



SmartPros Banking Course Library

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COMPLIANCE

Account Ownership (A0144-0B)

The Account ownership course explains account ownerships commonly encountered at financial institutions. Each type of ownership is defined, differentiated from other ownerships, and reviewed for considerations important to financial institutions. This course acknowledges that ownership provisions are governed by state law and bank policies. It includes information on IRS requirements for the proper tax identification number, and explains how account owners can delegate transaction authority by way of a power of attorney.

Bank Secrecy Act (A0102-0C)

The Bank Secrecy Act has been controversial since it was first introduced in 1970. This course will provide an overview of the Act, as well as an in depth review of the intricacies of the regulations, a head's up on what the bank examiners are looking for, along with guidance for building a compliance program to address Bank Secrecy at a bank.

Bank Secrecy Act Essentials (A0160-0B)

This half-hour Bank Secrecy Act course presents an overview of the critical elements of the Bank Secrecy Act as they apply to branch personnel. It highlights the BSA's main purpose of tracking illegal activities by requiring financial institutions to record and report certain financial transactions. The course also examines the civil and criminal liabilities branch personnel carry for non-compliance.

Community Reinvestment Act – Small Banks (A0104-0C)

Community Reinvestment Act – Small Banks provides an introduction to the Act and its regulations, and explains the community development loans, services and investments that federal regulatory agencies consider when testing for CRA compliance. This course explains the specific CRA standards, examinations and ratings for small banks, and how a CRA rating ultimately affects a bank. Students will also learn about the requirements for data management and public disclosure of a bank's CRA compliance file.

Community Reinvestment Act – Large Banks (A0105-0C)

Community Reinvestment Act – Large Banks provides an introduction to the Act and its regulations, and explains the community development loans, services and investments that federal regulatory agencies consider when testing for CRA compliance. This course explains the specific CRA standards, examinations and ratings for large banks and wholesale or limited purpose institutions, and how a CRA rating ultimately affects a bank. Students will also learn about the requirements for data management and public disclosure of a bank's CRA compliance materials.

Consumer Debt Collection – Regulation and Best Practices (A0185-13)

This course provides an overview of consumer debt law, regulations and effective practice in the U.S. It covers provisions of the Fair Debt Collection Practice Act (FDCPA) and the law's enforcement by the Federal Trade Commission (FTC) and Consumer Financial Protection Bureau (CFPB). It focuses on effective "best practices" for preventing specific types of common consumer complaints, civil lawsuits and civil investigation demands. It also covers recent developments, as well as special debt collection situations and resources.

Credit Card Accountability, Responsibility and Disclosure Act of 2009 (A0171-10)

This course will increase the participant's knowledge about the landmark CreditCARD Act and new responsibilities it has imposed on virtually all financial institutions that provide consumer credit. It includes the background and purpose of the law, its key requirements, enabling regulations to amend the federal Truth in Lending Act (TILA), and enforcement responsibilities.

Dodd-Frank Act – Changes for the Banking Industry (A0183-13)

This course focuses on how the landmark Dodd-Frank law has impacted the banking industry – including banks, thrifts and credit unions. The provisions covered in this course include changes in banking industry supervisors and regulators, the Volcker Rule, increased capital requirements, the regulation of derivatives and swaps, and changes affecting the FDIC. Note: We offer a separate course that covers consumer-related impacts of Dodd-Frank including limits on debit card interchange fees, mortgage-related provisions under RESPA, TILA and HOEPA, and the creation of the Consumer Financial Protection Bureau. These subjects, which impact banks' consumer-related mortgage services, are not covered in this course.

Dodd-Frank Act – Provisions for Consumers (A0184-13)

This course summarizes provisions of the Dodd-Frank Wall Street Reform and Consumer Protection Act that have impacted consumers. They include creation of the Consumer Financial Protection Bureau, changes for the insurance industry, significant reforms in mortgage rules, and limits on debit card interchange fees under the Durbin Amendment.

Dodd-Frank Wall Street Reform and Consumer Protection Act – An Overview of the Law (A0182-13)

This course will make financial professionals more aware of the landmark 2010 Dodd-Frank Wall Street Reform and Consumer Protection Act. It focuses on provisions that will impact their practices and client relationships, and it also provides an overview of the act's background and principal objectives.

