - Analyzing Personal Financial Statements and Tax Return (4 courses)
 - Qualitative Analysis and Determining a Credit Risk Rating (4 courses)
 - Loan Structuring, Documentation, Pricing & Problem Loans (5 courses)
- Option 2: Facilitated Online Training
- Analyzing Financial Statements
 - Commercial Lending

ABA Certificate in Core Concepts for Fiduciary Advisors NEW

Required Courses:

- Applying Fiduciary Principles and Ethics
- Fiduciary Ethics
- Introduction to Fiduciary Risk Management and Compliance
- Introduction to Integrated Planning and Advice
- Introduction to Investment Management
- Understanding Fiduciary Principles
- Trust Fundamentals

ABA Certificate in Deposit Compliance (CLC)

Required Courses:

- Anatomy of a Regulation
- Bank Secrecy Act/USA Patriot Act
- Digital Compliance
- Electronic Funds Transfer Act (Reg E)
- Elements of a Compliance Program

- Expedited Funds Availability Act (Reg CC)
- Office of Foreign Assets Control (OFAC)
- Privacy/Information Sharing
- Reserve Requirements for Depository Institutions Act (Reg D)
- Truth-in-Savings Act (Reg DD)
- Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)

ABA Certificate in Fiduciary Principles and Ethics NEW

Required Courses:

- Understanding Fiduciary Principles
- Fiduciary Ethics
- Applying Fiduciary Principles and Ethics Statements and Tax Returns Suite (7 courses)

ABA Certificate in Fiduciary Relationship Management NEW

Required Courses:

- Managing the Dynamic Nature of Client Financial Needs
- Know Your Competition
- Mastering the Art of Inquiry
- Engaging in Multigenerational Conversations with Clients
- Developing and Delivering a Compelling Personal Value Proposition
- Effective Client Engagement Through "Wealth Personas"
- Emotional Intelligence for Wealth Advisors
- Understanding Generational, Gender and Cultural Characteristics in Managing Wealth
- Engaging with Centers of Influence
- Interacting with Financial Advisors/Brokers
- Selling Value

ABA Certificate in Financial and Credit Risk Management

Required Courses:

- Financial Risk Management: Interest Rate Risk
- Financial Risk Management: Liquidity Risk
- Introduction to Credit Risk Management
- Credit Risk Management: Managing, Monitoring, and Measuring
- Credit Risk Management: Retail Lending
- Credit Risk Management: Commercial and Agricultural Lending
- Credit Risk Management: Other Sources of Credit Risk

ABA Certificate in Fraud Prevention (CFP)

Required Courses:

- Introduction to Fraud Management
- Establishing a Fraud Prevention Program
- Types of Fraud and Prevention Strategies
- Operating a Fraud Prevention Program
- Maintaining a Compliant Fraud Prevention Program



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ABA Certificate in General Banking

Required Courses:

Facilitated Online:

- Principles of Banking **or** Banking Fundamentals Suite (3 courses):
 - *The Banking Industry
 - *Bank Lines of Business
 - *Building Customer Relationships
 - General Accounting
 - Legal Foundations in Banking **or** Law and Banking (Principles or Application)
 - Marketing in Banking (or equivalent)
 - Money and Banking
- Self-Paced Online:
- Ethical Issues for Bankers

ABA Certificate in Lending Compliance (LC)

Required Courses:

- Anatomy of a Regulation
- Community Reinvestment Act, Community Bank (CRA) **or** Community Reinvestment Act - Large Bank (CRA)
- Credit Card Regulations
- Elements of a Compliance Program
- Equal Credit Opportunity Act (ECOA) Reg B
- Fair Credit Reporting Act (FCRA)
- Federal Flood Insurance Regulations
- Good Faith Estimate and HUD-1
- Home Mortgage Disclosure Act (HMDA)
- Loans to Insiders (Reg O)
- Real Estate Settlement Procedures Act (RESPA)
- Reg Z Ability to Repay (ATR) and Qualified Mortgage (QM)
- Reg Z Closed-End Credit
- Reg Z Open-End Credit
- Service Members Civil Relief Act (SCRA)
- Unfair, Deceptive, **or** Abusive Acts **or** Practices (UDAAP)

ABA Certificate in Operational Risk Management (RM)

Required Courses:

