

WATCH & LEARN DVD COLLECTION

BAI Watch and Learn DVD Collection

DVD is an ideal training format whether you need to train one person at a time or your entire staff. Our scenario-based programs are up-to-date and specifically designed for the financial services industry. Leverage the DVD collection to compliment your existing face-to-face and/or online training for a blended learning approach.

Many of our video training courses have received national awards and industry recognition, so with the BAI Watch & Learn DVD Collection you train with confidence.

1320 Bank Secrecy Act: Because It Matters

32 minutes

*Comprehension test,
Workbook and Reference Manual*

BSA helps deter money laundering by requiring records and reports of large cash transactions. This scenario-based program is designed to help everyone in your institution, including new hires, tellers, loan officers, bank officers, new account representatives, and employees in check processing and funds transferring departments better understand and comply with the requirements of BSA.

This DVD addresses issues including:

- Currency Transaction Report
- The \$3,000 Rule
- Wire Transfers
- USA PATRIOT Act

5080 Bank Secrecy Act: Comprehensive Compliance Training

40 minutes

Continuing Education CBT, CCSR, CFSSP,
CPB, CRCM, CSOP

1.00 CE Hours

*Comprehension test,
Workbook and Reference Manual*

BSA regulations mandate your staff remain up-to-date on the latest issues in BSA compliance. This program provides you with BSA background, purpose, and penalties for non-compliance. Qualifies for continuing education credit under CRCM designation.

1306 Bank Secrecy Act: Money Laundering Prevention

30 minutes

Comprehension test, Program guide

Money laundering prevention is a prime concern to financial institutions in their effort to fight terrorists, drug dealers and other potential money launderers. Financial institution employees are in the frontlines when it comes to preventing money laundering, and BSA is one of the strongest weapons in this battle.

1308 Banking: Getting Started

22 minutes

Comprehension test, Program guide

An excellent orientation tool for new employees, this program gives viewers a personal tour of several different areas, services and functions of a financial institution. Some of the areas covered in this program include required signage, opening new accounts, check processing, and customer relations.

2031 Basic Telephone Skills

20 minutes

Comprehension test

This DVD offers practical, specific advice your employees can immediately use on the job. Learn the 10 simple yet crucial skills that form the foundation for delivering exceptional customer service on the phone. The course is perfect for entry-level staff and a great refresher course for more experienced employees.

1285 Call Centers: Putting Your Best Voice Forward

27 minutes

Comprehension test

This program teaches customer service representatives the importance of knowing your products and services, providing customers with personal treatment, and building trust and rapport with your customers. This DVD is a perfect training program for call center representatives.

1314 Check 21: Understanding the Act

12 minutes

Comprehension test

This course explains how Check 21 takes advantage of digital technology to deposit paper checks electronically. By eliminating significant processing delays and reducing potential fraud, Check 21 presents an opportunity for your institution to increase profitability and efficiency.

1298 Check Fraud: Con Artists At Work

20 minutes

Comprehension test, Program guide

This video uses real-life scenarios to present information in an easy-to-understand format. The scenarios also help employees relate to situations they may encounter at your institution.

This DVD covers:

- Dealing with check fraud
- Con artist schemes
- Spotting check alterations
- Signs of counterfeiting

1277 Community Reinvestment Act: An Introduction

10 minutes

Comprehension test

What is CRA? How does it impact the community? Why is it important? How are institutions evaluated? With this short overview of the CRA, find the answers to these important questions, and more.

1313 Consumer Credit Protection Laws

44 minutes

*Comprehension test,
Workbook and Reference Manual*

Since 1968, the government has passed many laws requiring financial institutions to treat consumers fairly and consistently when offering credit. Employees must understand exactly what these consumer protection laws require and how to avoid potentially severe economic and legal consequences to your financial institution. Compliance with consumer protection laws benefits everyone. It helps your institution effectively meet the needs of the entire community it serves while maintaining a solid reputation for integrity, promoting customer satisfaction, and controlling unpredictable expenses.

