



2020 Course Retirements

Retiring Course	Retiring Course Title	Replacement Course	Replacement Course Title
20122	Reg W: An In-Depth Look	30214B	Regulation W: Comprehensive
20318	Handling Challenging Situations	30102B/C/M/N	Customer Service: Handling Difficult Situations
20374	Reg W: Basic Concepts	30213B	Regulation W: Essentials
50013	Business Writing: Letters and Emails	50005	Business Writing: Being Effective
20011CL/CLC	Flood Insurance for Commercial Lenders	30410B/C/M/N	Flood Disaster Protection Act (FDPA) Compliance
20011LS/LSC/LSM	Flood Insurance for Loan Servicers	32002B/C/M/N	Mortgage Servicing: Force-Placed Insurance and Escrow
20011ML/MLC/MLM/MLN	Flood Insurance for Mortgage Loan Originators	31411B/C/M/N	Mortgage Processing: Ordering Reports
20016/C	Teller Success: Money Handling	31112B/C/N	Frontline: Money Handling
20018/C	Teller Success: Customer Priority	31135B/C/N	Frontline: Customer Service and Support
20022/C	Reg CC: Customer Disclosures Reg CC: Member Disclosures	30302B/C	Regulation CC: Comprehensive
20023/C	Teller Orientation: Regulatory Signage	31102B/C/N	Frontline: Providing Disclosures
20025/C	Teller Orientation: Regs and Liability Prevention	31102B/C/N	Frontline: Providing Disclosures
20027/C/M/N	Reg B: Nine Prohibited Discrimination Factors	30402B/C/M/N	Regulation B: Essentials
20028/C/M/N	Reg B: Prescreening, Cosigners, and Disparate Treatment	30401B/C/M/N	Reg B: Comprehensive
20033BACKNO/ BACKNOC/BACKMNO/ BACKNON	Privacy for Back Office Personnel: No Opt-Out Edition	31300B/C	Deposit Operations: Privacy Considerations
20033COM/COMC/ COMM/COMN	Privacy for Compliance Officers: Opt-Out Edition	30310B/C/M/N	Understanding Privacy: The Gramm-Leach-Bliley Act (GLBA)
20033COMNO/ COMNOC/COMMNO/ COMMON	Privacy for Compliance Officers: No Opt-Out Edition	30310B/C/M/N	Understanding Privacy: The Gramm-Leach-Bliley Act (GLBA)
20033FRNTM	Privacy for Frontline Personnel - Opt-Out Edition	31120B/C/N	Frontline: Privacy Considerations
20033FRNTMNO	Privacy for Frontline Personnel - Opt-Out Edition	31120B/C/N	Frontline: Privacy Considerations



Retiring Course	Retiring Course Title	Replacement Course	Replacement Course Title
20033MGT/MGTC/ MGTM/MGTN	Privacy for Management Personnel- Opt-Out Edition	31203B/C	Sales Leadership: Deposit Products
20033MGTNO/ MGTNOC/MGTMNO/ MGTNON	Privacy for Management Personnel- No Opt-Out Edition	31203B/C	Sales Leadership: Deposit Products
20043/C	Tellers: Cross-Selling... A Customer Service Skill	31134B/C	Frontline: Sales and Cross-Selling
20052/C	New Account Orientation: Regs and Liability Prevention	30110B/C	Deposit Accounts: Counseling Customers and Opening Accounts
20053/C	New Account Orientation: Regulatory Signage	30110B/C	Deposit Accounts: Counseling Customers and Opening Accounts
20054/C	New Account Orientation: Regs and Disclosures	30110B/C	Deposit Accounts: Counseling Customers and Opening Accounts
20063/C	Banking: Organization and Regulation Credit Unions: Organization and Regulation	30103B/C	Retail Banking Basics: Products
20064/C	Banking: Organization and Regulation Credit Unions: Organization and Regulation	30105B/C	Retail Banking Basics: Ownership and Financial Management
20070/C	Teller Operations: Identification	31104B/C/N	Frontline: Identifying Information
20089/C	Reg CC: New Account Security	30122B/C	New Account Fraud
20090/C	Reg CC: Check Kiting	31121B/C/N	Frontline: Check Fraud Prevention
20113/C/M/N	ADA: Public Accommodations	30614B/C/M/N	Americans with Disabilities Act (ADA): Public Accommodations
20121/C	Check 21: Purpose of the Act	30301B/C	Regulation CC: Essentials
20202CS	Ethics: Policy and Personal Judgment for Customer Service	31903B/C/M/N	Contact Center: Sales Process and Ethics
20202LEN/LENC/ LENM/LENN	Ethics: Policy and Personal Judgment for Lenders	31513B/C/M/N	Consumer Lending: Ethics
20202TEL/TELC	Ethics: Policy and Personal Judgment for Tellers	31138B/C/N	Frontline: Ethics and the Bank Bribery Act
20204MGT/MGTC	BSA: Managements Perspective	31207B/C	Sales Leadership: BSA and AML
20205MGT/MGTC	SAR: Managements Involvement	31207B/C	Sales Leadership: BSA and AML
20205OPS/OPSC	SAR: Essentials for Operations	31308B/C	Deposit Operations: BSA and AML Considerations
20302/C/M/N	Consumer Lending Basics	31502B/C/M/N	Consumer Lending: Understanding the Application Process



