

BAI LEARNING & DEVELOPMENT

CREDIT UNION SERIES

COMPLIANCE ESSENTIALS

- 20206C BSA and AML: An Overview*
- 20004C BSA: Exemptions and Member Identification*
- 20003C BSA: How to Comply*
- 20204LENC BSA: Responsibilities for Lenders*
- 20204OPSC BSA: The Role of Operations*
- 20204TELC BSA: Transaction Procedures for Tellers*
- 20204TRSC BSA: Trust Department Responsibility*
- 20326 Business Banking Solutions*
- 20005C BSA: Wire Transfers and Recordkeeping Requirements*
- 20066C Credit Union Security: An Overview*
- 20067C Credit Union Security: Safety Procedures*
- 20062C Credit Unions: An Introduction*
- 20064C Credit Unions: Organization and Regulation*
- 20063C Credit Unions: Products and Services*
- 20116C The FACT Act: Rules and Implications*
- 20401C FCRA and FACT Act: Game Show*
- 20072C Fair Lending: Basic Topics and Terms*
- 20073C Fair Lending: Implementation, Monitoring and Review*
- HT2011Q4 Hot Topics: Dodd-Frank Update*
- HT2012Q1 Hot Topics: UDAAP*
- 20327C Information Security: Preventing Identity Theft*
- 20037C Identity Theft: Minimize the Risk*
- 20328C Identity Theft "Red Flags": Duties of Financial Institutions and Creditors*
- 20339C Marketing: Understanding the Regulations*
- 20107C MIP: Identity Verification and Compliance*
- 20075C NCUA Insurance: Protecting Members' Shares*
- 20402C New Hire: Game Show!*
- 20033C Privacy Compliance: Protecting Consumer Financial Information*
- 20057C Privacy Compliance: What You Need to Know (Outside the Exceptions)*
- 20058C Privacy Compliance: What You Need to Know (Within the Exceptions)*
- 20033COMC Privacy for Compliance Officers – Opt-Out Edition*
- 20019C Reg CC: An Overview*
- 20088C Reg CC: An Overview of Check Fraud Prevention*
- 20090C Reg CC: Check Kiting*
- 20021C Reg CC: Exceptions and the \$200 Rule*
- 20020C Reg CC: How to Comply*
- 20022C Reg CC: Member Disclosures*



COMPLIANCE ESSENTIALS (CONTINUED)

20089C Reg CC: New Account Security
20336C Reg E: EFT and Overdraft Compliance
20400C Reg E: Game Show
20014C Reg E: Handling Errors and Complaints
20013C Reg E: Key Disclosures and Liability
20300 Retail Banking Basics
20034C Right to Financial Privacy Act
20110C Robbery: Before, During and After
20322 Robbery Training
20083C SAR: Be on Guard
20205OPSC SAR: Essentials for Operations
20205LENC SAR: Lender Awareness
20205MGTC SAR: Management's Involvement
20205TELC SAR: Tellers on the Alert
20031C Understanding OFAC
20301C Understanding Privacy: The Essentials
20087C USA PATRIOT Act
20308 USA PATRIOT Act: The Financial Perspective

CONSUMER CREDIT LENDING

20304C Bankruptcy and Consumer Loans
20096C Commercial Lending: An Introduction
20302C Consumer Lending Basics
20325 Consumer Loan Collections
20303C Document Preparation and Consumer Loan Closing
20202LENC Ethics: Policy and Personal Judgment for Lenders
20055C FCRA: An Overview
20056C FCRA: Credit Reporting Regulations
20098C Loan Documentation: Ensuring Your Right to Collateral
20097C Loan Documentation: The Basics
20109C Predatory Lending Awareness
20215C Reg AA: The Credit Practices Rule
20026C Reg B: An Overview
20030C Reg B: Credit and Loan Handling
20027C Reg B: Nine Prohibited Discrimination Factors
20029C Reg B: Notification Requirements
20028C Reg B: Prescreening, Cosigners and Disparate Treatment
20221C Reg M: Rules for Consumer Leasing



CONSUMER CREDIT LENDING (CONTINUED)

- 20039C Reg Z: Purpose & Application*
- 20040C Reg Z: Closed-End Credit Disclosures*
- 20041C Reg Z: Open-End Credit Disclosures*
- 20042C Reg Z: Real Estate Lending Disclosures*
- 20319 Servicing Consumer Loans*
- 20317 Underwriting Consumer Loans*