- Elements of an Operational Risk Management Program
- Cybersecurity Management
- Fraud and Criminal Threats
- Incident Management and Resilience
- Operational Risk Model Management
- Oversight and Management of Operational Risk
- Payments and Settlements
- Physical Security
- Regulatory Exam Management
- Risk Control and Self-Assessment
- Vendor Risk Management

ABA Certificate in Risk Management Frameworks

Required Courses:

- Introduction to Enterprise Risk Management
- Board and Senior Management Oversight
- Enterprise Risk Management Reporting
- Risk Policies, Procedures, and Limits
- Risk Management Control Frameworks

- Risk Identification
- Risk Measurement and Evaluation
- Risk Mitigation
- Risk Monitoring

ABA Certificate in Trust: Foundational (CTF)

Required Courses:

- Estate and Guardian Administration
- Fiduciary Ethics
- Introduction to Estate Planning
- Introduction to Investment Management
- Introduction to IRAs
- Introduction to Planning for Retirement Assets
- Introduction to Trust Administration
- Minimizing Fiduciary Risk and Litigation

ABA Certificate in Trust: Intermediate (CTI)

Required Courses:

- Account Acceptance and Termination
- Basic Characteristics of a Trust
- Bond Selection and Analysis
- Discretionary Distributions
- Duties and Powers of the Trustee
- Estate Planning to Achieve Client Goals
- Fiduciary Ethics
- Fiduciary Income Tax
- Fiduciary Law
- Fundamentals of Life Insurance
- How Trusts are Taxed
- Investment Policy
- Investment Products
- Stock Selection and Analysis
- Types of Insurance
- Understanding Transfer Tax

ABA Certificate in Trust: Advanced (CTA)

Required Courses:

- Asset Allocation & Portfolio Management
- Economics Markets
- Education Planning Solutions for Minors
- Estate Planning for Charitable Giving
- Estate Planning for IRAs and Qualified Plan Balances
- Estate Planning for the Marital Deduction
- Estate Planning Solutions for the Business Owner
- Fundamentals of Alternative Investment Products
- Generation-Skipping Transfer Tax
- Gift Taxation
- Income Tax Planning
- Managing Life Insurance Policies
- Planning for Estate Tax
- Prudent Portfolio Management
- Special Needs Trusts

CFT Compliance Officer (COC) and Credit Unions Track (COCU)

Required Courses:

- Anti-Terrorism (Patriot Act)
- Bank Secrecy Act (BSA)
- Community Reinvestment Act (CRA, Reg BB)
- Electronic Funds Transfer Act (EFTA, Reg E)

- Expedited Funds Availability Act (EFAA, Reg CC)
 - GLB Privacy Act
 - GLB Privacy Act (Opt-out)
 - Loans to Executive Officers (Reg O)
 - Anti-Money Laundering (AML)
 - Office of Foreign Assets Control (OFAC)
 - Pretext Calling and Identity Theft
 - Reserve Requirements (Regs D/Q)
 - Right to Financial Privacy Act (RFPA)
 - Truth in Lending Act (TILA Reg Z)
 - Truth in Savings Act (TISA Reg DD)
 - Ethics for Credit Unions
- Additional courses required for the International Track
- Regulation K
 - Regulation J & S

ABA Customer Service Representative (CSRC)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Dealing Effectively with Co-Workers
- Effective Referrals Suite (2 courses + 1 exercise)
- Ethical Issues for Bankers
- Online Communication Suite (2 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Relationships Sales Suite (2 courses + 1 exercise)
- Understanding Business Bank Products Suite (4 courses)
- Verbal Communications Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

ABA Digital Banker Certificate (DBC) **NEW**

Required Courses:

- Digital Banker Suite (5 courses)
- Payments System Suite (2 courses)
- Cybersecurity Fundamentals

CFT Credit Analysis (CAC)

Prerequisites:

- Principles of Banking **or** Banking Fundamentals Suite
- Financial Accounting* (**or** Accounting 1 & 2)
- Legal Foundations in Banking
- Marketing

Required Courses:

- Analyzing Financial Statements
- Commercial Lending
- Applied Financial Statements
- Business Tax Return Analysis
- Personal Tax Return Analysis
- Commercial Loan Documentation
- Global Cash Flow Analysis
- Advanced Cash Flow Analysis
- Credit Analysis



