



Banking

- Topics are highlighted in orange.
- 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.

Banking

Banks
Bank Regulations
Assets
Calculating Percentages
Interest Rates
Credit Unions
Credit Union Regulations
Credit Union Services
Credit Union and Banks: The Differences
Check Kiting
Signs of Check Fraud
Dodd-Frank Wall Street Reform and
Consumer Protection Act
Types of Check Fraud
Teller Cash Handling
Responsibilities of the Teller
Electronic Payment Systems
Check Processing
Escrow Accounts
Cross-Selling
Handling Customer Complaints
Selling Nondeposit Investment Products
The Importance of Good Communication
Skills
Pandemic Planning

Quality Customer Service

Banking Customer Service
Banking Phone Calls
Banking Customer Interactions

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

Financial Compliance

Right to Financial Privacy Act, Part 1
Right to Financial Privacy Act, Part 2
Identity Theft: Red Flags Rule
Adult Financial Abuse
Adult Financial Abuse – California
Fair Lending Laws
Consumer Bribery Act
The Bank Bribery Act
Office of Foreign Asset Control
The Truth in Lending Act
FDIC
Regulation W
Fair Debt Collection Practices Act
Regulation BB
Fair Credit Reporting Act
Regulation C: Home Mortgage Disclosure
Act
Regulation DD
Fair Housing Act
HPA
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?

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
Changes in July 2010

Regulation O

Introduction to Regulation O
Rules and Regulations of Regulation O

Bank Secrecy Basics

Better Safe Than Sorry
What is Money Laundering?
So What's the Big Deal?
Manipulating the System
Structuring and Layering and Integration,
Oh My!

Bank Secrecy for Frontline Employees

What Do You Do With \$10,000 in Cash?
The Customer Is Always Right...Except
When They Aren't
Why Are You So Suspicious?
What SAR? I Don't Know Anything About
an SAR.
Who is a Customer and How Do You Prove
It?
The List

Bank Secrecy for Management and Operations

120 Hours and Counting
Giving More Than 100%
Exceptions to the Rule
Red Flags Ahead
Banking the Unbanked
Cash-less Money Laundering
True Stories of Money Laundering
Putting the Pieces Together
The New I-9 Form
Insider Trading

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

