

# Banking and Financial Skills

- Topics are highlighted in pink.
- Courses in series (highlighted in black) are shown in order they should be viewed.
- Courses include Closed Captions (CC) in the following languages: English, Chinese (Simplified), French, French (Canadian), German, Portuguese, Spanish, Thai.



# Course / Topic Title

Dodd-Frank Wall Street Reform and Consumer Protection Act  
Electronic Payment Systems  
Check Processing  
Escrow Accounts  
Cross-Selling  
Handling Customer Complaints  
Selling Nondeposit Investment Products  
The Importance of Good Communication Skills  
Pandemic Planning  
Check Kiting  
Signs of Check Fraud  
Types of Check Fraud  
Teller Cash Handling  
Responsibilities of the Teller  
The SAFE Banking Act of 2021  
The Military Lending Act  
What's a UDAAP?  
Mortgage Servicing  
Insider Trading  
Identity Theft: Red Flags Rule  
Adult Financial Abuse  
Adult Financial Abuse – California  
Fair Lending Laws  
The Bank Bribery Act  
Office of Foreign Asset Control  
The Truth in Lending Act  
FDIC Accounts  
Regulation W  
Fair Debt Collection Practices Act  
Regulation BB and the Community Reinvestment Act  
Fair Credit Reporting Act  
Regulation C: Home Mortgage Disclosure Act  
Fair Housing Act  
ECOA Reg-B  
Negotiable Instruments and Endorsement Reform, Recovery, and Enforcement Act of 1989  
Federal Reserve and Monetary Policy  
Regulation B: What is the Equal Credit Opportunity Act?  
Homeowner's Protection Act  
Banking Customer Service  
Banking Phone Calls  
Banking Customer Interactions

## **Banks**

Basics  
Bank Regulations  
Bank Assets  
Percentages  
Interest Rates

## **Credit Unions**

Credit Unions  
Credit Union Regulations  
Credit Union Services  
Differences Between Credit Unions and Banks

## **Robbery Training**

Robbery Awareness  
During a Robbery

## **The National Flood Insurance Program**

Flood Insurance Overview  
The Private Flood Insurance Rule

## **Loan Processing**

Taking the Application  
Verification  
Compliance  
Underwriting  
The Decision

## **Right to Financial Privacy Act**

Introduction  
Gramm-Leach-Bliley Act – Title V  
USA PATRIOT Act

## **Foreign Corrupt Practices Act**

Core Concepts  
Compliance

## **Regulation E**

Overview  
Electronic Check Conversion  
Disclosures Part 1  
Disclosures Part 2  
Electronic Transaction Overdraft Services Opt-In  
Issuance of Access Devices  
Error Resolution and Consumer Liability Part 1



Error Resolution and Consumer Liability Part 2  
Error Resolution and Consumer Liability Part 3  
Receipts and Periodic Statements  
Preauthorized Transfers  
The Prepaid Rule Part 1  
The Prepaid Rule Part 2

## **Regulation O**

Introduction to Regulation O  
Rules and Regulations of Regulation O

## **Bank Secrecy Act Basics**

Overview of the Bank Secrecy Act  
Money Laundering 101  
Components of a Money Laundering Operation  
Requirements and Purpose of the Bank Secrecy Act

## **Bank Secrecy Act for Frontline Employees**

What Are Currency Transaction Reports?  
Filing Currency Transaction Reports  
Suspicious Activity Reports  
Customer Information Programs  
Office of Foreign Assets Control  
Review of Money Laundering Activities

## **Bank Secrecy Act for Managers**

Money Laundering Risk Factors  
BSA Compliance Program Requirements  
Wire Transfers and Money Laundering  
Money Services Businesses  
Exceptions to the Rule  
Enhanced Due Diligence  
True Stories of Money Laundering  
USA PATRIOT Act and Information Sharing Requests

## **Real Estate Settlement Procedures Act (RESPA)**

Disclosures  
Kickbacks, Title Insurance, and Escrows

## **Regulation CC**

Expedited Funds Availability Act: Basics

Expedited Funds Availability Act: Exception Holds  
Expedited Funds Availability Act: Check 21

## **Elder Financial Exploitation**

The Basics  
How Financial Institutions Can Help  
California Law

## **Truth in Savings Act**

Regulation DD – Part 1  
Regulation DD – Part 2