Fair Credit Reporting Act (A0157-0B)

This course covers the major provisions of the Fair Credit Reporting Act (FCRA), and how it affects the daily operations of banks and other financial institutions. Major topics include the content of consumer credit reports, how banks use consumer credit reports, adverse action procedures, disputed information procedures, and methods to protect the privacy of consumer financial information. This course also compares the privacy provisions of the FCRA and the Gramm-Leach-Bliley Act.

Fair Lending (A0150-0B)

United States lending practices have changed dramatically during the 20th century. In the 1930s, federal deposit insurance laws created regulations to limit losses to banks in order to protect the federal deposit insurance fund. And in the 1960s, the Equal Credit Opportunity Act and the Fair Housing Act were passed, which make it unlawful to discriminate against loan applicants on the basis of age, race, color, gender, religion, national origin, disability, or marital status. This course explains the rules lenders must follow to comply with the lending laws, including the specific requirements for taking and evaluating loan applications, extending credit, notifying applicants about credit decisions, and gathering information for monitoring purposes. The course also describes the different acts that violate the fair lending laws, such as redlining, reverse discrimination, racial steering, and sexual discrimination. Finally, the course sets forth various guidelines regarding staff training, marketing practices, and community activities that lenders can use to assess their compliance with fair lending laws as well as the types of enforcement actions that can be taken when the laws have been violated.

FDIC Insurance Requirements (A0132-0A)

The FDIC was created to increase public confidence in the U.S. banking system. The FDIC Insurance Requirements course enables financial professionals to understand all aspects of FDIC Insurance coverage, including some recent changes in regulations. Following a brief history of events that led to the creation of the FDIC, this course covers the basics of insurance coverage, its impact on depositors, details of the more complex aspects of coverage, and what happens when a bank closes its doors.

Flood Disaster Protection Act (A0152-0B)

This course outlines the responsibilities of financial institutions to comply with flood protection law that has evolved from 1968 to the most recent amendment in 1994. Beginning with voluntary national flood insurance in 1968, flood protection requirements have become mandatory for designated loans by covered financial institutions. This course covers designated loans and the responsibilities of the covered financial institutions. This course also covers the options and responsibilities of communities identified by FEMA as being in a flood hazard area and the variables affecting flood coverage limits.

Gramm-Leach-Bliley Act (GLBA) (A0151-0B)

The Gramm-Leach-Bliley Act (GLBA) is a large-scale piece of legislation that effects modernization of the financial services industry. The evolution of the financial services industry has necessitated a series of changes to the structure of the companies that provide financial services. And, with the changes of the structure, regulatory modifications have become essential. All of these changes are addressed by the GLBA. This course offers a bird's-eye view of the Gramm-Leach-Bliley Act. Students will learn about the background of the GLBA, the 7 titles that compose the GLBA, and the effect of those titles on the financial services industry.

Interest on Deposits (A0149-0B)

A lot goes into setting the numbers that are seen on a bank's rate board. Interest on Deposits takes a behind-the-scenes look at that process. Students may never look at a rate board the same way again. This course covers the regulations that govern the paying of interest on deposits and the history of these regulations. Also covered are the 2 main laws pertaining to this topic, and how banking regulators interpret these laws. This course will also explain different types of accounts and their restrictions, and methods banks use to calculate interest paid on deposits.

New Mortgage Regulation: Ability to Repay and Qualified Mortgages (A0187-13)

The Consumer Financial Protection Bureau (CFPB) has adopted a series of final rules, all mandated by the Dodd-Frank Act in response to the mortgage crisis. These rules, which became effective in January of 2014, collectively represented the most important change in the mortgage issuance and servicing businesses since 1974. Upon enactment, they created immediate liabilities for banks, their officers and specific employees. This course covers major changes in U.S. mortgage issuance rules mandated by Dodd-Frank and described as Ability to Repay (ATR) and Qualified Mortgage (QM). It explains the purpose of the legislation and CFPB regulation, which together define the **minimum** standards lenders must meet to determine that consumers have the ability to repay most mortgages offered, including refinancing transactions. The course also covers the new QM standard, which parallels the ATR mortgage underwriting requirements.