The regulations covered in this course include:

- Regulation B, the Equal Credit Opportunity Act
- FHA
- FCRA
- Regulation Z, the Truth in Lending Act
- RESPA
- FDPA
- Regulation AA, Consumer Complaint Procedures
- Consumer Protections in Sales of Insurance

1246**CTR: How To Complete***20 minutes*

Continuing Education CBT, CCSR, CFSSP, CPB, CRCM

0.50 CE Hours

*Comprehension test,
Workbook and Reference Manual*

This program takes employees through the CTR form step-by-step while providing a detailed explanation of the currency transaction report. Qualifies for continuing education credit under CRCM and CFSSP designations.

1324**Embezzlement: The Inside Story***24 minutes**Comprehension test, Job aid*

Financial institution employees at all levels have been arrested and convicted of embezzlement tied to theft, fictitious loans, and organized crime. What motivates embezzlers to steal from their employers? What are the typical “red flags” of internal fraud? What can financial institutions do to protect themselves and limit potentially staggering financial losses? These are just a few of the questions you and your staff will be able to answer after viewing this comprehensive, scenario-based DVD.

1281**Fair Debt Collection Practices Act: An Introduction***22 minutes**Comprehension test*

This program will give you a better understanding of the rights of consumers and debt collectors.

1315**Fair Lending: Personal Bias Aside***23 minutes**Comprehension test*

This scenario-based program shows the importance of providing equal and consistent assistance to all applicants, without regard to race, age, sex or any other factor, and explains how unequal treatment can result in loss of potential business.

This DVD addresses issues concerning:

- Regulation B: Equal Credit Opportunity Act
- CRA
- HDMA
- Fair Lending Law Violations

1282**FDIC: Rules For Today***17 minutes*

Continuing Education CBT, CCSR, CPB, CRCM, CTFA-FID

0.50 CE Hours

*Comprehension test,
Workbook and Reference Manual*

This memorable DVD shows how federal deposit insurance works, what accounts are insured, and how to maximize coverage. It also covers joint accounts and payable on death (POD) accounts. Qualifies for continuing education credit under CRCM designation.

2029**Five Forbidden Phrases**

19 minutes

Comprehension test

Don't tell customers what you can't do; tell them what you can do. Your staff will learn the five forbidden phrases of customer service followed by the positive alternatives they should be using instead. By following the techniques in this program your team will prevent service mishaps before they occur.

5026**Holdup II: Play This One For Safety**

17 minutes

Comprehension test, Program guide

This DVD shows how to prevent a robbery and demonstrates the correct behavior during and following a robbery. It also demonstrates the correct use of bait money and alarm systems.

1287**Identity Theft: Reducing Risks With New Accounts**

24 minutes

Comprehension test, Program guide

This program demonstrates how new account representatives can eliminate identity theft. Follow the stories of two new accounts representatives as they open new accounts with very different results.

1299**IRAs: Building Your Knowledge**

21 minutes

Comprehension test, Workbook

Join us as we take you through several real-life scenarios and show you how to handle various customer inquiries. You'll learn what an IRA and who is eligible, three common types of IRAs, the differences between a Traditional IRA and a Roth IRA, and guidelines for the Education Savings Account.

1257**Money Laundering Awareness**

23 minutes

Continuing Education CBR, CCSR, CFSSP, CPB, CRCM, CSOP

0.50 CE Hours

Comprehension test, Workbook and Reference Manual

Shed light on the crime of money laundering with this informative video. Employees will get a firsthand look at money laundering prevention and the steps to take if money laundering is suspected. It also covers CTR and SAR requirements. Qualifies for continuing education credit under CRCM and CFSSP designations.

1041**Mortgage Loan Compliance**

16 minutes

Continuing Education CLBB, CRCM

0.50 CE Hours

Comprehension test, Workbook and Reference Manual

This DVD course examines the federal regulations that apply to mortgage lending: RESPA, Fair Credit Reporting, Regulations Z and B, and FDPA.

