

TRAINING COURSE LIBRARY

June, 2017

Below is a list of our current course library and those that will be available soon. There are two types of courses Interim training courses, which are abbreviated training courses. They are available on all of the CFPB topics below. The full, expanded training courses are available except for those in red. Those in red will be available in the next 60 days.

All of the CFPB related courses have been developed specifically for CFPB compliance using the Ballard Spahr compliance manual and they include a “customize” component that allows each company to publish their own policy material inside of each training program. With the completion of the red courses there will be a total of 28 courses in the course library. All courses are available at no additional cost and there is never a per use fee. We will continue to add new courses where feasible as suggested by our members.



**UNFAIR, DECEPTIVE AND ABUSIVE ACTS AND PRACTICES
("UDAAP")**

TRUTH IN LENDING ACT ("TILA")

ELECTRONIC FUND TRANSFER ACT ("EFTA")

EQUAL CREDIT OPPORTUNITY ACT ("ECOA")

FAIR CREDIT REPORTING ACT ("FCRA")

COLLECTIONS

AMERICANS WITH DISABILITIES ACT ("ADA")

PRIVACY OF CONSUMER FINANCIAL INFORMATION ("PCFI")

RED FLAGS

INFORMATION SECURITY

MILITARY ISSUES

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EMAILS, TELEPHONE CALLS AND TEXT MESSAGES

ANTI MONEY LAUNDERING FOR MSB's (MSB/AML)

ANTI MONEY LAUNDERING FOR NON MSB's (Non MSB/AML)

SEXUAL HARASSMENT

AUDITS (HOW TO)

COMPLAINT MANAGING & TRACKING

SCAM & FRAUD PREVENTION

AL TITLE PAWN

OTHER STATE LAW COMPLIANCE