New Mortgage Regulation: Servicing and Loss-Mitigation (A0188-14)

The course covers major changes in U.S. mortgage servicing rules mandated by the Dodd-Frank Act under Regulation X and Regulation Z: Mortgage Servicing and Loss-Mitigation. It covers the purpose of the legislation and significant new regulations adopted by the Consumer Financial Protection Bureau, which took effect in January of 2014. It explains how these rules change many practices in mortgage servicing and create new minimum requirements for compliance, as well as the servicer's responsibilities for helping homeowners who fall delinquent in mortgage payments with loss mitigation options.

Office of Foreign Assets Control (OFAC) (A00FACOA)

The Office of Foreign Assets Control (OFAC) is a U.S. government agency that enforces economic sanctions programs. This course provides an overview of OFAC's mission. It also explains how to identify, handle, and report transactions restricted by OFAC.

Preventing Elder Abuse (A0175-11)

This course will increase participants' awareness of elder abuse and "best practices" for detecting and preventing abuse, neglect and financial exploitation. It focuses on signs of elder abuse that financial professionals can identify, and practical steps they can take to report situations and advise elderly

customers and their families. This course meets the State of Illinois 30-minute requirement for financial exploitation training.

Privacy of Consumer Financial Information – Banks (A0155-0B)

This course covers the provisions of the privacy protection regulations required by the Gramm-Leach-Bliley Act for banks. It reviews the requirements for content and delivery of initial, annual, and revised privacy notices plus "simplified" notices and "short-form" initial notices. It explains the "opt out" provision and the extensive exceptions and disclosure limits.

Real Estate Settlement Procedures Act (RESPA) (A0113-0D)

This course summarizes the purpose and major provisions of the Real Estate Settlement Procedures Act of 1974 (RESPA). It provides an overview of the act's background, key definitions and terms. It explains how RESPA protects mortgage consumers with five key disclosure documents: 1) the Special Information Booklet; 2) the Good Faith Estimate (GFE); 3) the HUD 1 or 1-A Form; 4) the Initial Escrow Account Statement and 5) the Servicing Disclosure Statement. It summarizes RESPA's servicing and escrow requirements and prohibitions against kickbacks, as well as how the law is regulated and enforced by the Consumer Financial Protection Bureau (CFPB) and the CFPB's proposed rule changes.

Real Estate Settlement Procedures Act (RESPA) – An Overview (A0178-12)

This module summarizes the purpose and major provisions of the Real Estate Settlement Procedures Act of 1974 (RESPA). It also provides an overview of the act's background and key definitions and terms. It explains how RESPA protects mortgage consumers with five key disclosure documents: 1) the Special Information Booklet; 2) the Good Faith Estimate (GFE); 3) the HUD 1 or 1-A Form; 4) the Initial Escrow Account Statement and 5) the Servicing Disclosure Statement. It also summarizes how the law is regulated and enforced by the Consumer Financial Protection Bureau (CFPB).

Real Estate Settlement Procedures Act (RESPA) – Consumer Disclosures (A0179-12)

This module is designed for employees who develop or deliver three types of RESPA documents and consumer disclosures: 1) Special Information Booklet; 2) Good Faith Estimate (GFE); and 3) HUD-1 or HUD-1A Uniform Settlement Statement. The module covers the purpose of each document and also its key contents and delivery requirements. Finally, it covers the proposal of the Consumer Financial Protection Bureau to significantly reformat the GFE and HUD-1/1A documents, while merging their contents with Truth in Lending Act (TILA) disclosures.

Real Estate Settlement Procedures Act (RESPA) – Escrow Requirements (A0180-13)

This module is designed for employees who work in mortgage servicing and escrow account administration and reporting. The module focuses on RESPA's requirements for providing the initial and annual escrow account disclosure statements, as well as the formats and contents of those statements. It also covers the steps in performing an escrow analysis, servicer requirements, and RESPA's penalties for failure to meet escrow and servicing requirements. It discusses the rule-making and enforcement authority of the Consumer Financial Protection Bureau (CFPB) for escrow accounts, as well as the CFPB's proposal to strengthen escrow requirements.

Real Estate Settlement Procedures Act (RESPA) – Servicing and Regulation (A0181-13)

This module is designed for employees who participate in the RESPA servicing process. It covers RESPA's requirements for mortgage servicing disclosure statements and prohibitions against kickbacks and affiliation business arrangements. It also explains the role of the Consumer Financial Protection Bureau (CFPB) in RESPA rule-making and enforcement, and it concludes with a review of a CFPB proposal for enhancing consumer disclosures and strengthening consumer protections.

