

May 11, 2019

Course Updates – Summary of Changes

Regulations

None this period

Maintenance

- Real Estate Settlement Procedures Act - Regulation X - 40019
- CU - Real Estate Settlement Procedures Act - Regulation X - 17197
- Wire Transfers - 102
- CU - Wire Transfers - 17195
- FBO - Wire Transfers - 115335
- Safeguarding Customer Information - Gramm-Leach-Bliley - 45122
- CU - Safeguarding Member Information - Gramm-Leach-Bliley - 45890
- BOD - Compliance Management System - 13289
- CU - BOD - Compliance Management System - 45182
- Fair Lending Overview - 66750
- CU - Fair Lending Overview - 67285
- CU - BOD - Bank Secrecy Act for Directors and Senior Management - 16343
- Future of Retail Banking - 45110
- Greening the Office - 45111
- HIPAA and COBRA for Financial Institutions - 9253
- CU - HIPAA and COBRA for Financial Institutions - 30279
- GM - HIPAA and COBRA for Gaming Organizations - 97529
- Home Mortgage Processing and Compliance - 34834
- CU - Home Mortgage Processing and Compliance - 19931
- Homeowners Protection Act - PMI Act - 34835
- CU - Homeowners Protection Act - PMI Act - 19932

- Introduction to Appraisal - 19934
- Introduction to Credit Card Regulations - 39
- CU - Introduction to Credit Card Regulations - 14536
- Insider Trading - 167
- Loan Servicing Compliance - Regulation X - 19937
- CU - Loan Servicing Compliance - Regulation X - 44936
- Measuring Depository Branch Performance - 19940
- National Bank Trust Part 9 - 44
- Loans to Executive Officers - Regulation O - 50
- BOD - Loans to Executive Officers - Regulation O - 13496
- Americans with Disabilities Act - 45100
- New Account Representative Training - 34837
- CU - New Account Representative Training - 19892
- Specific Program Guidelines: FHA, VA, USDA - 95403
- Telemarketing Consumer Fraud and Abuse Prevention Act - 14468
- CU - Telemarketing Consumer Fraud and Abuse Prevention Act - 30275
- FSC - Telemarketing Consumer Fraud and Abuse Prevention Act (TCPA) - 29281
- Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution Refresher - 35532
- Unplugged: Fair Housing Act - 68630
- Unplugged: Home Mortgage Disclosure Act - 68632
- CU - Fair Housing Act (FHA) - 16371
- Expedited Funds Availability Act - Regulation CC - 9
- CU - Expedited Funds Availability Act - Regulation CC - 16360
- FBO - Expedited Funds Availability Act - Regulation CC - 115334
- Excess IRA Contributions - 3348
- CU - Deposit Compliance Overview – 67512
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- Fundamentals of Banking II - The Banking Institution - 173
- DI - Discrimination - 1767
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- DI - Diversity Awareness - 1878

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- DI - Employees With Disabilities for Managers - 1773
- DI - Stereotypes and Assumptions - 1785
- Escrow Accounts and Disclosures - 34827
- CU - Escrow Accounts and Disclosures - 19884
- DB - Escrow Accounts and Disclosures - 48187
- [SS Fed] Regulatory Authority - 87274

Regulations

None this period

Maintenance

Real Estate Settlement Procedures Act - Regulation X - 40019

CU - Real Estate Settlement Procedures Act - Regulation X - 17197

(1) Question discrepancy: *Pre-Test and Post-test > Question #4*

Old version – answer options were (a) Your Home Loan Toolkit Booklet, (b) Escrow Servicing Disclosure, (c) Loan Estimate Disclosure, (d) Mortgage Servicing Transfer Disclosure, and (e) All are required, with **b** as the correct response

New version – answer options are (a) Mortgage Servicing Transfer Disclosure, (b) Good Faith Estimate, (c) Loan Estimate, and (d) All are required, with **c** as the correct response.