Retiring Course	Retiring Course Title	Replacement Course	Replacement Course Title
20317/M	Underwriting Consumer Loans	31530B/C/M/N	Consumer Lending: Examining Character, Capacity, and Collateral
20320/M/N	Underwriting Residential Mortgage Loans	31431B/C/M/N 31432B/C/M/N 31433B/C/M/N	Mortgage Underwriting: Examining Collateral Mortgage Underwriting: Examining Capacity and Capital Mortgage Underwriting: Examining Character
20329/C/M/N	RML: Complying with the Real Estate Settlement Procedures Act	30450B/C/M/N	Real Estate Settlement Procedures Act (RESPA): Essentials
20330/C/M/N	RESPA: An Introduction and Applicability	30450B/C/M/N	Real Estate Settlement Procedures Act (RESPA): Essentials
20331/C/M/N	RESPA: Key Disclosures and Procedures	30450B/C/M/N	Real Estate Settlement Procedures Act (RESPA): Essentials
20332/C/M/N	RML: Complying With Regulation Z	30420B/C/M/N	Reg Z: Fundamentals for Real Estate Loans
20333/C/M/N	Laws and Regulations for Mortgage Lending	30419B/C/M/N	Mortgage Basics: Steps in Lending
20334/C/M/N	Basics of Residential Mortgage Loans	30419B/C/M/N	Mortgage Basics: Steps in Lending
20335/C/M/N	The Mortgage Lending Process	30419B/C/M/N	Mortgage Basics: Steps in Lending
20341/C/N	Board of Directors: An Introduction	31600B/C/M/N	Executive Leadership: Role of the Executive Leadership
20342/C/N	Board of Directors: General Direction and Control	31611B/C/M/N	Executive Leadership: Strategic Planning
20343/C/N	Board of Directors: Ensuring Safety and Soundness	31602B/C/M/N	Executive Leadership: Safety and Soundness
20344/C/N	Board of Directors: Practicing Impartial Administration	31605B/C/M/N	Executive Leadership: Ethics
20345/C/N	Board of Directors: Basic Finance and Accounting Practices	31603B/C/M/N	Executive Leadership: Asset Liability Management and Financial Risk
20346/C/N	Board of Directors: Regulatory Overview for Directors	31601B/C/M/N	Executive Leadership: Importance of Compliance
20347/C/N	Board of Directors: Comprehension Test	(Board of Directors curriculum)	(Board of Directors curriculum – Bank) (Board of Directors curriculum – Credit Union)
20400/C	Reg E Game Show	33000B/C	Reg E Game Show
20401/C/M/N	FCRA and FACT Act Game Show	33001B/C/M/N	FCRA and FACT Act Game Show



Retiring Course	Retiring Course Title	Replacement Course	Replacement Course Title
20402/C	New Hire: Game Show!	33003B/C	New Hire Game Show
20403/C	BSA Game Show	33002B/C	BSA Game Show
4002B/C/M/N	2015 HMDA Final Rule: Coverage Changes	30440B/C/M/N	HMDA Fundamentals
4003B/C/M/N	2015 HMDA Final Rule: Disclosure and Data Submission	30440B/C/M/N	HMDA Fundamentals
50122	Customer Loyalty Improvement	NA	NA
50148	We Have What They Need	50290	Sales is Such Great Service
50149	Only A Minute?	50290	Sales is Such Great Service
50152	Exceeding Customer Expectations	50290	Sales is Such Great Service
50196	Selecting Top Talent	NA	NA
50198	Performance Appraisal Basics	NA	NA
50213	The Family and Medical Leave Act	NA	NA