

Enhance your staff's training with an ABA certificate

These convenient, online self-paced certificates, allow participants to learn on their own at their own pace. Each certificate provides a comprehensive curriculum and focuses on skills that can be immediately applied to a career path. **Pricing per Certificate is \$595 IBA Members / \$795 Nonmembers, unless otherwise noted.**

Bank Service Provider

\$355 IBA Members / \$485 Nonmembers

- Banking Today*
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending
- Fundamentals of Small Business Banking
- Understanding Bank Products

Bank Teller

- Banking Today*
- Dealing Effectively with Co-Workers
- Effective Client Referrals
- Essentials of Workplace Conduct
- Ethical Issues for Bankers
- Introduction to Relationship Selling
- Revitalizing Customer Service
- Teller Basics

Branch Manager

\$995 IBA Members / \$1,295 Nonmembers

- Banking Today*
- Building & Retaining Customer Relationships
- Calling on Small Business Customers
- Coaching for Success
- Corrective Action
- Effective Written Communication
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending
- Fundamentals of Small Business Banking
- Hiring the Best
- Introduction to Relationship Selling
- Leveraging the Benefits of a Diverse Workforce
- Managing Change
- Managing Employee Performance
- Managing Employee Relations
- Presentation Skills
- Rewards and Recognition
- Sales Coaching in the Bank
- Servicing & Growing Small Business Relationships
- Successful Sales Campaigns

BSA and AML Compliance

\$1,595 IBA Members / \$2,095 Nonmembers

- Introduction to BSA/AML
- SARs and Information Sharing
- Currency and Correspondent Banking Accounts
- Electronic Banking and Funds Transfer Activities
- Higher Risk Accounts and Activities
- BSA Requirements for Business Accounts
- BSA Requirements for Foreign Customers and Accounts
- Components of an AML Compliance Program
- International Partners in AML
- OFAC for Compliance Professionals

Commercial Lending

\$600 IBA Members / \$875 Nonmembers

- Understanding Business Borrowers
- Analyzing Business Financial Statements and Tax Returns
- Analyzing Personal Financial Statements and Tax Returns
- Qualitative Analysis and Determining a Credit Risk Rating
- Loan Structuring, Documentation, Pricing and Problem Loans

**ABA Banking Fundamentals or Principles of Banking may be substituted.*

Customer Service Representative

- Banking Today*
- Building & Retaining Customer Relationships
- Cross-Selling Deposit Products
- Dealing Effectively with Co-Workers
- Effective Client Referrals
- Effective Telephone Communication
- Ethical Issues for Bankers
- Introduction to Relationship Selling
- Revitalizing Customer Service
- Understanding Bank Products

Deposit Compliance

\$1,595 IBA Members / \$2,095 Nonmembers

- Anatomy of a Regulation
- BSA/USA Patriot Act
- Digital Compliance
- Electronic Funds Transfer Act (Reg E)
- Elements of a Compliance Program
- Expedited Funds Availability Act (Reg CC)
- Office of Foreign Assets Control (OFAC)
- Privacy/Information Sharing
- Reserve Requirements for Depository Institutions Act (Reg D)
- Truth-in-Savings Act (Reg DD)
- Unfair, Deceptive or Abusive Acts or Practices (UDAAP)

Fraud Prevention

\$795 IBA Members / \$1,095 Nonmembers

- Introduction to Fraud Management
- Establishing a Fraud Prevention Program
- Types of Fraud and Prevention Strategies
- Operating a Fraud Prevention Program
- Maintaining a Fraud Prevention Program

Lending Compliance

\$2,195 IBA Members / \$2,695 Nonmembers

- Anatomy of a Regulation
- Community Reinvestment Act, (CRA) Community Bank or Large Bank
- Credit Card Regulations
- Elements of a Compliance Program
- Equal Credit Opportunity Act (ECOA) Reg B
- Fair Credit Reporting Act (FCRA)
- Good Faith Estimate and HUD-1
- Home Mortgage Disclosure Act (HMDA)
- Loans to Insiders (Reg O)
- National Flood Insurance Regulations
- Real Estate Settlement Procedures Act (RESPA)
- Reg Z Ability to Repay (ATR) and Qualified Mortgage (QM)
- Reg Z Closed-End Credit
- Reg Z Open-End Credit
- Servicemembers Civil Relief Act (SCRA)
- Unfair, Deceptive or Abusive Acts or Practices (UDAAP)