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ABA Foundational Certificate in Bank Marketing

Required Courses:

Facilitated Online:

- Marketing in Banking
- Marketing Planning
- Marketing Management

Self-Paced Online:

- Marketing in a Digital World:
 - *Search Engine Optimization
 - *Build Your Campaign
 - *Find your Audience
 - *The Power of Facebook
 - *Leveraging LinkedIn
 - *Strategic Twitter
- Recognizing and Preventing UDAAP

ABA Health Savings Account Expert (HSA)

Required courses:

- Overview of Health Savings Accounts
- HSA Eligibility
- HSA Contributions
- HSA Distributions
- HSA Account Administration
- HSA Benefits, Strategies, and Best Practices
- How Much Do You Know About HSAs?

Introduction to Accounting (AC)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Accounting
- Business Math
- Bank Communication
- Financial Accounting

PLUS one of the following

- Economics
- Statistics

Introduction to Financial Services (IFS) (Updated)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Legal Foundations in Banking
- Marketing
- Financial Accounting
- Analyzing Financial Statements

Introduction to Financial Services Marketing Certificate (FMC)

Required courses:

- Principles of Banking or Banking Fundamentals Suite
- Marketing
- Selling Fundamentals or Sales Excellence
- eCommerce
- Business Communication
- Business Ethics

Introduction to Financial Services Operations Certificate (FSOC)

Required courses:

- Principles of Banking or Banking Fundamentals Suite
- Law & Banking: Applications or Principles or equivalent
- Business Math
- Deposits Accounts & Services
- Business Communication

Introduction to Human Resources (HRC)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Business Communication
- Human Resource Management
- Human Relations

PLUS two of the following:

- Human Resource Development
- Human Resource Selection
- Employment & Labor Law
- Organizational Behavior

Introduction to Lending (IL)

Required courses:

- Principles of Banking or Banking Fundamentals Suite
 - Accounting or Financial Accounting or Accounting Basics
 - Analyzing Financial Statements
 - Marketing
 - Economics
- PLUS** one of the following
- Consumer Lending
 - Residential Mortgage Lending
 - Commercial Lending
 - Agricultural Lending

Introduction to Sales and Service Certificate (ISSC)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
 - Sales Excellence
 - Selling Fundamentals
 - Customer Service Excellence
 - Customer Service Innovation
 - Marketing
 - Business Communication
 - Bank Secrecy Act (minimum ¼ credit)
- PLUS** one of the following:
- Commercial Lending
 - Consumer Lending
 - Residential Mortgage Lending
 - Deposit Accounts and Services
 - Teller Operations

ABA Personal Banker (PBC)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Effective Referrals Suite (2 courses + 1 exercise)
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending Suite (2 courses)
- Fundamentals of Small Business Banking Suite (2 courses)
- Introduction to Analyzing Financial Statements
- Making the Client Call Suite (3 courses + 1 exercise)
- Managing Time at Work
- Online Communication Suite (2 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Relationship Sales Suite (2 courses + 1 exercise)

- Sales Planning Suite (3 courses + 1 exercise)
- Understanding Business Bank Products Suite (4 courses)
- Understanding Consumer Bank Products Suite (8 courses)
- Verbal Communication Suite (3 courses)
- Written Communication Suite (3 courses)

ABA Residential Mortgage Lender (RM)

Required Courses:

- Banking Basics Suite (12 courses)
- Appraisal Procedures
- Basics of Mortgage Processing
- Determining Your Role in Fraud Prevention
- Discovering FHA Programs
- Effective Referrals Suite (2 courses + 1 exercise)
- Essentials of Mortgage Lending
- Ethical Issues for Bankers
- Explaining Loan Modifications
- Mitigating Potential Fraud in Your Organization
- Mortgage Customer Counseling and Prequalification
- Personal Tax Return Analysis
- Preparing the Loan Estimate
- Preparing the Closing Disclosure
- Processing and Underwriting Credit
- Processing Income and Assets
- Reviewing the Appraisal Report
- Completing the HUD-1 For Loans Not Covered Under TRID (optional)

ABA Small Business Banker (SBBC)

Required Courses:

- Fundamentals of Small Business Banking Suite (2 courses)
- Small Business Borrowing Suite (2 courses, 2 exercises + 2 toolkits)
- Relationship Selling for Small Business Clients Suite (3 courses, 2 exercises + 1 toolkit)
- Small Business Products Suite (3 courses, 2 exercises + 1 toolkit)
- Growing Small Business Relationships Suite (2 courses + exercise)
- Sales Planning Suite (3 courses + 1 exercise)
- Introduction to Analyzing Financial Statements
- Personal Tax Return Analysis

ABA Supervisor/Team Leader

Required Courses:

- Banking Basics Suite (12 courses)
- Building Collaborative Teams
- Communication Basics Suite (3 courses)
- Employment Law
- Empowerment
- Ethical Issues for Bankers
- Leveraging the Benefits of a Diverse Workforce
- Management Essentials Suite (6 courses)
- Managing Change



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- Online Communication Suite (2 courses)
- Presentation Skills Suite (4 courses)
- Verbal Communication Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

ABA Universal Banker (UB)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Dealing Effectively with Co-Workers
- Effective Meetings
- Ethical Issues for Bankers
- Managing Change
- Online Communication Suite (2 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Presentation Skills Suite (4 courses)
- Relationship Sales Suite (2 courses + 1 exercise)
- Verbal Communication Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

Wealth Management Fundamentals **NEW**

Required Courses:

- Banking fundamentals, Evolution and Compliance
- Financial Accounting
- Fundamentals of Wealth Management, Institutions, Markets and Products
- Principles of Finance

Wealth Management Intermediate **NEW**

Required Courses:

- Banking fundamentals, Evolution and Compliance
- Financial Accounting
- Fundamentals of Wealth Management, Institutions, Markets and Products
- Principles of Finance
- Relationship Selling and Sales Strategies
- Special Topic Seminar
- Investments, Stocks and Bonds
- Analyzing Financial Statement (Pre-req. Financial Accounting)

Wealth Management Advanced **NEW**

Required Courses:

- Banking fundamentals, Evolution and Compliance
- Financial Accounting
- Fundamentals of Wealth Management, Institutions, Markets and Products
- Principles of Finance
- Relationship Selling and Sales Strategies
- Special Topic Seminar
- Investments, Stocks and Bonds
- Analyzing Financial Statements (Pre-req. Financial Accounting)

- Financial Analysis and Valuation (Pre-req. Financial Accounting & Analyzing Financial Statement)
- Financial Planning
- Risk Management and Compliance

ABA-Wharton Emerging Leaders - Strategy

Required Courses:

- Competitive and Corporate Strategy:
 - *The Firm and the Industry
 - *Industry Analysis and Competitive Dynamics
 - *Corporate Strategy and Firm Scope
 - *Firms in a Context
- Managing the Value of Customer Relationships:
 - *What are Customer Centricity, Customer Equity, Firm Valuation and CLV?
 - *Managing Customer According to Lifetime Value in Contractual and Non-Contractual Settings
 - *Acquiring Customers and Creating and Measuring Their Value
 - *Retention, Attrition and Development

ABA-Wharton Emerging Leaders - Engaging and Motivating Talent

Required Courses:

- Leadership in the 21st Century:
 - *Engaging Hearts and Minds
 - *Understanding Work Style and Cultivating Originality
 - *Purpose-Driven Leadership
 - *Organizational Culture and Culture Change
- Managing and Motivating Talent:
 - *Motivation and Reward
 - *Tasks, Jobs and Systems of Work
 - *Making Good and Timely Management Decisions
 - *Designing and Changing the Organization's Architecture

ABA-Wharton Emerging Leaders - Advanced Emerging Leadership

Required Courses:

- Introductory Video Wharton Professor Peter Cappelli and ABA's Jim Edrington
- Success:
 - *Launching your Personal Search for Success
 - *How to Think about Success on your Own Terms
 - *Diving Deeper: What Research Tells Us About Achievement and Happiness
 - *Putting it Together: Charting Your Path to the Future
- Leading the Life You Want:
 - *Leadership from the Point of View of the Whole Person
 - *Develop the Six Leadership Skills of Conveying Values through Stories
 - *Learn the Six Leadership Skills of Aligning Actions and Values
 - *Learn the Essential Leadership Skills of Creating a Culture of Innovation
- Influence:
 - *Define Influence
 - *Examine Social Networks and Relationships
 - *Develop your Persuasive Tactics and Rhetoric to Increase your Influence

