

## BizLibrary Credit Union Content

Mitigate risk and remain compliant in today's highly regulated credit union environment. With BizLibrary's credit union content, your employees will have on-demand access to high-quality content that is consistently reviewed by experts and tailored to meet the diverse roles within your institute.

The Credit Union Library includes standard eLearning courses, as well as E3 courses. The E3 format includes animation, video, infographics, and a variety of role-based scenarios for efficient, effective, and engaging learning content.

A BizLMS license is required to view this specialty library.

### Topics Include:

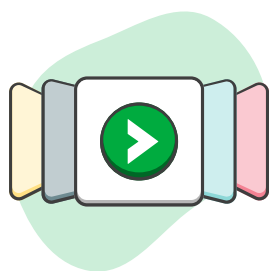
- Lending Compliance
- Deposit Compliance
- Transaction Compliance

- Board of Directors
- Enterprise Risk Management & Compliance
- BSA/AML Case Studies

- Mortgage Lending
- Retail Banking
- CU Professional's Knowledge

Employees' engagement with training is a two-way street – the perfect blend being training the company needs, mixed with training focused on the individual's development. Once you have your "need-to-have" training covered, don't forget professional development training. Offering employee development opportunities is the best way to attract and retain top talent.

With the BizLibrary Collection, a comprehensive training library covering numerous business-critical topics, employees will have the opportunities they need to enhance their own skills as well as ones to drive your business forward. The BizLibrary Collection offers:



### Curated Library

We partner with 40+ industry leading subject matter experts to ensure your organization receives high quality content.



### Variety of Formats

Our content meets the needs of all types of learners with short, micro-video lessons, to more in-depth video courses, interactive video programs, and eLearning courses.



### Reinforcement

Built-in reinforcement via quizzes, reinforcement boosters, and additional support materials ensures employee training is retained and applied on-the-job.

# Lending Compliance

- \*Commercial Compliance Overview - E3
- \*Commercial Lending: Cash Flow and Underwriting
- \*Commercial Lending: Collateral
- \*Commercial Lending: Fair Lending & Other Concerns
- \*Handling Consumer Complaints
- \*Home Mortgage Disclosure Act (HMDA): Regulation C
- \*Section 1071
- \*The FACT Act
- \*TISA - Truth in Savings Act: Reg DD
- A Borrower's Right to Privacy in a Mortgage Transaction - TP
- A Borrower's Right to Privacy in a Mortgage Transaction - E3
- \*Anti-Tying
- Appraisal and Evaluation Interagency Guidelines
- Collection Practices and Loan Workouts
- \*Commercial Compliance Overview
- Consumer Credit Lending Practices
- Consumer Credit Products
- Consumer Installment Loan Compliance Overview
- Consumer Leasing Act: Regulation M
- Consumer Lending Regulations
- \*Equal Credit Opportunity Act: Regulation B
- Escrow Accounts and Disclosures
- Evaluating Business Loans
- Exploring Mortgage Servicing Rules
- Exploring Small Servicer Mortgage Servicing Rules
- \*FACT Act Overview
- \*Fair Credit Reporting Act (FCRA)
- \*Fair Debt Collection Practices Act (FDCPA)
- \*Fair Housing Act (FHA)
- \*Fair Lending Overview
- \*Fair Lending Overview - Lending Staff
- Federal Regulation of Real Estate Appraisals
- Financial Alternatives for Small Business
- \*Flood Insurance
- \*Home Mortgage Disclosure Act: Regulation C
- \*Homeowners Equity Protection Act
- Homeowners Protection Act of 1998 - PMI Act
- \*Homeowners Protection Act (HPA)
- \*Loans to Executive Officers: Regulation O
- LS-Understanding SBA Eligibility
- LS-Understanding SBA Loans
- Managing OREO
- \*Military Lending Act

