

Premium Package



MSB Audit Suite

AML Awareness and Protection for MSBs
BSA Awareness and Protection for MSBs
Protecting the Front Lines: AML Policy and Procedures
Top Five Things To Know About Currency Transaction Reporting for MSBs
Detect and Report: Complying with Suspicious Activity Reporting
How Transactions Can Actually Harm your Business Without Careful Monitoring
A Simple Approach to Recordkeeping Requirements for MSBs
The Critical Components of OFAC that MSBs Must Know
Am I Registered Properly as an MSB? The Facts about FinCEN Registration
Essentials of Risk Assessment for MSBs

MSB Regulatory Compliance Suite

BUSINESS COMPLIANCE

Advertising Compliance
Affiliate Transactions — Regulation W
Anti-Boycott Restrictions
Customer and Enhanced Due Diligence (CDD/EDD)
Customer Identification Program (CIP)
Customer Information Security Awareness — And Case Studies
Fedwire® — Regulation J
Foreign Corrupt Practices Act
GLB Privacy Act (Opt-Out)
Gramm-Leach-Bliley (GLB) Privacy Act
Introduction to Compliance for Front-Line Employees
Office of Foreign Assets Control (OFAC)
Right to Financial Privacy Act (RFPA)
Sarbanes-Oxley Act Overview

LENDING COMPLIANCE

Equal Credit Opportunity Act — Regulation B
Fair and Accurate Credit Transactions Act (FACTA) Overview
Fair Credit Reporting Act (FCRA)
Fair Debt Collection Practices Act (FDCPA)
Fair Lending Overview
Introduction to Credit Card Regulations
Raising the Bar: A Guide to the 2014 CFPB Rules
Truth in Lending Act — Regulation Z
TILA — Open End Loans/Credit Cards
TILA — Unsecured Open-End Loans
TILA — Installment Loans — Non-Real Estate Secured

Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution
Subprime and Predatory Lending

TRANSACTION COMPLIANCE

Accepting Negotiable Instruments
AML & SAR for Mortgage Lenders and Originators
AML for Customer Service Representatives
AML for Directors and Senior Management
AML for Lenders
AML for Operations
AML: What are PEPs? Training Course
Anti-Money Laundering (AML)
Anti-Terrorism Overview
Automated Clearing House (ACH)
Bank Secrecy Act (BSA)
Bomb Threats and Other Security Issues
BSA for Customer Service Representatives
BSA for Directors and Senior Management
BSA for Operations
Business Continuity and Disaster Recovery
Cash-Drawer Balancing
Convenience Products and Services
Counterfeiting and Forgery
Currency Transaction Reporting
Elder Financial Abuse
Electronic Funds Transfer Act — Regulation E
Ethics
Frauds and Scams
Issuing Negotiable Instruments
Money Handling
Nonresident Alien
Pretext Calling and Identity Theft
Providing Service to Customers with Disabilities
Records Management
Red Flags of Identity Theft
Remote Deposit Capture
Robberies
Security of Customer Information Guidelines
Servicemembers Civil Relief Act (SCRA)
Suspicious Activity Reporting
Unlawful Internet Gambling — Regulation GG
Wire Transfers

MSB Professional Suite

CUSTOMER SERVICE

Customer Service

Module 1: Showing Customers You Care

Module 2: Using Language to Serve the Customer

Module 3: Opening the Conversation

Module 4: Diagnosing Customer Needs

Module 5: Responding to Customer Requests

Module 6: Taming Challenging Conversations

Module 7: That's a Wrap — Closing the Conversation

DIVERSITY AND INCLUSION

Age

Barriers to Inclusion

Cross-Cultural Business

Cultural Diversity

Defamation

Defamation for Managers

Discrimination

Discrimination for Managers

Diversity Awareness

Documentation

Documentation for Managers

Employees with Disabilities

Employees with Disabilities for Managers

Gender

Harassment

Harassment for Managers

Language

Marital Status

Race, Color and Nationality

Religion

Retaliation

Retaliation for Managers

Sexual Harassment

Sexual Harassment for Supervisors and Managers

Sexual Orientation

Stereotypes and Assumptions

Veteran Status

Violence and Bullying in the Workplace

Workplace Inclusion

LEADERSHIP DEVELOPMENT

Module 1: Introduction to Management Basics
Module 2: Time Management
Module 3: Business Writing
Module 4: How to Lead and Participate Effectively in Meetings
Module 5: Coaching and Feedback
Module 6: Leading People through Change
Module 7: Handling Conflict
Module 8: Sharpening Your Interviewing Skills
Module 9: Managing Multiple Generations at Work
Module 10: Introduction to Project Management Concepts