(2) Question discrepancy: *Penalties > Frequent Violations > Knowledge Check*

Old version – answer options were (a) Sending the Good Faith Estimate of settlement costs seven days after receiving an application and (b) Not itemizing the actual settlement costs at closing on either the Closing Disclosure form

New version – answer options are (a) Sending the Good Faith Estimate or Loan Estimate seven days after receiving an application and (b) Not itemizing the actual settlement costs at closing on either the HUD-1 or Closing Disclosure [feedback adjusted accordingly]

Wire Transfers - 102

CU - Wire Transfers - 17195

FBO - Wire Transfers - 115335

Activity issue: *Wire Transfer Basics > What's the Product? > What's the Product: Wire Transfers (cont'd)*

Old version – rollover activity was not functioning properly

New version – activity converted to HTML5 and now works as intended

Safeguarding Customer Information - Gramm-Leach-Bliley - 45122

CU - Safeguarding Member Information - Gramm-Leach-Bliley - 45890

(1) Terminology: *Pre-Test and Post-Test > Question #3 AND Protecting Customer Information > Knowledge Check #1 [DELETED] AND Social Engineering Techniques > Social Engineering Techniques/Social Engineering Psychology/Reducing Social Engineering Risks/Summary of Social Engineering Techniques*

Old version – misused the term “hacker” in terms of the definition of social engineering

New version – replaced instances of “hacker” with “unauthorized person/individual” or “con artist”

(2) Broken link: *Social Engineering Techniques > Summary of Social Engineering Techniques*

Old version – <https://www.consumerfinance.gov/policy-compliance/guidance/implementation-guidance/FFIEC-guidance-social-media/>

New version – <https://www.consumerfinance.gov/policy-compliance/guidance/supervisory-guidance/FFIEC-guidance-social-media/>

BOD - Compliance Management System - 13289

CU - BOD - Compliance Management System - 45182

(1) Question discrepancy: *Pre-Test and Post-Test > Question #2*

Old version – “Active board and management oversight” was the correct answer

New version – “Risk monitoring” is the correct answer

(2) Image discrepancy: *Compliance Management System Basics > Essentials > Measures to Ensure Compliance*

Old version – “Active board and management oversight” included under Detective Measures

New version – “Active board and management oversight” removed from Detective Measures

Fair Lending Overview - 66750

CU - Fair Lending Overview - 67285

(1) Broken link: *Home Mortgage Disclosure Act (HMDA) > What Is the HMDA? > Disclosure of HMDA Information and Its Availability*

Old version – www.consumerfinance.gov/hmda

New version – link remains unchanged, but configuration adjusted so that it opens in a new window

(2) Question/text discrepancy: *Pre-Test and Post-Test Question #2 / Equal Credit Opportunity Act > What is the ECOA > Inquiry/Application*

Old version – contained the following statement: “If the credit is to purchase or refinance a principal residence, the application must be in writing”

New version – statement and associated question removed

CU - BOD - Bank Secrecy Act for Directors and Senior Management - 16343

(1) Incorrect feedback: *Pre-Test and Post-Test Question #35*

Old version – The feedback stated: “The correct answer is ‘Have an extra 20 days in which to identify the suspect; when that has expired, you must file even if you can't identify the suspect.’”

New version – The feedback states: “The correct answer is ‘Have an extra 30 days in which to identify the suspect; when that has expired, you must file even if you can't identify the suspect.’”

(2) Question discrepancy: *Pre-Test and Post-Test Question #20*

Old version – The question stated: “Your credit union copy of the SAR and supporting documentationfor:”

New version – The question states: “Your credit union must retain a copy of the SAR and supporting documentation for:”

Future of Retail Banking - 45110

Broken links: *Retail Banks Respond to Change > Summary of Retail Banks Respond to Change*

Old version – contained broken links: <http://www.corillian.com> and <http://www.microsoft.com/businesssolutions/customerrelationshipmanagement.msp>

New version – page removed, outdated information

Greening the Office - 45111

Broken link: *Greening the Office > Why the Move to a Green Office Environment? > Summary of Why the Move to a Green Office Environment?*