Regulation AA: Unfair or Deceptive Acts or Practices (A0154-0B)

This course presents a general overview of the history, purpose and scope of the Federal Reserve System regulation, Unfair or Deceptive Acts or Practices (Regulation AA). Regulation AA contains the Credit Practices Rule (Subpart B), which sets standards of conduct for extension of credit to consumers by the banking industry. Through practical explanations, students gain knowledge about applying the Credit Practices Rule, including credit contract provisions, state exemptions, and complaint procedures.

Regulation B and the Equal Credit Opportunity Act (A0186-13)

This course covers the most important provisions of the Equal Credit Opportunity Act (ECOA) and its enabling rule, Regulation B, as it is being communicated and enforced by the Consumer Financial Protection Bureau (CFPB). It focuses on the purpose and requirements of the ECOA and Regulation B, including key definitions, requirements in taking credit applications and extending credit, and a recent rule on appraisal reports.

Regulation C: Home Mortgage Disclosure Act (A0116-0C)

This course gives an overview of the Act, Home Mortgage Disclosure (Regulation C), which was designed to level the playing field when it comes to home financing.

Regulation C: Home Mortgage Disclosure Act – In Depth (A0117-0C)

This course gives a detailed analysis of Regulation C (the regulation that implements the Home Mortgage Disclosure Act), which was designed to level the playing field when it comes to home financing.

Regulation CC: Expedited Funds Availability Act (A0118-0C)

A customer at your bank makes a deposit into her account. When should the money from that deposit be made available to the customer for withdrawal? Right away? Tomorrow? In a few days? This course gives you the answers. Regulation CC specifies when a bank must make funds available to a customer after deposits are made into the customer's account. These timelines are why this regulation is also known as the Expedited Funds Availability Act. Regulation CC also requires that banks notify customers of the funds availability policy, and establishes rules for returning checks in a timely manner.

Regulation DD: Truth in Savings (A0127-0D)

This course provides the basics of Regulation DD, the implementing regulation for the Truth in Savings Act. This course provides financial institutions with detail about what's required to maintain compliance with the requirements of Regulation DD. Regulation DD: Truth in Savings presents a basic overview of Regulation DD, required disclosures and disclosure timing, care for ongoing communications, the rules on time accounts, advertising regulations, and recording compliance with TIS.

Regulation E: Electronic Funds Transfer (A0119-0D)

This course explores the most important source of consumer protection for electronic transactions: Regulation E, which implements the Electronic Fund Transfer Act. The course covers the key provisions of Regulation E including definitions, disclosures, customer notices, requirements for preauthorized transfers, error resolution, and consumer liability for unauthorized transfers. It also reviews new electronic transfer services and new rules for foreign remittance transfers. The course reinforces the Regulation E narrative of key points developed by its new regulator, the Consumer Financial Protection Bureau (CFPB).

Regulation GG: Prohibition on Funding of Internet Gambling (A0170-10)

This course reviews the purpose and background of legislation and regulations designed to prohibit the funding of Internet gambling through transactions through designated payment systems and financial transaction providers. It will increase banking employees' awareness of responsibilities under the law and regulations and summarize key terms and requirements of supervisors.

Regulation O: Credit to Insiders Act (A0120-0C)

This course presents an in-depth analysis of Regulation O, the implementing regulation of the Credit to Insiders Act. Regulation O prohibits banks from showing favoritism to their executive officers, directors and principal shareholders (insiders) when extending credit to them or their related interests. Students will learn about the background and basics of Regulation O, who is subject to the regulation, credit terms, how much credit a bank can extend to whom, records, and correspondent accounts.

Regulation U: Margin Stock Act (A0121-0B)

This course gives a detailed analysis of the Margin Stock Act. The purpose of Regulation U is to limit the amount of credit available to the securities market in an effort to mitigate market volatility.

Regulation Z: Truth in Lending (A0122-0B)

Regulation Z was implemented to assist consumers, who had been frequently misled about the true cost of credit. In addition, a national standard was necessary so consumers could properly compare different types of loans. This course will provide a solid summary of Regulation Z and the Truth in Lending Act.

