



## Learning & Development Newsletter



### 200+ Documents and Resources: Available in September

All BAI Learning Manager customers **will have access** to more than 200 documents including key content such as topic overviews, checklists, red flags, whitepapers, videos, and highly requested job aids such as “How to Complete a SAR” and “How to Complete a CTR”.

**Students** will experience BAI’s easy reference user interface throughout:

- *Search* for documents in our catalog
- *Browse* the newly created Documents library
- *Clicking on the associated Heart* a resource can be pinned to your Student Dashboard
- *My Documents* section of the Student Dashboard allows key resources to be referenced quickly

**My Documents (4)**

 The \$3,000 Rule for Negotiable Instruments [Overview]	 Completing a Suspicious Activity Report (SAR) [Process]	 Bank Secrecy Act (BSA) [Overview]	 Customer Identification Program (CIP) [Checklist]
<a href="#">Launch</a> <a href="#">Details</a>	<a href="#">Launch</a> <a href="#">Details</a>	<a href="#">Launch</a> <a href="#">Details</a>	<a href="#">Launch</a> <a href="#">Details</a>

Additionally, Documents Data Report will be available to Training Administrators and Managers, so they can track document and resource views.

**Additional Reports**



**Documents Data Report**

The documents data report is your go-to report for documents. It displays all student viewing data for BAI policy and resource documents, and custom documents uploaded by your organization within a given date range.

[Launch Report](#)

Visit [BAI L&D Connect](#)® or reach out to learn more.

## 2021 Courseware Retirements

We understand that you need the latest, most up-to-date information to train your organization. BAI is continuously updating our courseware to stay ahead of industry issues. **Effective December 31, 2021, BAI will discontinue several courses and replace them with updated courses from the BAI courseware library.**

As a result, we do recommend you remove these courses from your 2022 training plans.

Similarly, we recommend that all learners enrolled in these courses complete them prior to December 31, 2021.

[List of Courses to be Removed and Recommended Replacements](#)

Visit [BAI L&D Connect](#)® to view the complete list of course updates.

## New Course Releases

This past month BAI added new interactive courses including:

[Compliance Libraries](#)

- [30703BCMN](#) - The GLBA and Consumer Privacy for Money Services Businesses

## [Professional Development Libraries](#)

- [50049](#) - Multigenerational Workforce
- [50050](#) - Gender Identity

Visit [BAI L&D Connect](#)® to view the complete list of course updates.

## Upcoming Webinar

### Looking into the compliance crystal ball

September 9 | 1:00 - 2:00 PM CT

So often our compliance focus is on what's in the rearview mirror—but in order to fully understand your compliance risk profile, you also need to keep an eye toward what's on the horizon. Join us as we look at current trends in regulatory compliance and pending rules and break down what we might expect from the new(er) administration.

Presenter:

**Kathy Enbom, *Principal*, Wipfli LLP**

[Sign Up Now](#)

## 90 Day Outlook

Published monthly, the 90 day regulatory outlook identifies recent regulatory announcements and key dates for the upcoming 90 days, and identifies related BAI course updates and resources.

[View Now](#)



90 Day  
Outlook

## Upcoming BAI Holiday

BAI will be closed Monday, September 6th in observation of Labor Day.



## ***BAI Banking Strategies:*** **Industry Thought Leadership**

### **Banks must prepare for a new debt collection rule**

When a bank or credit union improves its collections operation, it increases the odds of being top-of-wallet when customers start paying back what they owe.

[Read more »](#)

### **How the pandemic changed customer service**

In branches, apps and call centers, banks and credit unions learned lessons that they will apply in the years ahead. [Read more »](#)

### **Enabling team collaboration to drive next-gen CX**

Integrated contact centers and unified communications at banks and credit unions can increase the efficacy of business processes and improve customer engagement. [Read more »](#)

### **Changing the thinking on compliance training**

Financial institutions face more rules issued by regulators each year, and that means ever more compliance training to make sure those rules are known and followed. Adding to this training burden are educational efforts to try to counter the cybersecurity threats that these firms increasingly face. [Read more »](#)

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