Old version – contained broken link:
<http://www.nature.org/greenliving/gogreen/everydayenvironmentalist/green-your-office.xml?src=gpg>

New version – page removed, outdated information

HIPAA and COBRA for Financial Institutions - 9253

CU - HIPAA and COBRA for Financial Institutions - 30279

GM - HIPAA and COBRA for Gaming Organizations - 97529

(1) Broken link: *HIPAA > Financial Aspects of HIPAA > Financial Institutions as "Covered Entities" (cont.)*

Old version – www.healthit.gov/policy-researchers-implementers/hitech-act

New version – <https://www.healthit.gov/topic/laws-regulation-and-policy/health-it-legislation>

(2) Reference pages missing: *Pre-Test and Post-Test [throughout]*

Old version – several questions were missing reference pages

New version – all pre-test and post-test questions have reference pages

Home Mortgage Processing and Compliance - 34834

CU - Home Mortgage Processing and Compliance - 19931

Broken link: *Compliance Issues > Additional Resources for Compliance Issues*

Old version – www.fdic.gov/regulations/resources/side/index.html

New version – <https://www.fdic.gov/regulations/resources/side/side.pdf>

Homeowners Protection Act - PMI Act - 34835

CU - Homeowners Protection Act - PMI Act - 19932

Broken link: *Primary Provisions of the PMI Act > Summary of Primary Provisions of the PMI Act*

Old version – www.in.gov/dfi/2587.htm

New version – slide deleted, outdated information

Introduction to Appraisal - 19934

Broken link: *Appraisal Requirements > Summary of Appraisal Requirements*

Old version – contained broken link: <http://www.privatemi.com>

New version – page removed, outdated information

Introduction to Credit Card Regulations - 39

CU - Introduction to Credit Card Regulations - 14536

Broken link: *CARD Act of 2009 > Enhanced Consumer Disclosures > Marketing of Credit Reports*

Old version – www.annualcreditreport.com

New version – same link, reconfigured to work correctly

Insider Trading - 167

Activity formatting: *Insider Trading Basics > Insider Trading Policies > Knowledge Check*

Old version – activity did not fit properly in the window

New version – formatting adjusted, so no scrolling needed

Loan Servicing Compliance - Regulation X - 19937

CU - Loan Servicing Compliance - Regulation X - 44936

Broken link: *Introduction to Regulation X and Loan Servicing > Summary of Introduction to Regulation X and Loan Servicing*

Old version –

s3.amazonaws.com/files.consumerfinance.gov/f/documents/201611_cfpb_Mortserv_guide_v3.pdf

New version – https://files.consumerfinance.gov/f/documents/cfpb_mortserv_guide_v3.2.pdf

Measuring Depository Branch Performance - 19940

Broken link: *Importance of Branch Performance Measures > Summary of Importance of Branch Performance Measures*

Old version – <http://www.banking.state.ny.us/booklet.htm>

New version – link removed, no longer active

National Bank Trust Part 9 - 44

Formatting issue: *Fiduciary Roles > Terms and Roles > Common Trustee Relationships*

Old version – couldn't view image without scrolling

New version – layout adjusted

Loans to Executive Officers - Regulation O - 50

BOD - Loans to Executive Officers - Regulation O - 13496

Question discrepancy: *Pre-Test/Post-Test > Q# 12*

Old version – the correct response was false

New version – the correct response is true

Americans with Disabilities Act - 45100

(1) Typo: *Pre-Test/Post-Test > Q#10*

Old version – question stated “makes it unlawful **to for** your institution...”

New version – question states “makes it unlawful **for** your institution...”

(2) Typo: *Accommodating the Public > Making Reasonable Accommodations*

Old version – sentence stated “the services **provided** your institution provides...”

New version – sentence states “the services your institution provides...”