Right to Financial Privacy (A0123-0B)

The Right to Financial Privacy Act governs Government authority access to financial information maintained by financial institutions. The intent of the Act is to address concerns that governmental agencies were gaining access to citizens' private financial information, without due process. This course covers those and other aspects of the Act.

Servicemembers Civil Relief Act (SCRA) (A0173-11)

This course will increase participants' awareness of the Servicemembers Civil Relief Act (SCRA), including provisions they will encounter in working with active-duty military servicemembers and their dependents. The requirements of this 2003 law affect employees who assist servicemembers and dependents in 1) mortgage loans, 2) home evictions or foreclosures, 3) installment and lease contracts, 4) consumer credit relationships, and 5) life insurance. The course covers the background of the law, its purpose, key provisions, enforcement and penalties. It also offers guidelines for effectively communicating with servicemembers and handling their loans and documents. It includes case situations to demonstrate compliant, productive work behaviors.

Unfair, Deceptive, or Abusive Acts or Practices (UDAAP) (A0177-12)

This course gives financial services managers and workers practical knowledge and guidance for complying with the new UDAAP provisions of Dodd-Frank. It covers the law's standards and definitions as well as interpretation published by its federal regulator, the Consumer Financial Protection Bureau (CFPB). The course also covers case situations and practical applications that suggest how the law's provisions will be examined and enforced.

GENERAL BANKING

Brokered CDs (A0174-11)

This course will increase financial professionals' knowledge about brokered CDs, including their rapid growth as a bank deposit product over the past decade and the regulatory concerns they have created. Course participants will understand how brokered CDs work and their differences with regular bank CDs and core deposits. Participants also will learn about effective sales practices and required customer disclosures. The course concludes with a review of risk management guidelines and best practices for banks that choose to offer brokered CDs.

Identity Theft (121511)

This course will help financial professionals understand (and discuss with clients) the threats posed by identity theft, as well as planning precautions and solutions that can help to prevent problems. It describes common types of identity theft, the most sensitive and vulnerable types of personal data,

and the growth of best-practice initiatives for thwarting identity theft in the public and private sectors. It also covers consumers' rights and ideas financial professionals can offer clients for protecting credit, Social Security numbers and other confidential or sensitive personal information.

Introduction to Banking (A0131-0A)

What is banking? That is the theme of this overview course and it's not a question easily answered in today's complex financial system. This course introduces the participant to a present-day view of banking concepts and functions. Banking jargon and common acronyms are defined and placed into context in this course. Students will discover how banking is a vibrant business that continually evolves to meet the latest financial needs and economic conditions. Students will also see learn how current trends are influencing the future of banking.

The Federal Reserve (A0176-12)

This course covers the history, authority, goals and tools of the U.S. Federal Reserve Bank, the central bank of the U.S. It also explains the organization and major functions of the Fed. One lesson focuses on the Fed's role in setting U.S. monetary policy. The course concludes by evaluating impacts and implications of the Fed's monetary policies, such as how they affect savers and investors, consumers and businesses.

GENERAL MANAGEMENT

Advanced Supervision (A0140-0A)

This course is designed for the financial services manager or project leader with responsibility for supervising or managing the activities of other employees. Each lesson covers a group of advanced supervision concepts with examples drawn from banking, accounting, and investment environments.

Ethics for Bankers (A0109-0B)

This course describes the important role of ethics in the banking profession and provides examples of the specific ethical obligations that a banker has to clients, employers and principals, and the public. Students will learn about the nature of the special ethical burden that bankers carry; ethical obligations that bankers have when acting as fiduciaries and agents; specific responsibilities of a banker to a client; responsibilities of a banker to various groups; how an ethical professional contributes to the development of an ethical organization; the codes of ethics of The Risk Management Association and the Certified Financial Planner Board of Standards, Inc.; information to help deal with unethical behavior of others; and ethical decision-making.

Ethics for Financial Services Professionals (A0110-0A)

This course explores the perpetually challenging topic of ethical business practices by giving an introduction to ethics, examining ethical obligations to the client, the employing institution and the public, as well as suggestions on how to act in the face of unethical behavior.