- *Examine the Ethical Implications of Persuasion
- Communication:
 - *Cooperation, Competition and Comparisons
 - *Trust
 - *Deception
 - *Effective Communication

DIPLOMAS

Advanced Financial Services (AFS) **(Updated)**

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Law and Banking: Applications **or** Law and Banking: Principles **or** Legal Foundations in Banking
- Marketing
- Financial Accounting
- Money and Banking
- Analyzing Financial Statements
- Applied Financial Statements
- Consumer Lending/Essentials for Retail Lending
- Commercial Lending
- Commercial Real Estate Lending
- Relationship Selling and Sales Strategies **or** Sales Excellence

Agricultural Lending Diploma (AL)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Economics
- Law & Banking: Applications **or** Principles
- Business Math
- Customer Service Excellence **or** Customer Service Innovation
- Accounting **or** Financial Accounting **or** Accounting Basics
- Money and Banking
- Business Communication
- Selling Fundamentals **or** Sales Excellence
- Agricultural Lending
- Commercial Lending
- Real Estate Finance
- Analyzing Financial Statements

Lending Diploma (LD) **NEW**

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Law & Banking: Applications **or** Principles **or** Legal Foundations in Banking
- Marketing
- Financial Accounting
- Money and Banking
- Relationship Selling and Sales Strategies **or** Sales Excellence
- Commercial Lending
- Analyzing Financial Statements
- Applied Financial Statements
- Commercial Real Estate **or** Real Estate Finance



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- Consumer Lending **or** Essentials for Retail Lending

(fi) Financial Services Management (FSMD)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Organizational Behavior
- Human Relations
- Human Resource Selection **or** Human Resource Management
- Business Communication
- Marketing
- Management
- Economics
- The Future of Business
- Bank Management

PLUS two of the following:

- Accounting
- Financial Accounting
- Business Math
- Fraud Examination
- Business Ethics

(fi) Financial Services Marketing (FMD)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Marketing
- Selling Fundamentals **or** Sales Excellence
- eCommerce
- Business Communication
- Business Ethics
- Advertising
- Law and Banking: Applications **or** Law and Banking: Principles
- Management
- Economics

PLUS one of the following:

- Accounting
- Financial Accounting
- Business Math
- Statistics

(fi) Financial Services Operations (FSO)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Law & Banking: Applications **or** Principles
- Business Math
- Deposits Accounts & Services
- Business Communication
- Customer Service Excellence **or** Innovation
- Accounting **or** Financial Accounting **or** Accounting Basics
- Economics
- Money and Banking
- IRA Overview (minimum ¼ credit)
- Electronic Funds Transfer Act (minimum ¼ credit)

(fi) Global Banking (GB)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Business Writing **or** Business Communication

- Global Banking
 - International Business/Economics
 - Money and Banking
 - Financial Accounting **or** Accounting I & II
- PLUS** 7 elective credits

(fi) Project Management Diploma (PMD)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Marketing
- Human Relations
- Business Communication
- Managing Change
- The Future of Business
- Project Management
- Project Management: New Product Development
- Project Management: The Managerial Process

PLUS any two of the following:

- Human Resource Management
- Management
- Organizational Behavior
- Bank Management

(fi) Real Estate Lending Diploma (RELD) (Updated)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Law and Banking: Applications **or** Law and Banking: Principles **or** Legal Foundations in Banking
- Marketing for Financial Services
- Financial Accounting
- Analyzing Financial Statements
- Money and Banking
- Relationship Selling and Sales Strategies **or** Sales Excellence
- Residential Mortgage Lending
- Commercial Real Estate **or** Real Estate Finance

(fi) Sales and Service Management (SSM)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Sales Excellence
- Selling Fundamentals
- Customer Service Excellence
- Customer Service Innovation
- Marketing
- Business Communication
- Bank Secrecy Act (minimum 1/4 credit)
- Supervision
- Management
- Bank Management
- Human Relations
- Managing Change

PLUS two of the following:

- Commercial Lending
- Consumer Lending
- Residential Mortgage Lending
- Deposit Accounts & Services
- Teller Operations
- Wills, Trust, and Estate Administration
- Financial Planning
- Business Ethics