1318

Opening Deposit Accounts: Reducing Risk

18 minutes

*Comprehension test,
Workbook and Reference Manual*

By the end of this video, those who open deposit accounts will be able to identify the four pieces of information that must be obtained from new customers and members, as directed by CIP/MIP requirements. Also, they'll be able to recognize what to do in the event of a "hit" on the OFAC list, understand Taxpayer Identification Numbers and Social Security Number's value when opening an account.

In addition, they'll be able to determine which types of transactions require a Currency Transaction Report (CTR), recognize prohibitions under Unfair and Deceptive Acts and Practices (UDAP), and understand how to verify information and dispose of a credit report according to the Fair Credit Reporting Act (FCRA).

1319

Opening Deposit Accounts: Explaining Rules and Procedures

22 minutes

*Comprehension test,
Workbook and Reference Manual*

Upon completion of this video, those who open deposit accounts will be able to explain to customers and members when deposited funds must generally be made available under Reg CC, how insurance affects accounts, and when Reg E disclosures must be provided. In addition, they will be able to recall the limits on the number of transactions that can be made on savings and money market deposit accounts under Reg D, determine when proper TISA disclosures must be delivered when consumers inquire, recognize how Privacy rules affect customers and members and identify required signs and notices that must be present to help consumers, customers, and members stay informed.

1297

Privacy: Protect Your Institution

16 minutes

Comprehension test

This hard-hitting, fast-paced video gives viewers the straight facts about privacy in the electronic age. Employees will learn what they can do to protect their institution and customers from criminal activity.

1312

Reg CC: Funds Availability Simplified

14 minutes

Continuing Education CRCM, CBT
0.50 CE Hours

*Comprehension test,
Reg CC Quick Reference Guide*

Follow a new teller as she learns about Regulation CC and when to place holds on deposited checks. See her use what she has learned as she interacts with customers making check deposits. The DVD comes with a handy quick reference guide that quickly helps a new teller identify types of deposited funds and their hold time frames.

1267

Reg E Made Easy: The Electronic Funds Transfer Act

37 minutes

Continuing Education CRCM, CSOP
0.75 CE Hours

Comprehension test, Program guide

This DVD explains electronic funds transfers and which transfers are subject to Regulation E. Also, learn about Regulation E as it pertains to authorized versus unauthorized transfers. Qualifies for continuing education credit under CRCM designation.

1262**Reg Z: Truth In Lending Act***30 minutes*

Continuing Education CLBB, CRCM

0.75 CE Hours

Comprehension test, Workbook

This DVD covers the content and timing of key disclosures required for closed and open-end credit. The workbook provides employees with extensive detail on handling a variety of transactions without violating Reg Z, and serves as a handy reference on the Truth in Lending Act after training is completed.

1296**SAR: Be On Guard***25 minutes*

Continuing Education CBT, CCSR, CFSSP, CPB, CRCM, AMLP

0.75 CE Hours

Comprehension test, SAR job aid

This course provides front-line employees with examples of situations that warrant the completion of a SAR. This course also briefly covers the five separate parts of the SAR and how to correctly file the report.

1307**Security: Focus On Fraud***24 minutes**Comprehension test*

Focus on fraud and learn the common ways con-artists try to defraud your institution. Viewers will learn the common types of fraud committed, what rules to follow to prevent fraud and how to protect your customers from becoming victims.

1261**Security: Protecting Your Financial Institution***32 minutes*Continuing Education CBT, CCSR, CFSSP, CPB
0.75 CE Hours*Comprehension test,
Workbook and Reference Manual*

Train your employees on multiple security practices with one concise presentation. Topics include how to protect against embezzlement, internal theft, money laundering, check fraud, check forgery, currency fraud and more. Plus, ensure compliance with regulations that affect security practices, such as BSA and RFPA.

1322**Selling: The Art of Friendly Persuasion***20 minutes**Comprehension test, Summary job aid*

This situational comedy follows four friends working in various banking positions. As you follow their stories, you'll learn how to identify and effectively approach common on-the-job sales opportunities. Topics covered include identifying needs, recommending solutions, handling objections and asking for action.