Personal Banker

- Banking Today*
- Building & Retaining Customer Relationships
- Consumer Credit Products
- Cross-Selling Deposit Products
- Dealing Effectively with Co-Workers
- Effective Client Referrals
- Effective Written Communication
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending
- Fundamentals of Small Business Banking
- Introduction to Relationship Selling
- Introduction to Analyzing Financial Statements
- Managing Time at Work
- Tele-Consulting
- Understanding Bank Products

Residential Mortgage Lender

\$775 IBA Members / \$985 Nonmembers

- Banking Today*
- Appraisal Procedures♦
- Basics of Mortgage Processing♦
- Completing the HUD-1♦
- Discovering FHA Programs♦
- Effective Client Referrals
- Elements of Title Insurance♦
- Essentials of Mortgage Lending♦
- Ethical Issues for Bankers
- Explaining Loan Modifications♦
- Gathering the Facts on Mortgage Fraud♦
- Mortgage Customer Counseling & Prequalification
- Personal Tax Return Analysis
- Preparing the Closing Disclosure♦
- Preparing the Loan Estimate♦
- Processing and Underwriting Credit♦
- Processing Income and Assets♦
- Reviewing the Appraisal Report♦

Small Business Banker

- Banking Today*
- Calling on Small Business Customers
- Credit Products for Small Businesses
- Deposit Products & Services for Small Businesses
- Fundamentals of Small Business Banking
- Introduction to Analyzing Financial Statements
- Personal Tax Return Analysis
- Relationship Selling to Small Business Customers
- Retirement Products for Small Businesses
- Servicing & Growing Small Business Relationships
- Small Business Borrowing

Supervisor

- Banking Today*
- Coaching for Success
- Corrective Action
- Ethical Issues for Bankers
- Hiring the Best
- Leveraging the Benefits of a Diverse Workforce
- Managing Change
- Managing Employee Performance
- Managing Employee Relations
- Rewards and Recognition

Team Leader

- Banking Today*
- Coaching for Success
- Dealing Effectively with Co-Workers
- Effective Written Communication
- Ethical Issues for Bankers
- Managing Change
- Meetings that Work
- Presentations Skills
- Rewards and Recognition

Universal Banker

- Banking Today*
- Building & Retaining Customer Relationships
- Consumer Credit Products
- Cross-Selling Deposit Products
- Dealing Effectively with Co-Workers
- Effective Client Referrals
- Ethical Issues for Bankers
- Handling Mortgage Inquiries and Making Referrals
- Introduction to Relationship Selling
- Presentation Skills
- Revitalizing Customer Service
- Understanding Bank Products

ABA Certificate Registration Form

Photocopy form for multiple registrations and fax to 312-922-0518.

Certificate Name _____

REGISTRANT INFORMATION

Student Name _____

Title _____ Dept _____

Institution/Firm _____

Address (Business or Home) _____

City/State/Zip _____

Phone _____ Fax _____

E-mail Address _____

Acceptance of Grade Report Policy - I hereby authorize IBA to report my enrollment and grade(s) to my employer and I will comply with IBA's withdrawal and cancellation policy.

Student Signature _____ Date _____

PRICING PER CERTIFICATE \$595 M / \$795 NM (UNLESS OTHERWISE NOTED BELOW)

BANK SERVICE PROVIDER
\$355 M / \$485 NM

COMMERCIAL LENDING
\$600 M / \$875 NM

LENDING COMPLIANCE
\$2,195 M / \$2,695 NM

BRANCH MANAGER
\$995 M / \$1,295 NM

DEPOSIT COMPLIANCE
\$1,595 M / \$2,095 NM

RESIDENTIAL MORTGAGE LENDING

BSA/AML COMPLIANCE
\$1,595 M / \$2,095 NM

FRAUD PREVENTION
\$795 M / \$1,095 NM

\$775 M / \$985 NM

METHOD OF PAYMENT

Check enclosed payable to *Financial Education Services*

CHARGE TO: Visa MasterCard AMEX Discover

Card No _____ Exp. Date _____

Cardholder Name _____ Cardholder Signature _____

Billing Address (IF DIFFERENT FROM ABOVE) _____

INSTITUTION AUTHORIZATION

IBA is authorized to bill institution for TUITION: YES NO

Authorizing Officer _____ Title _____

Phone _____ E-mail _____

Please mail or fax form with payment to:

Illinois Bankers Association
194 E. Delaware Place, Suite 500
Chicago, IL 60611
Fax - 312-922-0518

For more information, contact IBA's Denise Perez at 312-347-3400.