RESIDENTIAL AND MORTGAGE LENDING

- 20123C Advertising: Home Equity Loans and Lines of Credit*
- 20079C Appraisal Requirements: How to Comply*
- 20334C Basics of Residential Mortgage Lending*
- 20350C Detecting Mortgage Fraud: The Red Flags*
- 20038C HMDA: Fundamentals and Beyond*
- 20207C HOEPA: Protecting Against Predatory Lending*
- 20333C Laws and Regulations for Mortgage Lending*
- 20093C Lending: Home Equity Loans*
- 20335C The Mortgage Lending Process*
- 20226 Reg G: Disclosure and Reporting of CRA-Related Agreements*
- 20330C RESPA: An Introduction and Applicability*
- 20331C RESPA: Key Disclosures and Procedures*
- 20332C RML: Complying with Regulation Z*
- 20329C RML: Complying with the Real Estate Settlement Procedures Act*
- 20011C RMR: Complying with The Flood Disaster Protection Act*
- 20340C SAFE Act: Required Policy and Procedure*
- 20320 Underwriting Residential Mortgage Loans*

SERVICES AND SALES

- 20315 Building a Foundation for Successful Sales*
- 20111C Cross Selling: Successful Member Relations*
- 20202MSC Ethics: Policy and Personal Judgment for Member Service*
- 20318 Handling Challenging Situation*
- 20086C Key Essentials of Advanced Selling: A Coaching and Training Tool*
- 20051C Key Essentials of Member Service*
- 20085C The Key Essentials to Selling*
- 20120C Member Service: Telephone Excellence*
- 20316 Sales: Asking for the Business*
- 20321 Telephone Techniques*



NEW ACCOUNTS AND PERSONAL BANKING

- 20081C Credit Cards: Disclosure Requirements*
- 20080C Credit Cards: Regulations and Liabilities*
- 20324 Decedent Accounts*
- 20311 Deposit Account Fundamentals*
- 20208C Elder Financial Abuse: Detection and Prevention*
- 20117C Fair Debt Collection Practices Act*
- 20210C Health Savings Accounts: Benefits and Requirements*
- 20032C IRA Fundamentals*
- 20312C New Account Fraud Prevention*
- 20054C New Account Orientation: Regs and Disclosures*
- 20052C New Account Orientation: Regs and Liability Prevention*
- 20053C New Account Orientation: Regulatory Signage*
- 20114C Reg D: Reserve Requirements*
- 20078C Safe Deposit Boxes: Daily Routines*
- 20077C Safe Deposit Boxes: Opening Procedures*
- 20050C Truth in Savings: Advertising Compliance*
- 20047C Truth in Savings: An Overview*
- 20049C Truth in Savings: Calculating Interest*
- 20048C Truth in Savings: Disclosure Requirements*
- 20338C Understanding Reg GG: The Unlawful Internet Gambling Enforcement Act*

TELLER SKILLS

- 20313C Balancing Daily Transactions*
- 20310 Check Fraud Prevention*
- 20121C Check 21: Purpose of the Act*
- 20202TELC Ethics: Policy and Personal Judgment for Tellers*
- 20314 Introduction to Checks*
- 20043C Tellers: Cross-Selling... A Member Service Skill*
- 20069C Teller Operations: Endorsements*
- 20070C Teller Operations: Identification*
- 20024C Teller Orientation: Regs and Disclosures*
- 20025C Teller Orientation: Regs and Liability Prevention*
- 20023C Teller Orientation: Regulatory Signage*
- 20018C Teller Success: Member Priority*
- 20016C Teller Success: Money Handling*
- 20017C Teller Success: Negotiable Instruments*



OPERATIONS AND FINANCIAL SKILLS

- 20101C Cash Flow Analysis: Constructing the Cash Flow Statement*
- 20102C Cash Flow Analysis: Interpreting the Cash Flow Statement*
- 20100C Cash Flow Analysis: Introduction and Accounting Review*
- 20103 Financial Accounting: Understanding the Accounting Cycle*
- 20104 Financial Accounting: The Basic Financial Statements*
- 20105 Financial Accounting: GAAP and Asset Recognition*
- 20106 Financial Accounting: GAAP, Liabilities and Stockholders' Equity*
- 20095C Lending: Analyzing Personal Financial Statements*
- 20094C Lending: Analyzing Personal Tax Returns*
- 20220 Reg A: Extension of Credit by Federal Reserve Banks*
- 20223 Reg F: Limitations on Interbank Liabilities*
- 20211 Reg I: Issue and Cancellation of Federal Reserve Bank Capital Stock*
- 20216 Reg J: Collection of Checks and Other Items by Federal Reserve Banks*
- 20224 Reg K: International Banking Operations*
- 20222 Reg S: Reimbursement for Providing Financial Records*
- 20214 Reg EE: Netting Eligibility for Financial Institutions*

