



Frontline Microlearning

(Recorded webinar)

Recordings Available Wednesday, January 1, 2020
(Look for January 1, 2020, when ordering.)

[Register Here](#)

Power up your frontline with consumer compliance know-how with these must-attend microlearning modules! Arm your frontline with the information and tools needed to meet regulatory expectations and provide excellent service. Each of the six 10-15-minute recorded sessions can be used as a stand-alone module for new hires or on-going training.

FRONTLINE MICROLEARNING MODULES

1. Funds Availability Under Reg CC
2. CTR Fundamentals
3. Suspicious Activity Reporting & Red Flags
4. Top 10 Accountholder Questions
5. Avoiding Discrimination: UDAAP & Fair Lending
6. Consumer Privacy

MODULE DESCRIPTIONS

1. FUNDS AVAILABILITY UNDER REG CC

An accountholder wants cash back from a deposit transaction. How much is available on the day of deposit? When will the rest of the funds be available? Should a hold be placed on the check? Learn to handle these transactions with ease. (Note: this module will provide correct information for both before and after the Reg CC changes on July 1, 2020.)

2. CTR FUNDAMENTALS

You are processing a transaction when the currency transaction report (CTR) screen appears! Learn best practices for obtaining CTR information from the accountholder to accurately complete the required data fields and avoid common errors.

3. SUSPICIOUS ACTIVITY REPORTING & RED FLAGS

Can you spot the red flags that could indicate money laundering, identity theft, or elder financial exploitation? This session will provide examples of potentially suspicious activity and how to report that activity to your manager or BSA officer.

4. TOP 10 ACCOUNTHOLDER QUESTIONS

Understanding how compliance regulations impact transaction limits, fees, and accountholder liability is essential to providing great service – and preventing tense situations from escalating. Join us to learn answers to common questions including overdrafts, excessive transactions, stop payments, unauthorized transactions, and more.

5. AVOIDING DISCRIMINATION: UDAAP & FAIR LENDING

Regulators are serious about consumer protection and will not tolerate discrimination in any form. The frontline plays an essential part in avoiding unfair, deceptive, or abusive acts or practices (UDAAP) and preventing all types of discrimination.

6. CONSUMER PRIVACY

Financial privacy. It's a vital part of consumer protection – and a major compliance issue. Do you know what you can and can't say and to whom? What about suspicious activity reports (SARs)? Learn the relevant regulations and best practices for protecting this fundamental right.

ABOUT THE PRESENTER

Dawn Kincaid, Brode Consulting Services, Inc.

Dawn Kincaid began her banking career while attending The Ohio State University. She has 17 years' experience in client service, operations, information technology, administrative and board relations, marketing, and compliance. Most recently Dawn served as the Senior Vice President of Operations for a central-Ohio-based community bank, where she created and refined policies and procedures, conducted self-audits and risk assessments, and organized implementation of new products and services. Dawn has served in the roles of Compliance, BSA/AML, CRA, Privacy, and Security Officer. She has led training initiatives, prepared due diligence information, completed a variety of regulatory applications, coordinated internal and external audits and exams, and presented for numerous state associations.

AVAILABLE ONLY VIA RECORDED WEBINAR

Recorded Webinar Includes

- Handouts
- Available on desktop, mobile & tablet
- Free Digital Download, yours to keep
- Share link with anyone at your institution
- Presenter's contact info for follow-up

If you need help with anything, please drop us an email at support@financialedinc.com or call 406.442.2585