

BANKING LIBRARY



An HSI Company

Topics are highlighted in orange.

Courses in series (highlighted in black) are shown in order they should be viewed.

Courses are also highlighted by Closed Caption (CC) options.

CLOSED CAPTIONS BY ABBREVIATION

EN	English
ES	Spanish
ZH	Chinese (Simplified)
DE	German
FR	French
CF	French Canadian
PT	Portuguese
TH	Thai

Course/Topic Title	CC
Financial Basics	
Banks	
Bank Regulations	
Assets	
Calculating Percentages	
Interest Rates	
Credit Unions	
Credit Union Regulations	
Credit Union Services	
Credit Union and Banks: The Differences	
Check Kiting	
Components of Check Fraud	
Types of Check Fraud	
Teller Cash Handling	
Responsibilities of the Teller	
ACH	
Check Processing	
Escrow Accounts	
Cross Selling	
Handling Consumer Complaints	
Nondeposit Investment Products	
The Importance of Good Communication Skills	
Robbery Training	
Pandemic Planning	
Quality Customer Service	
Four Basic Elements	
Phone Calls	
Customer Interactions	
Loan Processing	
Taking the Application	
Verification	
Compliance	
Underwriting	
The Decision	
Financial Compliance	
Right to Financial Privacy Act, Part 1	
Right to Financial Privacy Act, Part 2	
Identity Theft: Red Flags Rule	
Adult Financial Abuse	
Adult Financial Abuse – California	
Lending Laws	
Consumer Bribery Act	
Bank Bribery Act	
Office of Foreign Asset Control	
Truth in Lending and Regulation Z	EN,ES,ZH,FR,CF,DE,PT,TH
FDIC	
Regulation W	
Regulation O	
Fair Debt Collection Practices Act	
Regulation BB	

Course/Topic Title	CC
Fair Credit Reporting Act	
Regulation C: Home Mortgage Disclosure Act	
Regulation DD	EN,ES,ZH,FR,CF,DE,PT,TH
Fair Housing Act	
HPA	
ECOA Reg-B	
Negotiable Instruments and Endorsement	
National Flood Insurance Program	
Reform, Recovery, and Enforcement Act of 1989	
Federal Reserve and Monetary Policy	
Regulation B: What is the Equal Credit Opportunity Act?	EN,ES,ZH,FR,CF,DE,PT,TH
Right to Financial Privacy Act	
Introduction	EN,ES,ZH,FR,CF,DE,PT,TH
Gramm-Leach-Bliley Act – Title V	EN,ES,ZH,FR,CF,DE,PT,TH
USA PATRIOT Act	EN,ES,ZH,FR,CF,DE,PT,TH
Foreign Corrupt Practices Act	
Core Concepts	EN,ES,ZH,FR,CF,DE,PT,TH
Compliance	EN,ES,ZH,FR,CF,DE,PT,TH
Regulation E	
Overview	EN,ES,ZH,FR,CF,DE,PT,TH
Electronic Check Conversion	EN,ES,ZH,FR,CF,DE,PT,TH
Disclosures Part 1	EN,ES,ZH,FR,CF,DE,PT,TH
Disclosures Part 2	EN,ES,ZH,FR,CF,DE,PT,TH
Electronic Transaction Overdraft Services Opt-In	EN,ES,ZH,FR,CF,DE,PT,TH
Issuance of Access Devices	EN,ES,ZH,FR,CF,DE,PT,TH
Error Resolution and Consumer Liability Part 1	EN,ES,ZH,FR,CF,DE,PT,TH
Error Resolution and Consumer Liability Part 2	EN,ES,ZH,FR,CF,DE,PT,TH
Error Resolution and Consumer Liability Part 3	EN,ES,ZH,FR,CF,DE,PT,TH
Receipts and Periodic Statements	EN,ES,ZH,FR,CF,DE,PT,TH
Preauthorized Transfers	EN,ES,ZH,FR,CF,DE,PT,TH
The Prepaid Rule Part 1	EN,ES,ZH,FR,CF,DE,PT,TH
The Prepaid Rule Part 2	EN,ES,ZH,FR,CF,DE,PT,TH
Changes in July 2010	
Bank Secrecy Basics	
Better Safe Than Sorry	EN,ES,ZH,FR,CF,DE,PT,TH
What is Money Laundering?	EN,ES,ZH,FR,CF,DE,PT,TH
So What's the Big Deal?	EN,ES,ZH,FR,CF,DE,PT,TH
Manipulating the System	EN,ES,ZH,FR,CF,DE,PT,TH
Structuring and Layering and Integration, Oh My!	EN,ES,ZH,FR,CF,DE,PT,TH
Bank Secrecy for Frontline Employees	
What Do You Do With \$10,000 in Cash?	EN,ES,ZH,FR,CF,DE,PT,TH
The Customer Is Always Right...Except When They Aren't	EN,ES,ZH,FR,CF,DE,PT,TH
Why Are You So Suspicious?	EN,ES,ZH,FR,CF,DE,PT,TH
What SAR? I Don't Know Anything About an SAR.	EN,ES,ZH,FR,CF,DE,PT,TH
Who is a Customer and How Do You Prove It?	EN,ES,ZH,FR,CF,DE,PT,TH
The List	EN,ES,ZH,FR,CF,DE,PT,TH
Bank Secrecy for Management and Operations	
120 Hours and Counting	EN,ES,ZH,FR,CF,DE,PT,TH
Giving More Than 100%	EN,ES,ZH,FR,CF,DE,PT,TH
Exceptions to the Rule	EN,ES,ZH,FR,CF,DE,PT,TH

Course/Topic Title	CC
Red Flags Ahead	EN,ES,ZH,FR,CF,DE,PT,TH
Banking the Unbanked	EN,ES,ZH,FR,CF,DE,PT,TH
Cash-less Money Laundering	EN,ES,ZH,FR,CF,DE,PT,TH
True Stories of Money Laundering	EN,ES,ZH,FR,CF,DE,PT,TH
Putting the Pieces Together	EN,ES,ZH,FR,CF,DE,PT,TH
The New I-9 Form	EN,ES,ZH,FR,CF,DE,PT,TH
Insider Trading	EN,ES,ZH,FR,CF,DE,PT,TH
Real Estate Settlement Procedures Act (RESPA)	
Disclosures	EN,ES,ZH,FR,CF,DE,PT,TH
Kickbacks, Title Insurance, and Escrows	EN,ES,ZH,FR,CF,DE,PT,TH
Regulation CC	
Expedited Funds Availability Act: Basics	EN,ES,ZH,FR,CF,DE,PT,TH
Expedited Funds Availability Act: Exception Holds	EN,ES,ZH,FR,CF,DE,PT,TH
Expedited Funds Availability Act: Check 21	EN,ES,ZH,FR,CF,DE,PT,TH
Elder Financial Exploitation	
The Basics	EN,ES,ZH,FR,CF,DE,PT,TH
How Financial Institutions Can Help	EN,ES,ZH,FR,CF,DE,PT,TH
California Law	EN,ES,ZH,FR,CF,DE,PT,TH