ISSUES FACING MANAGERS AND DIRECTORS

- 20113C ADA: Public Accommodations*
- 20204MGTC BSA: Management's Perspective*
- 50185 Change Management*
- 50077 Change Management — Coping With Change*
- 50078 Change Management — Managing Change*
- 20065C Disaster Recovery*
- 20203C Diversity: Valuing Differences*
- 20202MGTC Ethics: Policy and Personal Judgment for Managers*
- 50213 The Family and Medical Leave Act*
- 20349C Federal Records Retention Requirements for Credit Unions*
- 20348C Reg II: How Interchange Fees Affect Your Institution*
- 20212 Reg L: Management Official Interlocks*
- 20217 Reg N: Relations with Foreign Banks and Bankers*
- 20059C Reg O: An Overview*
- 20060C Reg O: How to Comply*
- 20061C Reg O: Avoid Violations*
- 20082C Reg U: In Detail*
- 20219 Reg X: Borrowers of Securities Credit*
- 20225 Reg Y: Bank Holding Companies and Change in Bank Control*
- 20084C Servicemember's Civil Relief Act: The Basics*



ISSUES FACING MANAGERS AND DIRECTORS (CONTINUED)

20160C Serving the Modest Means Community: Benefits and Best Practices

20115C Sexual Harassment: Definition and Prevention

20112C Workplace Violence: Warning Signs and Prevention

20323 Writing Skills for Bankers

20341C Board of Directors: An Introduction

20342C Board of Directors: General Direction and Control

20343C Board of Directors: Ensuring Safety and Soundness

20344C Board of Directors: Practicing Impartial Administration

20345C Board of Directors: Basic Finance and Accounting Practices

20346C Board of Directors: Regulatory Overview for Directors

20347C Board of Directors: Comprehension Test

ONLINE VIDEO LEARNING SERIES

1041 Mortgage Loan Compliance

1246 CTR: How to Complete

1256 Service! Solutions! Satisfaction!

1257 Money Laundering Awareness

1261 Security: Protecting Your Financial Institution

1262 Reg Z: Truth In Lending Act

1267 Reg E Made Easy: The Electronic Funds Transfer Act

1281 Fair Debt Collection Practices Act: In Introduction

1285 Call Centers: Putting Your Best Voice Forward

1286 OFAC: Don't Do Business with Your Enemies

1287 Identity Theft: Reducing Risk with New Accounts

1289 Teller Service: Making a Good First Impression

1291 Teller Service: Handling Difficult Customers

1305 USA PATRIOT Act: The Financial Frontlines

1307 Security: Focus on Fraud

1310 Tellers: Compliance Training Basics

1312 Reg CC: Funds Availability Simplified

1313 Consumer Credit Protection Laws

1314 Check 21: Understanding the Act

1315 Fair Lending: Personal Bias Aside

1316 Tellers: Exceptional Service In Action

1318 Opening Deposit Accounts: Reducing Risk

1319 Opening Deposit Accounts: Explaining Rules and Procedures



ONLINE VIDEO LEARNING SERIES (CONTINUED)

- 1320 Bank Secrecy Act: Because It Matters*
- 2039 The Service Mentality*
- 5026 Holdup II: Play this One For Safety*
- 5065 TISA: Meeting Customer Needs*
- 8501 Bank Secrecy Act: Comprehensive Compliance Training*
- 8502 Tellers: Cross-Selling Simplified*
- 8503 Check Fraud: Con Artists at Work*
- 8504 Sexual Harassment: Crossing the Line*
- 8505 Sexual Harassment: Take Action*
- 8506 Workplace Violence: Employee Protection*
- 8507 SAR: Be on Guard*
- 8508 Privacy: Protect Your Institution*
- 8514 Tellers: Public Relations Experts*
- 8517 IRAs: Building Your Knowledge*
- 8519 Five Forbidden Phrases*
- 8521 Basic Telephone Skills*
- 8529 Bank Secrecy Act: Money Laundering Prevention*
- 8537 Selling: The Art of Friendly Persuasion*
- 8538 Embezzlement: The Inside Story*