New Account Representative Training - 34837

CU - New Account Representative Training - 19892

Broken links: *Determining the Customer's Needs > Summary of Determining the Customer's Needs*

Old version – www.consumerdebit.com/consumerinfo/us/en/index.htm, www.early-warning.com/

New version – www.chexsystems.com/web/chexsystems/consumerdebit/, www.earlywarning.com/

Specific Program Guidelines: FHA, VA, USDA - 95403

Broken link: *USDA > USDA Guidelines*

Old version –

<http://www.rurdev.usda.gov/CA/pdf%20files%20and%20documents/GRH%20UNDERWRITING%20GUIDEL.pdf>

New version – <https://www.rd.usda.gov>

Telemarketing Consumer Fraud and Abuse Prevention Act - 14468

CU - Telemarketing Consumer Fraud and Abuse Prevention Act - 30275

FSC - Telemarketing Consumer Fraud and Abuse Prevention Act (TCPA) - 29281

Broken link: *The Telemarketing Sales Rule > Enforcement Actions*

Old version – <http://www.donotcall.gov>

New version – same link, reconfigured to work correctly

Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution Refresher - 35532

Duplicate question: *Transaction-related UDAAP Compliance Management > Transaction Related > Q#3*

Old version – contained the same question twice

New version – duplicate question removed

Unplugged: Fair Housing Act - 68630

Broken link: *Fair Housing Act > FHA Violations > Discriminatory Lending Practices*

Old version –

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/LGBT_Housing_Discrimination

New version – [www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint# Types of Complaints](http://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint#_Types_of_Complaints)

Unplugged: Home Mortgage Disclosure Act - 68632

Broken link: *Home Mortgage Disclosure Act (HMDA) > What is the HMDA? > Disclosure of HMDA Information and Its Availability*

Old version – www.consumerfinance.gov/hmda

New version – <https://www.consumerfinance.gov/data-research/hmda/>

CU - Fair Housing Act (FHA) - 16371

Question discrepancy: *Pre-Test/Post-Test > Q#22*

Old version – answer choice \$55,655 selected as the correct response

New version – answer choice \$100,554 updated as the correct response

Expedited Funds Availability Act - Regulation CC - 9

CU - Expedited Funds Availability Act - Regulation CC - 16360

FBO - Expedited Funds Availability Act - Regulation CC - 115334

Typo: *Pre-Test/Post-Test > Q#4*

Old version – “...checks be made available...”

New version – “...checks **must** be made available...”

Excess IRA Contributions - 3348

Question discrepancy: *Pre-Test/Post-Test > Q#13*

Old version – \$4,000 listed twice as an answer choice

New version – duplicate answer choice removed, answer choice c marked as correct

CU - Deposit Compliance Overview – 67512

. CU - Deposit Compliance - 16356

Typos: *Deposit Compliance Basics > Rules and Regulations > The Expedited Funds Availability Act: Regulation CC*

Old version – “...(EFAA) **sts** forth...” and “...**Thsi** way...”

New version – “...(EFAA) **sets** forth...” and “...**This** way...”

Fundamentals of Banking II - The Banking Institution - 173

Question discrepancy: *Deposit Functions > Types of Deposit Accounts > Knowledge Check #2*

Old version – question read “For _____, interest rates are usually higher than those offered on interest-bearing checking accounts.” with “Savings” as the correct answer

New version – question updated to read “Money market deposit accounts usually earn higher interest rates than interest earned on interest-bearing checking accounts, although a higher minimum balance may be required on the market deposit account.” with “True” as the correct answer

DI - Discrimination - 1767

(1) Typo: *Discrimination > Discrimination Basics > Types of Discrimination*

Old version – “...one protected classmore...”

New version – “...one protected class more...”

(2) Typo: *Discrimination > Preventing Discrimination > Think Before You Speak*

Old version – “...cops in general?”

New version – “...cops in general?”” (added end-quotes)

(3) Typo: *Discrimination > Putting It All Together > Knowledge Check # 7*

Old version – “The age discrimination in Employment Act...”

New version – “The Age Discrimination in Employment Act...”

