

August 13, 2022

# Course Updates & Changes

The following document outlines:

- New courses released
- Regulation updates and affected courses
- Maintenance updates
- Retired courses

Please review and update your customized courseware, training programs, and LMS as applicable.

## New Releases:

### Directors Education Series

#### 2206 - Growth Strategies for Any Environment - Part 3: Processes – 214274

**Description:** This Director's Education Series webinar discusses what it takes to grow your bank and succeed at the highest level regardless of economic environment. In this webinar, we review how poor processes can undermine even the best people and products.

### Core Compliance Suite

#### Bi-Monthly Compliance Briefing - June 2022 – 220886

**Description:** A bi-monthly update to help you keep up with changes and deadlines in the compliance area in a quick and easy format.

#### Fair Lending Compliance Issues in 2022 – 220885

**Description:** In this webinar, we have an in-depth discussion about fair lending principles, expectations, and techniques. We also explore what's new in fair lending, new interpretations of protected classes, and potential legislation. We also cover aspects of formulating and maintaining an effective fair lending risk assessment, which is a critical component of an institution's fair lending compliance program.

## E3 Courses

### Beneficial Ownership - E3 – 215792

**Description:** This course explores the requirements of the customer due diligence rule (CDD Rule) issued by the Financial Crimes Enforcement Network (FinCEN) and explains the rule, the concept of legal entity owners, and how to identify and document beneficial owners.

### Handling Consumer Complaints - E3 – 215682

**Description:** This course explains the importance of properly handling consumer complaints in relation to your financial institution's success and how to develop and implement an effective complaint program.

### Truth in Savings Act: Regulation DD - E3 – 221551

**Description:** This course explains how the Truth in Savings Act (TISA) and Regulation DD help consumers make informed decisions when depositing money at financial institutions.

## Regulation Updates:

### The following courses have been updated:

There are no regulation updates this month.

## Maintenance Updates:

### The following courses have been updated:

#### Flood Insurance – 32

#### CU - Flood Insurance – 16373

**Question removed:** *Post-Test Question 3*

**Old version** – “True or False. Violation of the flood requirements can result in a maximum penalty per violation of \$2,187.”

**New version** – Question removed.

## Customer Identification Program (CIP) – 66743

**Knowledge Check removed:** *Collecting Customer Information > Consumer Accounts > matching*

**Old version** – “Identify the four minimum identification requirements for new consumer accounts under the CIP (select all that apply) then select Submit.”

**New version** – Knowledge Check question removed.

## Exploring Mortgage Servicing Rules – 66846

**(1) Formatting error:** *Regulation X Servicing Requirements > Mortgage Servicing Transactions > New Content Page*

**Revision** – Two improperly sub-bulleted statements properly formatted to primary bullet points.

**(2) Typo:** *Regulation X Servicing Requirements > Customer Interventions > New Content*

**Old version** – “‘Live contact’ can be a phone *all* or an in-person meeting but not leaving a recorded phone message.”

**New version** – “‘Live contact’ can be a phone *call* or an in-person meeting but not leaving a recorded phone message.”

**(3) Typo:** *Regulation X Servicing Requirements > Loan Loss Mitigation Program > New Content Page*

**Old version** – “In general, servicers are required to establish a consistent program, *notification* the borrower in writing of all options, and coordinate notification with foreclosure attorney.”

**New version** – “In general, servicers are required to establish a consistent program, *notify* the borrower in writing of all options, and coordinate notification with foreclosure attorney.”

**(4) Typo:** *Pre- and Post-Test Q12*

**Old version** – “Be *property* labeled by the borrower as a request for error resolution”

**New version** – “Be *properly* labeled by the borrower as a request for error resolution”

**(5) Typo:** *Post-Test Q6*

**Old version** – “Regulation Z *define* a mortgage loan with certain exception as:”

**New version** – “Regulation Z *defines* a mortgage loan with certain exception as:”

## Fair Lending Overview Refresher – 2770

## CU - Fair Lending Overview Refresher – 124155

**Incorrect correct answer:** *Pre- and Post-Test Q7*

**Old version** – Correct answer marked “False.”

**New version** – Correct answer marked “True.”

## FSC - Complying With Suspicious Activity Reporting – 11532

**(1) Question removed:** *Pre- and Post-Test Q48*

**Old version** – “If you are the individual completing a SAR, where do you put the MSB contact information?”

**New version** – Question removed.

**(2) Question removed:** *Pre- and Post-Test Q49*

**Old version** – “If you are the individual completing a SAR, where do you write out a detailed report of the suspicious activity?”

**New version** – Question removed.

**(3) Link removed:** *Suspicious Activity Reporting > Completing a SAR > The SAR Form 11*

**Old version** – “[Click here to see a SAR Form 111 sample.](#)”

**New version** – Link removed.

## Currency Transaction Report (CTRs) - E3 – 135307

**Incorrect correct answer:** *Pre- and Post-Test Q27*

**Old version** – Correct answer marked “False.”

**New version** – Correct answer marked “True.”

## Unfair, Deceptive, or Abusive Acts or Practices for the Financial Institution - E3 – 159285

**Question reworded:** *Pre- and Post-Test Question 7*

**Old version** – “A representation may be deceptive if the majority of consumers in the target class do not share the *lender's* interpretation, so long as a significant minority of such consumers is misled.”

**New version** – “A representation may be deceptive if the majority of consumers in the target class do not share the *consumer's* interpretation, so long as a significant minority of such consumers is misled.”

## Truth in Lending Act: Regulation Z - E3 – 183946

**Question removed:** *Pre- and Post-Test Question 32*

**Old version** – “The TRID Rule applies to:”

**New version** – Question removed.

# Mortgage Course Updates:

The following course(s) have been updated in the OCL Artisan environment:

## A Borrower’s Right to Privacy - E3 – 145840

**Incorrect correct answer:** *Pre- and Post-Test Q10*

**Old version** – Correct answer incorrectly marked “Purchase money mortgages.”

**New version** – Correct answer changed to “Loans for commercial or agricultural purposes.”

# Adaptive Course Updates:

The following course(s) have been updated in the BECoursemaster/Online Courses environment:

## Elder Financial Abuse - E3 – Adaptable

**Content update:** *Knowledge Check settings and spacing adjustments throughout course*

**Old version** – Formatting inconsistencies in Knowledge Checks. Spacing inconsistencies in text on certain slides.

**New version** – Formatting and spacing updated.

## Retired Courses:

There are no courses being retired this month.