Introduction to Supervision (A0139-0A)

This course is designed for the financial services manager or project leader with responsibility for supervising or managing the activities of other employees. Using examples drawn from banking, accounting, and investment environments, general supervision concepts are discussed. The first lesson introduces three supervision roles. Subsequent lessons describe important tools of supervision: communication, delegation and reporting, and performance management. After successfully completing this course, students will be prepared to apply basic communication and project management skills to your workgroup's activities. Students will understand the mechanics of the supervisory relationship and the structure of the primary supervision tool, the performance management process. In addition, learners will be exposed to a range of resources for continuing study of supervision concepts and skills.

INSURANCE

Annuities Overview (A0101-0B)

This course introduces the insurance company financial contracts known as annuities. The course details Annuities and all related topics, including a detailed definition of each type of annuity and issues of taxation, benefits, payout options, contributions, and distributions. In Lessons 1 and 2, students learn that fixed and variable annuities give investors the choice between a traditional investment with guaranteed returns, and a personally managed investment with increased risk and a potential for higher returns. Various options for annuity premium payments and payouts are explained. Lessons 3 through 6 discuss tax-sheltered annuity plans. Students learn the benefits and general rules first. Qualified employers are identified and the types of contributions are explained. Tax issues (such as limits on contributions) and distribution rules are described in detail. In Lesson 7, students learn specific rules for calculating the taxable portion of annuity payments.

Auto Insurance (A0142-0A)

Understanding the automobile policy is essential to ensuring adequate coverage and avoiding surprises in the event of a claim. This course will put students on the right road to that crucial comprehension, and will provide directional advice about securing state-specific auto policy information. Auto Insurance provides a broad overview of the automobile policy, including such important issues as standard liability coverage, state specific coverage, vehicle coverage, additional coverage considerations, and high-risk issues.

Disability Insurance (A0146-0A)

This course will define disability insurance and the key elements within any disability insurance contract. An agent will learn why any consumer should consider disability insurance, and the potential sources of disability coverage a consumer should investigate before purchasing an individual policy. This course describes the different types of disability insurance policies that are available. It also explains how features and coverage differ from policy to policy. The agent will learn how to help a client determine the amount and the kinds of insurance to buy, and how to afford it. This course concludes with checklists an agent can use to help a client make an informed decision.

Homeowner's Insurance – An Overview (A0137-0A)

Homeowners Insurance combines coverage for property (structures and personal possessions) and liability. More than any other line of coverage, homeowners insurance is substantially standardized throughout the United States (with the exception of Texas). Despite such broad standardization, the policies written by different insurance companies can vary on numerous details, and can be modified by state exceptions. For ease of understanding, Homeowners Insurance: An Overview concentrates on the more generic features of the forms discussed. Students learn the basics of homeowners insurance, including full ownership policies, limited ownership policies, property coverage, personal liability coverage, perils typically not covered, and endorsements.

Introduction to Life Underwriting (A0156-0A)

This course was designed for the financial services professional selling life insurance. Introduction to Life Underwriting provides an overview of the underwriting process and clarifies how decisions are made. The course analyzes the financial services professional's role in the underwriting process and discusses how the underwriter utilizes the information collected. The course offers information on how an underwriter measures risk and assigns an appropriate premium. The course concludes with a discussion of legal and medical problems that often arise in the life insurance underwriting process.

Life Insurance – An Overview (A0145-0A)

This course is designed for the financial professional with the responsibility of advising consumers on life insurance as a means of income protection. This course begins with an overview of the basic concepts of life insurance and the different insurance products available. Federal and state insurance regulation and the specifics of the insurance contract are also covered. This course concludes with an explanation of how policies can be further customized to fit a policy owner's needs.

Long-Term Care (A0143-0A)

The long-term care needs of America's aging population have prompted the passage of new laws and the development of new insurance products. This course identifies the long-term care needs facing us and describes the various options available to individuals to meet them. Factors determining who can benefit most from long-term care insurance policies are examined.

Variable Annuities (A0126-0B)

Features of fixed-rate and variable annuities make them important options for customers concerned with meeting future financial obligations. First, this course explains the key elements and features of annuity contracts and the primary differences between fixed-rate and variable annuities. Financial services professionals will learn how variable annuities, compared to fixed-rate annuities, provide customers an opportunity for higher earnings through a greater range of investment options in subaccounts. This course explains the importance of evaluating investment performance in terms of total return and risk and how asset allocation helps minimize the total risk in a portfolio. The levels of performance and risk of different variable annuity options need to be matched with the customer's investment objectives. This course explains the importance of communicating information about the risks, ratings, and performance characteristics of the various subaccount investment options to the customer. The course concludes with an explanation of tax implications for variable annuities, and a comparison of variable annuities to IRAs. Students will learn the overall advantages and disadvantages of variable annuities, and how variable annuities can be used to supplement qualified retirement plans.

