

November 13, 2021

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

2110 - IRA SECURE Act and Legislative Update – 194971

Description: With the substantial changes to IRAs in the past two years, it is hard to keep up with the new rules, revised rules, and the pending legislation.

E3 Courses

TILA - Unsecured Open-End Loans - E3 – 193600

TILA - Open-End Loans and Credit Cards - E3 – 193840

Flood Insurance - E3 – 194234

Regulation Updates:

The following courses have been updated:

- Fair Debt Collection Practices Act – 12
- CU - Fair Debt Collection Practices Act – 17185

These courses have been updated to reflect the two rules affecting the Fair Debt Collection Practices Act. The first rule focuses on debt collection communications and clarifies the FDCPA's prohibitions on harassment and abuse, false or misleading representations, and unfair practices by debt collectors when collecting consumer debt. The second rule clarifies disclosures debt collectors must provide to consumers at the beginning of collection communications. This rule also prohibits debt collectors from suing or threatening to sue consumers on time-barred debt.

Maintenance Updates:

The following courses have been updated:

Telemarketing Consumer Fraud and Abuse Prevention Act – 14468

CU - Telemarketing Consumer Fraud and Abuse Prevention Act – 30275

Unclear wording: *Pre- and Post-Test > Q19*

Old version – Question: “Disclosures that accompany commercial communications offering mortgage assistance relief services must meet all of the following requirements, EXCEPT ~~that~~ disclosures in:”

New version – Question: “Disclosures that accompany commercial communications offering mortgage assistance relief services must meet all of the following requirements, EXCEPT:”

Right to Financial Privacy Act (RFPA) - E3 – 150809

Incorrect answer: *Pre- and Post-Test > Q4*

Old version – Correct answer marked as “An affidavit.”

New version – Correct answer marked as “A search warrant.”

Mortgage Servicing Compliance - Payment Processing – 162388

Typo: *Pre- and Post-Test > Q21*

Old version – There was an additional blank question at the end of the pre-test.

New version – This question has been deleted.

Truth in Lending Act - Regulation Z – 5442

CU - Truth in Lending Act - Regulation Z – 17157

Relevancy: *TILA and Regulation Z > Finance Charge and APR > Annual Percentage Rates*

Old version – Contained a paragraph titled “Annual Percentage Rate Calculation Program for Windows (APRWIN).”

New version – Paragraph deleted, as APR WIN has been discontinued.

Flood Insurance – 32

CU - Flood Insurance – 16373

Relevancy: *Flood Insurance Basics > Noncompliance > Flood Penalties AND Knowledge Check*

Old version – “As a result of that amendment, the maximum assessment of the penalty for violating flood insurance requirements is the new maximum of \$2,187 per violation.”

The correct answer was marked as \$2,187.

New version – “As a result of that amendment, the maximum assessment of the penalty for violating flood insurance requirements is the new maximum of \$2,000 per violation.”

The correct answer has been updated to \$2,000.

Anti-Money Laundering (AML) – 66739

CU - Anti-Money Laundering (AML) – 67338

Additional Information: *Money Laundering Process > Step 1: Placement > Smurfing*

Old version – “A **smurf** is a person who deposits cash or monetary instruments into someone else's account. The smurf may be making deposits as a favor for a friend or for a total stranger. The smurf may or may not have any idea that the money is obtained from illegal activities. Always watch for deposits made by someone other than the accountholder.”

New version – “Smurfing is a form of structuring where one or more runners, acting in conjunction with or on behalf of other persons, conducts multiple transactions to avoid currency

reporting requirements. A **smurf** is a person who deposits cash into someone else's account. The smurf may be making deposits as a favor for a friend or for a total stranger. The smurf may or may not have any idea that the money is obtained from illegal activities.

Keep in mind that smurfing doesn't just involve breaking down large amounts of cash for teams of persons to deposit into various accounts at various institutions. It can also involve evading reporting requirements under the Travel Rule and related recordkeeping requirements.

Always watch for deposits made by someone other than the accountholder."

Active Shooter Response for Financial Institutions – 69222

Updated link: Dynamics of Active Shooter Incidents > Active Shooter Response > Additional Resources

Old version – The Additional Resources contained a link to a YouTube video.

New version – The Additional Resources contains a link to an educational institution's website.

The SAFE Act - E3 – 145332

Relevancy: *Pre- and Post-Test > Q4*

Old version – "Individuals who receive 'compensation or gain,' as used in the definition of mortgage loan originator, include individuals who earn:"

New version – Question deleted, as it is not explicitly covered in the course.

Automated Clearing House (ACH) – 163

CU - Automated Clearing House (ACH) – 17208

Updated figure: *ACH > Transaction Flow > Same Day ACH Process (cont.)*

Old version – Payment cap listed as \$25,000.

New version – Payment cap updated to \$100,000.

Unplugged: Equal Credit Opportunity Act – 68631

Typo: *Pre- and Post-Test > Q13*

Old version – "This compliant has been handled properly."

New version – "This complaint has been handled properly."

Fair Debt Collection Practices Act (FDCPA) – 12

CU - Fair Debt Collection Practices Act (FDCPA) – 17185

Typo: *Consumer Communication > Locating a Consumer > Knowledge Check*

Old version – Answer option “Communicate only once unless the consumer requests further communication” marked as correct.

New version – Answer option “Communicate only once unless the consumer requests further communication” unselected as a correct answer.

Reserve Requirements - Regulation D – 45

CU - Reserve Requirements - Regulation D – 23102

Update: *Pre- and Post-Test > Q28*

Old version – Answer option “Both savings and money market accounts” marked as correct.

New version – Answer option “None of the above” reworded to “None of the above based on regulatory changes in 2020” and marked as correct.

The following courses have been reviewed for normal course maintenance, with minor adjustments to wording implemented as necessary:

- LE1 - Introduction to Management Basics – 1880
- LE2 - Time Management – 1881
- LE4 - How to Lead and Participate Effectively in Meetings – 1883
- LE5 - Coaching and Feedback – 1884
- LE7 - Handling Conflict – 1886
- LE8 - Sharpening Your Interviewing Skills – 1887
- LE10 - Introduction to Project Management Concepts – 1889
- CU - Drug-free Workplace Program – 22800
- Customer Service – 4506
- FSC - Customer Service – 24290
- REAL Sales 1 - The Other Side of Service – 1902
- REAL Sales 2 - Adding Value Through Cross-selling – 1903
- REAL Sales 3 - Adding Value Through Upselling – 1904
- REAL Sales 4 - Overcoming Resistance – 1906
- REAL Customer Service 1 - Showing Customers You Care – 1909
- Mortgage Servicing Compliance - Payment Processing – 162388
- REAL Customer Service 2 - Using Language to Serve the Customer – 1910
- REAL Customer Service 3 - Opening the Conversation – 1911
- REAL Customer Service 4 - Diagnosing Customer Needs – 1922

- REAL Customer Service 5 - Responding to Customer Requests – 1923
- REAL Customer Service 7 - That's a Wrap: Closing the Conversation – 1925

Mortgage Course Updates:

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

- Home Mortgage Disclosure Act (HMDA) – 12557

Retired Courses:

There are no courses being retired this month.