- Plain and Simple – A Step-By-Step Guide to the New Integrated Disclosures
- Private Education Loans (PEL): HEOA and Regulation Z
- Real Estate Settlement Procedures Act (RESPA): Regulation X
- \*Real Estate Settlement Procedures Act (RESPA)
- \*The Red Flags Rule
- \*Servicemembers Civil Relief Act (SCRA)
- Specific Program Guidelines: FHA, VA, USDA
- \*The S.A.F.E. Act
- \*TILA - Beyond Basics - Certain Home Mortgage Loans
- TILA - Closed-End Residential Real Estate Loans
- \*TILA - Closed-End Residential Real Estate Loans
- \*TILA - Home Equity Lines of Credit (HELOC)
- TILA - Installment Loans – Non-Real Estate Secured
- \*TILA - Open End Loans/Credit Cards
- \*TILA-RESPA Integrated Disclosure (TRID) Rule
- \*TILA - Unsecured Open-End Loans
- \*Truth in Lending Act: Regulation Z
- Uniform Residential Loan Applications
- \*Commercial Lending: Cash Flow and Underwriting
- \*Commercial Lending: Collateral
- \*Commercial Lending: Fair Lending & Other Concerns
- CU - Member Business Loan Compliance Overview
- \*Handling Consumer Complaints
- \* Home Mortgage Disclosure Act (HMDA): Regulation C
- \*Section 1071
- \*The FACT Act
- \*TISA - Truth in Savings Act: Reg DD

# Deposit Compliance

- Check 21 Act Overview
- \*Deposit Compliance
- \*Electronic Funds Transfer Act: Regulation E
- \*Expedited Funds Availability Act: Regulation CC
- FEDWIRE: Regulation J
- \*GLB Privacy (No Opt Out)
- \*GLB Privacy (Opt-Out)
- Introduction to Compliance for Tellers for Credit Unions
- Overdraft Protection Guidelines and Regulations
- Regulation E Error Resolution
- Reserve Requirements: Regulation D
- \*Right To Financial Privacy Act (RFPA)
- Truth in Savings, NCUA - Part 707
- Truth in Savings: Regulation DD
- UCC Revised Article 9 - Security Interests
- \*Overdraft Protection

\*Available in E3 format

## Retail Banking

- \*Accepting Negotiable Instruments
- \*Bomb Threats and Other Security Issues
- Cash Handling Skills
- Cash Management Services
- Consumer Credit Lending Practices
- Deposit Products and Services
- Fraud at the Teller Station
- Future of Retail Banking
- Handling Consumer Complaints
- Handling Stop Payments
- Health Savings Accounts
- Home Banking and Bill Paying
- Issuing Negotiable Instruments
- Liquidity Management for Credit Unions
- National Credit Union Share Insurance Fund (NCUSIF)
- New Account Representative Training - Credit Union
- Non-Deposit Investment Products
- Opening a Member Account
- Remote Deposit Capture (RDC)
- Referral Techniques for Non-licensed Employees
- \*Regulatory Compliance for Tellers
- \*Robberies
- Safe Deposit Boxes
- Trust Services
- Understanding Compliance Regulations
- \*Bank Broker-Dealer Exemptions: Regulation R
- \*Cash Handling Skills

## Transaction Compliance

- AML and SAR for Mortgage Lenders and Originators
- AML for Lenders
- AML for Member Service Representatives
- AML for Operations
- AML for Tellers
- AML: What Are PEPs?
- \*Anti-Money Laundering (AML)
- \*Anti-Money Laundering (AML) / Bank Secrecy Act (BSA)
- \*Anti-Terrorism
- \*Anti-Terrorism Overview - Regulatory Compliance
- \*Bank Secrecy Act (BSA)
- BSA for Lenders
- BSA for Member Service Representatives
- BSA for Operations
- BSA for Tellers
- Beneficial Ownership