SALES PERFORMANCE

Engage
Discovery
Build Value
Advance

Case Studies

AML

AML CSRs: Candelais Industries
AML CSRs: Current on Currency Transaction Reporting
AML CSRs: Do Not Open Until...
AML CSRs: Is There a Mechanic in the House?
AML CSRs: The Temporary Holding Pattern
AML Lenders: Collateral
AML Lenders: Did You Do These Yourself?
AML Lenders: I've Got Friends in High Places
AML Lenders: Me and My Shadow
AML Lenders: The French Connection
AML Operations: The Payoff
AML Operations: What Kind of Laundry Operation are You Running?
AML Operations: What's My Line?
AML Operations: Who Do You Know in the Caymans?
AML Operations: Wire You, Wire Me
AML for Front Lines: Do You Have 30 \$100s for 150 \$20s?
AML for Front Lines: Little Blue Men
AML for Front Lines: Martino's Tavern & Bank
AML for Front Lines: Wonder Construction
AML for Front Lines: You're in the Money
BSA/AML For Trust — Non-Profit Or Not
BSA/AML For Trust — Wire The Money To Bolivia

BSA

BSA CSRs: College Daze
BSA CSRs: Hello, Stranger
BSA CSRs: Is It or Isn't It?
BSA CSRs: The Owl's Cry
BSA CSRs: There's Gotta Be a Better Way!
BSA Lenders: What City, Please?
BSA Lenders: What Will They Think of Next?
BSA Lenders: What's in the Box?
BSA Operations: Coupon Redemption
BSA Operations: Ghost in the System
BSA Operations: Larry's Food Mart or Larry's Laundry?
BSA Operations: Miguel's Discovery
BSA for Front Lines: A Little Knowledge is Dangerous
BSA for Front Lines: Business is Booming
BSA for Front Lines: Connect the Dots
BSA for Front Lines: What are Friends for?

CISA

CISA: A Clean Desk Policy
CISA: Computer Room Security
CISA: Customer Requests
CISA: Data Encryption Standards
CISA: Incident Response Program
CISA: Information Disposal
CISA: Interactive Voice Response Systems
CISA: Intrusion Detection and Firewall Security
CISA: Laptop and PDA Security
CISA: Magnetic File Backup and Storage
CISA: Media and Equipment
CISA: Network Component Security
CISA: Passwords
CISA: PC Software Controls
CISA: PINs
CISA: Remote Access Standards
CISA: Securing Customer Information
CISA: Securing Non-Public Areas
CISA: Security System Issues
CISA: Social Engineering
CISA: Social Networking
CISA: Virtual Private Network Security
CISA: Virus and Spyware Prevention

Refresher Courses

Bank Secrecy Act (BSA) — Refresher
Customer Identification Program (CIP) — Refresher
Electronic Funds Transfer Act, Regulation E — Refresher
Equal Credit Opportunity Act, Regulation B — Refresher
Expedited Funds Availability Act, Regulation CC — Refresher
Fair Credit Reporting Act (FCRA) — Refresher
Fair Lending Overview — Refresher
GLB Privacy (No Opt-Out) — Refresher
GLB Privacy (Opt-Out) — Refresher
Office of Foreign Assets Control (OFAC) — Refresher
Right to Financial Privacy Act (RFPA) — Refresher
Sexual Harassment — Refresher
Truth In Lending Act, Regulation Z — Refresher
Truth In Savings, Regulation DD — Refresher
Unfair, Deceptive or Abusive Acts or Practices, Regulation AA — Refresher