



Financial Skills Library

Financial Basics

- ACH
- Banks
- Bank Assets
- Bank Regulations
- Calculating Percentages
- Check Kiting
- Check Processing
- Components of Check Fraud
- Credit Unions
- Credit Union and Banks: The Differences
- Credit Union Regulations
- Credit Union Services
- Cross Selling
- Escrow Accounts
- Handling Consumer Complaints
- Interest Rates
- Nondeposit Investment Products
- Pandemic Planning
- Responsibilities of the Teller
- Robbery Training
- Teller Cash Handling
- The Importance of Good Communication Skills
- Types of Check Fraud

Quality Customer Service - Series

- Customer Interactions
- Four Basic Elements
- Phone Calls

Loan Processing - Series

- Loan Processing: Taking the Application
- Loan Processing: Verification
- Loan Processing: Compliance
- Loan Processing: Underwriting
- Loan Processing: The Decision

Financial Compliance

- Adult Financial Abuse
- Adult Financial Abuse - California
- Bank Bribery Act
- Check 21
- Consumer Privacy Act
- ECOA Reg-B
- Fair Credit Reporting Act
- Fair Debt Collection Practices Act
- Fair Housing Act
- FDIC
- Federal Reserve and Monetary Policy
- Home Mortgage Disclosure Act
- HPA
- Identity Theft: Red Flags Rule
- Lending Laws
- National Flood Insurance Program
- Negotiable Instruments and Endorsement
- Office of Foreign Asset Control Reform, Recovery, and Enforcement Act of 1989
- Reg BB
- Reg CC - Expedited Funds Availability Act
- Regulation DD
- Regulation O
- Regulation W
- RESPA
- Right to Financial Privacy Act Part 1
- Right to Financial Privacy Act Part 2
- Truth in Lending Act and Regulation Z

Bank Secrecy - Series

- Part 1: Before You Start
- Part 2: Overview
- Part 3: Currency Transaction Report
- Part 4: Suspicious Activity Report
- Part 5: Customer Identification
- Part 6: Know Your Customer
- Part 7: Politically Exposed Persons
- Part 8: Recordkeeping and Retention
- Part 9: USA PATRIOT Act

Regulation E - Series

- Changes in July 2010
- Electronic Check Conversion (ECK)
- Electronic Terminal Receipts and Periodic Statements
- Error Resolution Procedure
- Issuances of Access Devices Overview