- Check Fraud
- Check Kiting
- Counterfeiting and Forgery
- Countering Human Trafficking
- Currency Transaction Reporting for Credit Unions
- \*Currency Transaction Reports (CTRs)
- \*Customer Identification Program (CIP)
- \*Elder Financial Abuse
- Financial Institution Regulation
- Frauds and Scams
- \*Global Anti-Money Laundering Standards
- Introduction to Human Trafficking
- Management Overview of the BSA & AML Program
- Member and Enhanced Due Diligence (MDD/EDD)
- \*Member Identification Program (MIP)
- Nonresident Alien
- \*Office of Foreign Assets Control (OFAC)
- \*Politically Exposed Persons - PEPs
- \*Reporting and Recordkeeping Requirements
- \*Suspicious Activity Reporting (SAR) for Credit Unions
- \*Suspicious Activity Reporting (SAR)
- \*Suspicious Activity Reports - Red Flags for Lenders
- \*Suspicious Activity Reports - Red Flags for Tellers/CSRs / Operations
- Unlawful Internet Gambling Enforcement Act: Regulation GG
- Wire Transfers
- \*Bank Secrecy Act (BSA) and Anti-Money Laundering (AML) for Customer Service Representatives
- \*Bank Secrecy Act and Anti-Money Laundering for Lenders
- \*Bank Secrecy Act and Anti-Money Laundering for Operations
- \*Bank Secrecy Act and Anti-Money Laundering for Tellers
- \*Beneficial Ownership
- \*Counterfeiting and Forgery

# Enterprise Risk Management & Compliance

Active Shooter Response for Financial Institutions  
\*Advertising Compliance  
\*Americans with Disabilities Act  
\*Bank Bribery Act  
\*Business Continuity and Disaster Recovery  
CCPA  
Change Management  
Consumer Financial Protection Bureau - CFPB  
Consumer Protection Through Accurate and Ethical Advertising - TP  
\*Ethics for the Financial Institution  
General Data Protection Regulation (GDPR)  
Guidelines for an Environmental Risk Program  
HIPAA and COBRA for Financial Institutions  
Interest Rate Risk Management  
Limitations on Interbank Liabilities - Regulation F  
Member Information Security Awareness (MISA)  
Safeguarding Member Information – Gramm-Leach-Bliley  
Telemarketing Consumer Fraud & Abuse Prevention Act  
The Importance of Third-Party Vendor Management  
\*Red Flags of Identity Theft  
\*Security of Customer Information Guidelines  
\*The Volcker Rule  
Understanding the FFIEC Final Guidance on Social Media  
Unfair, Deceptive or Abusive Acts or Practices  
(UDAAP) for the Financial Institution  
Unfair, Deceptive or Abusive Acts or Practices  
\*(UDAAP) for the Financial Institution  
\*Embezzlement  
\*Employee Retirement Income Security Act (ERISA)  
\*Enterprise Risk Management  
\*Frauds and Scams  
\*Regulation U  
\*Safeguarding Customer Information

## Board of Directors

BOD - Anti-Money Laundering for Directors and Senior Management  
BOD - Bank Secrecy Act for Directors and Senior Management  
BOD - Board Delegation of Operating Authority  
BOD - Board's Role in Monitoring Performance  
BOD - Financial Ratios for Credit Unions

BOD - Future of Credit Unions  
BOD - Restructuring the Financial Services Industry  
BOD - Strategic Planning for Credit Unions  
BOD - Volunteers of Credit Unions  
Governance of Credit Unions - NCUA Guidance  
CU - BOD - Elder Financial Abuse