Variable Life Insurance – An Overview (A0147-0B)

In this course, students will learn the differences between variable life and standard life insurance products. Students learn that those differences bring different licensing and selling requirements. In order to meet those requirements, one needs to understand every investment option available in the variable life policy. The course gives an overview of the following variable life investment options: money market funds, bond funds, balanced funds, index funds, growth and income stock funds, small cap growth funds, and international equity funds.

LENDING

Analyzing Financial Statements (A0136-0A)

This course provides the basic knowledge needed to start analyzing and understanding financial statements: an understanding of introductory financial statement concepts; the knowledge and skills needed to conduct basic analysis of balance sheets, income statements and cash flow statements; and practical experience through hands-on applications of basic financial analysis concepts.

Appraisal Requirements on Residential Real Estate (A0148-0D)

This course introduces lenders to the regulatory and professional requirements of compliance for residential real estate appraisal. The Uniform Standards of Professional Appraisal Practices, developed by members of the appraisal profession, are introduced and the process that a lender overseeing a loan application must adhere to is explained.

Consumer Loan Documentation (A0158-0B)

This course will introduce students to the ways that lenders document their consumer loans. Students will find out what specific loan documents mean and the ways loan documents are used after the loan is closed.

Introduction to Consumer Lending (A0153-0B)

Introduction to Consumer Lending explains consumer lending, the various consumer loan options, and the roles that different lending employees play in the loan process. This course provides the basics of the consumer loan process, including application, underwriting, finalization and disbursement, loan servicing, and collection practices. Finally, this course covers federal regulations that affect consumer lending.

Residential Mortgage Regulations (A0128-0C)

Residential Mortgage Regulations presents a broad overview, covering 7 major regulations that impact mortgage lending. Those regulations include Equal Credit Opportunity, Home Mortgage Disclosure, Real Estate Settlements and Procedures, Truth in Lending, Community Reinvestment, Fair Housing, and Fair Credit Reporting. After completing this course, students will have a better understanding of the broad sweep of the regulatory agencies and the laws they enforce. Students will also learn about each of the 7 major regulations and the requirements they place on organizations.

RETIREMENT

Contributions to Individual Retirement Accounts (A0106-0D)

An IRA is a personal savings plan that offers federal tax advantages. Depending on the type of IRA, the funds can be used for retirement or certain education expenses. Learn all about the different types of IRAs in Contributions to IRAs. This course presents the overall advantages and limitations of Traditional, Roth, and Education IRAs. Students will learn about specific requirements for each type of IRA, and review detailed explanations in terms of eligibility, contribution requirements and limits, deductibility, transfers, and penalties.

Defined Contribution Plans (A0129-0C)

The modern work environment has witnessed a dramatic shift from defined benefit plans to employer-sponsored contribution plans. This course introduces the presently popular concept of the defined contribution plan, and details the various types of plans available. Students will learn how the defined contribution plan fits within the qualified retirement plan market, and the specific reasons for its rise in popularity over the last 20 years.

Distributions from Individual Retirement Accounts (A0107-0C)

An IRA is a personal savings plan that offers federal tax advantages. Distributions From Individual Retirement Accounts offers an in-depth look at the complicated and important world of IRA distributions. Students will learn all about the IRA distribution system and its working parts, including: Traditional IRA background, minimum distributions, penalties, issues of taxation, Roth IRAs, Education IRAs, and new rules regarding IRA distributions.

Employee Investment Accounts – 401(k) (A0108-0D)

This course begins with an introduction to employer-provided retirement plans, and provides a definition of the 401(k) plan. This course explains how 401(k) plans work, their advantages and disadvantages, and how the Employee Retirement Income Security Act of 1974 affects 401(k) plans. Students will learn about contribution limits and excess contributions, how they affect employees and employers, and their tax consequences. This course also covers the rules and taxation issues for withdrawals, lump-sum distributions, and early withdrawals.