DI - Defamation for Managers - 1766

Typo: *Pre-Test/Post-Test Q#4*

Old version – Question: “Which of the following is NOT an element of defamation?” Answer: “Statement must made intentionally”

New version – Question: “All of the following are elements of defamation EXCEPT that the statement must be:” Answer: “Made intentionally” (all other answers, delete “Statement must be”

DI – Discrimination for Managers - 1768

(1) Broken link: *Discrimination for Managers > Equal Employment Laws > Equal Employment Laws*

Old version – https://www.eeoc.gov/eeoc/history/35th/thelaw/eeo_1972.html

New version – link removed, no longer active

(2) Typo: *Discrimination for Managers > Equal Employment Laws > Examples of Discrimination*

Old version – extra bullet within activity

New version – extra bullet removed

(3) Question discrepancy: *Discrimination for Managers > Pre-Test/Post-Test Q#2*

Old version – correct answer was marked as b in the pre-test and a in the post-test

New version – correct answer is marked as a in the pre-test and a in the post-test

DI - Diversity Awareness - 1878

(1) Typo: *Diversity Awareness > Bring It On Home (1) > Knowledge Check #5*

Old version – “...on the U.s. workforce.”

New version – “...on the U.S. workforce.”

(2) Duplicate slide: *Diversity Awareness > Diversity Awareness Review > Potentially Offensive Conduct Review (cont.)*

Old version – slides 6 and 7 of the end-of-course review were the same page

New version – slide 6 remains, and Slide 7 is deleted

DI - Drug-Free Workplace Program - 22737

CU - Drug-Free Workplace Program - 22800

Broken links: *Chapter 1: Importance of a Drug-Free Workplace > Summary of Chapter 1: Importance of a Drug-Free Workplace*

Old version – <http://www.legacyhealth.org/body.cfm?id=779>, <http://workplace.samhsa.gov>

New version – page removed, outdated information

DI - Employees With Disabilities for Managers - 1773

(1) Missing feedback: *Employees with Disabilities for Managers > Employment Issues > Knowledge Check Q#8*

Old version – incorrect answer feedback: “Incorrect.”

New version – incorrect answer feedback: “Incorrect. The correct answer is “Accommodations.””

(2) Missing feedback: *Employees with Disabilities for Managers > Employment Issues > Knowledge Check Q#9*

Old version – incorrect answer feedback: “Incorrect.”

New version – incorrect answer feedback: “Incorrect. The correct answer is “Essential.””

(3) Missing feedback: *Employees with Disabilities for Managers > Putting It All Together > Knowledge Check Q#2*

Old version – incorrect answer feedback: “Incorrect.”

New version – incorrect answer feedback: “Incorrect. Visual abilities (e.g., close vision and color vision) are needed to see computer spreadsheets and read charts. Phone use involves hearing and physical abilities. Writing and speaking English involve visual, hearing, and physical abilities.”

DI - Stereotypes and Assumptions - 1785

Repeated slide: *Stereotypes and Assumptions > Putting It All Together > First Impressions?*

Old version – contained a repeated activity from a few slides before, “Stereotypes at Work” slide 8, “Lessons Learned”

New version – “Lessons Learned” activity remains, “First Impressions?” slide deleted

Escrow Accounts and Disclosures - 34827

CU - Escrow Accounts and Disclosures - 19884

DB - Escrow Accounts and Disclosures - 48187

Typo: *Chapter 1: Understanding Escrow Accounts > Understanding Escrow Accounts Summary*

Old version – “An escrow account or a home mortgage can be thought of simply as a checking or savings account designed to hold money for “

New version – “An escrow account or a home mortgage can be thought of simply as a checking or savings account designed to hold money for property taxes, homeowner’s insurance, and mortgage and flood insurance”

[SS Fed] Regulatory Authority - 87274

Typo: *The Consumer Financial Protection Bureau > Duties of the CFPB*

Old version – heading read “DDuties of the CFB”

New version – heading reads “Duties of the CFPB”