## CU Professional's Knowledge

Advanced Financial Math  
Analyzing Company Cash Flows  
Annuities  
Automated Clearing House (ACH)  
Beginning Financial Math  
Business Etiquette  
Checking Accounts, Share Drafts and Other Transaction Products  
Commercial Banks - An Introduction  
Community Relations Programs  
Delegation Skills  
Direct Mail Marketing Techniques  
Ethics for Credit Union Professionals  
Evaluating Business Loans  
Evaluating Financial Leases  
Federal Reserve and Monetary Policy  
Financial Markets  
Fundamentals of Credit Unions I – The Financial System  
Fundamentals of Credit Unions II – The Financial Institution  
Greening the Office  
Insurance Disclosures  
Insurance Products  
Loans and Credit  
Local Promotion and Advertising Programs  
Negotiation Skills  
Office Safety  
Products, Services and Financial Aspects of Credit Unions  
Professional Business Dress - Men  
Professional Business Dress - Women  
Providing Service to Members with Disabilities  
Retirement Planning Basics for Financial Planners  
Strategic Planning for Credit Unions  
U.S. Financial Institutions  
Understanding Mutual Funds  
Volunteers of Credit Unions

# Mortgage Lending

[SS Eth] Anti-Discrimination in Mortgage Transactions  
[SS Eth] Consumer Relationships  
[SS Eth] Ethical Behavior of Consumers  
[SS Eth] Ethical Conduct in the Appraisal Process  
[SS Eth] Ethical Issues Related to Federal Lending Laws I  
[SS Eth] Ethical Issues Related to Federal Lending Laws II  
[SS Eth] Financial Responsibility  
[SS Eth] Fraud Detection Techniques  
[SS Eth] Fraud Detection, Reporting and Prevention  
[SS Eth] Mortgage Fraud and Ethical Behavior  
[SS Eth] Unfair, Deceptive, or Abusive Acts or Practices  
[SS Fed] Ability to Repay & Qualified Mortgage Rules  
[SS Fed] Dodd-Frank Act  
[SS Fed] Equal Credit Opportunity Act  
[SS Fed] E-Sign Act  
[SS Fed] Fair and Accurate Credit Transactions Act  
[SS Fed] Fair Credit Reporting Act  
[SS Fed] Gramm-Leach-Bliley Act  
[SS Fed] Home Mortgage Disclosure Act  
[SS Fed] Homeowners Protection Act  
[SS Fed] Identifying High-Cost Mortgages and Higher-Priced Mortgage Loans  
[SS Fed] Mortgage Acts and Practices Rule  
[SS Fed] Privacy Rules  
[SS Fed] Real Estate Settlement Procedures Act - Part I  
[SS Fed] Real Estate Settlement Procedures Act - Part II  
[SS Fed] Regulatory Authority  
[SS Fed] The Loan Originator Compensation Rule  
[SS Fed] The S.A.F.E. Act  
[SS Fed] The TILA-RESPA Integrated Disclosure (TRID) Rule - Part I  
[SS Fed] The TILA-RESPA Integrated Disclosure (TRID) Rule - Part II  
[SS Fed] Truth-in-Lending Act - Part I  
[SS Fed] Truth-in-Lending Act - Part II  
[SS Fed] Truth-in-Lending Act - Part III  
[SS Fed] USA PATRIOT Act and Bank Secrecy Act  
[SS Gen] Conventional Mortgages  
[SS Gen] Guidances  
[SS Gen] High-Cost Mortgage Loans  
[SS Gen] Higher-Priced Mortgage Loans  
[SS Gen] Mortgage Loan Products  
[SS Gen] Mortgage Loan Terms  
[SS Gen] Non-Conforming Mortgages  
[SS Gen] Other Loan Products I  
[SS Gen] Other Loan Products II

SS Gen] Qualified & Non-Qualified Mortgage Programs  
[SS Gen] Reverse Mortgages  
[SS Gen] VA and USDA Loans  
[SS LO] Ability to Repay and Qualified Mortgages  
[SS LO] Adjustable-Rate Mortgage Loans  
[SS LO] Analyzing Borrower Qualifications  
[SS LO] Appraisals  
[SS LO] Borrower Credit Qualifications  
[SS LO] Completing the Loan Application  
[SS LO] Disclosures  
[SS LO] Funding and Servicing  
[SS LO] Mortgage Calculations  
[SS LO] Mortgage, Hazard and Flood Insurance  
[SS LO] Qualifying Ratios  
[SS LO] The Closing Process  
[SS LO] The Title Process  
[SS LO] Underwriting Review  
[SS LO] Verification and Documentation