Estate Planning Essentials (01BANK08)

As millions of Baby Boomers move closer to retirement, demand keeps growing for the services comprised by an "estate planning process." Estate planning is an important "third phase" of lifetime financial planning that focuses on arranging and transferring assets, revising or updating wills, and creating trusts. The target market for estate planning tends to be affluent people about age 55 and older, and the goals that estate planning can help such people achieve are quite diverse. They range from increased peace-of-mind that personal affairs are in order to significant reductions in estate taxes and settlement costs. This course is designed as a basic introduction to the estate planning process, with emphasis on the most common tools and techniques used by estate planning practitioners and the most valuable benefits the process can deliver to consumers and clients. It defines key terms and concepts that are often encountered in estate planning cases. It describes through narration and schematic diagrams how techniques such as wills, asset titles and trusts work. With quizzes at the end of each lesson, it challenges participants to demonstrate an understanding of course content.

Retirement Planning (A0135-0C)

Prior to the 20th century, retirement was virtually unheard of. But in modern society, workers look forward to the time when they can leave their jobs to lead a leisurely lifestyle without being a burden on family members. Retirement Planning traces the road to, and through retirement. You'll review elements of successful retirement planning; income tax considerations; the role of Social Security present, past and future; employer-sponsored retirement plans; investing for financial independence; and wealth transfer considerations.

SIMPLE Plans Made Simple (A0125-0D)

This course gives an overview of SIMPLE IRA Plans, including discussions on contributions, deductions, and distributions. Applicable rules, including taxation, are covered under each topic.

Simplified Employee Pensions – SEPs (A0124-0D)

This course gives an overview of Simplified Employee Pensions (SEPs), including discussions on contributions, deductions, and distributions. Applicable rules, including taxation, are covered under each topic.

SALES AND SERVICE

Client-Focused Business Development for Bankers (A0103-0B)

This business development course presents general sales concepts, terms and approaches as well as specific tactics for developing leads, approaching customers, assessing customer needs, asking for business, overcoming objections and following up after the initial sale. Through sample scripts and student practice, you'll learn techniques to improve effectiveness at various steps in the sales cycle. You'll recognize effective methods to conduct a needs analysis meeting with a decision-maker, in order to obtain the information you need to write a proposal. This course provides sample scripts demonstrating methods to obtain information from a prospect. This course defines the important elements of presentation meetings, and the steps for developing and making a successful presentation. Students will learn effective ways to overcome objections, to present cost in terms of value, to recognize signs that a customer is willing to buy, and to close a sale smoothly. Finally, this course will describe the importance of business development's continuing involvement after the sale.

Customer Service (A0130-0A)

This course is designed for the financial services manager or project leader with responsibility for departmental or company-wide customer service improvement. Each lesson will cover a group of general customer service concepts with examples drawn from banking, accounting, and investment environments.

Dealing with Challenging Customers (A0138-0A)

Despite doing everything you can to please your customers, there will be times when you're faced with customers who are unhappy. Understanding the cause of their displeasure, and how you should handle the situation will help you to serve all customers better. This course is designed to take you through the process of understanding, handling, and retaining challenging customers. It presents strategies for understanding difficult customers, techniques for diffusing tense situations, and solutions for providing the resolution that a customer demands.

Deceptive Sales Practices in Insurance (A0159-0A)

This course is designed for the financial services professional who is involved in the sale of insurance. The course provides an overview of improper sales tactics that are frowned upon by state insurance regulators and may even be a violation of the criminal code. The course discusses a wide range of deceptive sales tactics and gives practical examples of each. The course then moves to a discussion of the legal actions that may result from utilizing these improper sales tactics, as well as other ramifications. But most importantly, the course addresses the long-term harm to customers, the salesperson and the industry caused by unethical salespeople who utilize deceptive tactics in the sale of insurance.

No Nonsense Marketing (A-0112-0B)

The marketing process plays a crucial role in reaching business goals by linking businesses and their customers. In this course, students will learn the 4 steps to develop a marketing plan, including the questions to answer as the plan is developed. Students will learn how to turn prospects into customers using geographic, demographic, and psychographic consumer information and by analyzing customer satisfaction. The step-by-step approach for increasing both market share and share of customer, and for managing the life cycle of a product or service is demonstrated. This course shows how to identify competitors and analyze performance in order to create a strategy to move up the competition ladder. Students will learn the differences between various communication media, and their advantages and disadvantages for reaching various target markets.