1256**Service! Solutions! Satisfaction!***21 minutes**Comprehension test,
Workbook and Reference Manual*

Learn how to communicate positively with customers, respond effectively to objections, and satisfy customer needs.

1293
**Sexual Harassment:
Crossing The Line**

21 minutes

Comprehension test

This DVD defines sexual harassment in the 21st century and includes scenarios that ask the question, "Is it or isn't it sexual harassment?" Learn the boundaries of acceptable behavior in the workplace.

1294
Sexual Harassment: Take Action

17 minutes

Comprehension test

This DVD covers where sexual harassment can occur, how it affects a company, guidelines on what an effective sexual harassment policy may include, and steps and guidelines on interviewing witnesses, victims, and accused individuals.

1291
**Teller Service:
Handling Difficult Customers**

18 minutes

Comprehension test, Program guide

Turn uncomfortable situations into positive experiences for customers and tellers. This DVD focuses on how to calm the upset customer, explain policies and procedures in a positive manner, how to say "no" in a friendly and helpful way, and when to ask for help with a customer encounter.

1289
**Teller Service: Making A
Good First Impression**

16 minutes

Comprehension test, Program guide

This program shows how to make a favorable first impression. It stresses the importance of presenting yourself in a positive light and provides specific techniques for effectively greeting customers.

1310
Tellers: Compliance Training Basics

48 minutes

Comprehension test, Program guide

With this training program, your tellers answer customers' questions, provide information and complete reporting forms, all in compliance with regulatory requirements. Covers BSA, OFAC, USA PATRIOT Act, CRA, Reg CC, HMDA, Truth in Savings, and more.

1288
Tellers: Cross-Selling Simplified

15 minutes

Comprehension test

This program approaches cross-selling as a customer service skill you can develop and master.

It focuses on:

- The importance of good listening skills
- Knowing your financial institution's products and services
- How to suggest or refer products and services

1316 Tellers: Exceptional Service In Action

17 minutes

Comprehension test

Tellers have to balance two great demands—maintaining accuracy in their work and remaining attentive to customer needs. But as the role of the teller has grown in recent years, so too have the challenges of providing good service.

See how service-focused tellers can respond to policy issues, bank errors, interruptions, upset customers, and routine customer transactions by recognizing how to turn almost any customer encounter into an opportunity to provide exceptional customer service.

1283 Tellers: Public Relations Experts

17 minutes

Comprehension test, Program guide

This course is designed to train tellers in making the best impression for themselves and the financial institution. It focuses on professional teller behavior, maintaining a polished appearance, and effectively explaining policies.

2039 The Service Mentality

24 minutes

Comprehension test

Why is it that some people seem like “naturals” when it comes to providing great service? This program identifies and highlights the basic characteristics and traits of people who demonstrate excellent customer service.

5065 TISA: Meeting Customer Needs

16 minutes

Continuing Education CBT, CCSR, CPB, CRCM
0.25 CE Hours

*Comprehension test,
Workbook and Reference Manual*

This program on Regulation DD provides customer-contact personnel with the specific information they need to properly handle TISA-related customer questions and interactions. This shortened version is designed especially for customer-contact staff. Qualifies for continuing education credit under CRCM designation.

1286 OFAC: Don't Do Business with Your Enemies

9 minutes

Comprehension test, Program guide

As the world has grown and become more diverse, financial institutions are faced with the enormous challenge of monitoring all transactions for OFAC violations. In this DVD, you will learn the origin of OFAC, who must comply, possible penalties and affected transactions.

1305 USA PATRIOT Act: The Financial Frontlines

23 minutes

Comprehension test

This informative video will familiarize you with the USA PATRIOT Act and how it affects your institution in fighting the battles on the financial frontlines. It also outlines the required procedures necessary to be in compliance with CIP.

1259
Workplace Violence:
Employee Protection

25 minutes

Comprehension test, Leader's guide

This DVD presents a crisis situation involving a violent co-worker and offers a plan to prevent such violence and a solution for handling one if it occurs. Employees will learn how to detect warning signs of workplace violence and the importance of crisis management.