# Mortgage Servicing Compliance

Introduction to Mortgage Servicing Compliance and Risk Management  
Payment Processing  
Mortgage Servicing Transfers  
Disputes and Information Requests  
Force Placed Insurance  
Flood Insurance  
Escrows  
Early Delinquent Borrowers  
Seriously Delinquent Borrowers  
Loss Mitigation Procedures  
Communicating with Borrowers Facing Foreclosure  
Private Mortgage Insurance (PMI) Cancellation and Termination

## Refresher Course

Bank Secrecy Act Refresher  
Electronic Funds Transfer Act:  
Regulation E Refresher  
Equal Credit Opportunity Act:  
Regulation B Refresher  
Expedited Funds Availability:  
Regulation CC Refresher  
Fair Credit Reporting Act (FCRA) Refresher  
Fair Lending Overview Refresher  
GLB Privacy Regulation P Refresher  
Identity Red Flag Programs Refresher  
Member Identification Program (MIP) Refresher  
Office of Foreign Assets Control Act Refresher  
Real Estate Settlement Procedures Act:  
Regulation X Refresher  
Right to Financial Privacy Act (RFPA) Refresher  
Truth in Lending Act: Regulation Z Refresher  
Truth in Savings: Regulation DD Refresher  
Unfair, Deceptive or Abusive Acts or Practices  
for the Financial Institution Refresher

## Exam Management

\*BSA/AML Exam Management  
\*CRA Exam Management  
\*Fair Lending Exam Management  
\*General Exam Management

## Consumer Lending & Financial Knowledge

Analyzing Personal Financial Statements  
Consumer Credit Lending Practices  
Credit Reports, Scores and Counseling and  
Debt Management  
High-Cost Mortgages (HOEPA)  
Home Equity (Open End Credit)  
IRS Reporting for Real Estate Transactions  
Mortgage Fraud Awareness  
Private Mortgage Insurance  
Residential Mortgage 1-2-3: Mortgage Process  
Reverse Mortgage  
Underwriting Home Mortgages

## BSA/AML Case Studies

AML Lenders - "Did You Do These Yourself?"  
AML Lenders - "I've Got Friends in High Places!"  
AML Lenders - Collateral  
AML Lenders - Me and My Shadow  
AML Lenders - The French Connection  
AML MSR - "Is There a Mechanic in the House?"  
AML MSR - Candelais Industries  
AML MSR - Do Not Open Until...  
AML MSR - The Temporary Holding Pattern  
AML Ops - "What's My Line?"  
AML Ops - The Pay Off  
AML Ops - What Kind of Laundry Operation  
Are You Running?  
AML Ops - Who Do You Know in the Caymans?  
AML Ops - Wire You, Wire Me  
AML Tellers - "Do You Have 30 \$100's for 150 \$20's?"  
AML Tellers - Little Blue Men  
AML Tellers - Martino's Tavern and Bank  
AML Tellers - Wonder Construction  
AML Tellers You're in the Money  
BSA Lenders - What City, Please?  
BSA Lenders - What Will They Think of Next?  
BSA Lenders - What's in The Box?  
BSA MSRs - Hello, Stranger.  
BSA MSRs - There's Gotta be a Better Way!  
BSA MSRs - College Daze  
BSA MSRs - Is It or Isn't It?  
BSA MSRs - The Owl's Cry  
BSA Ops - Coupon Redemption  
BSA Ops - Ghost in The System  
BSA Ops - Larry's Food Mart or Larry's Laundry?  
BSA Ops - Miguel's Discovery  
BSA Tellers - A Little Knowledge is Dangerous  
BSA Tellers - Business Is Booming  
BSA Tellers - Connect the Dots  
BSA Tellers: What Are Friends For?  
BSA / AML for Trust - Non-Profit or Not  
BSA / AML for Trust - Wire the Money to Bolivia