



# 2021 Course Retirements

Retiring Code	Retiring Course	Retiring Duration	Replacement Code	Replacement Title	Replacement Duration
20003/C	<a href="#">BSA: How to Comply</a>	30 minutes	30505B/C/M/N	<a href="#">BSA Reporting: CTRs and Suspicious Activity</a>	45 minutes
20005/C	<a href="#">BSA: Wire Transfers and Recordkeeping Requirements</a>	30 minutes	31305B/C	<a href="#">Deposit Operations: ACH, Wire, and Remittance Transfers</a>	25 minutes
20011/C/M/N	<a href="#">RMR: Complying with the Flood Disaster Protection Act</a>	30 minutes	4250B/C/M/N	<a href="#">Flood Determinations and Notification [Mini-Course]</a>	5 minutes
20017/C	<a href="#">Teller Success: Negotiable Instruments</a>	30 minutes	31113B/C/N	<a href="#">Frontline: Negotiable Instruments</a>	20 minutes
20021/C	<a href="#">Reg CC: Exceptions &amp; The Next-Day Rule</a>	30 minutes	4020B/C	<a href="#">Reg CC: Delaying Funds Availability [Mini-Course]</a>	5 minutes
20024/C	<a href="#">Teller Orientation: Regs and Disclosures</a>	60 minutes	31102B/C/N	<a href="#">Frontline: Providing Disclosures for Reg E, Reg DD, Reg CC, and Privacy</a>	15 minutes
20029/C/M/N	<a href="#">Regulation B: Notification Requirements</a>	30 minutes	30402B/C/M/N	<a href="#">Regulation B: Essentials</a>	15 minutes
20030/C/M/N	<a href="#">Reg B: Credit and Loan Handling</a>	30 minutes	4067B/C/M/N	<a href="#">Reg B: Adverse Action Notifications [Mini-Course]</a>	5 minutes
20032/C	<a href="#">IRA Fundamentals</a>	30 minutes	30340B/C/N	<a href="#">Understanding IRAs</a>	30 minutes
20033FRNT/FRNTC	<a href="#">Privacy for Frontline Representatives - Opt-Out Edition</a>	30 minutes	31120B/C/N	<a href="#">Frontline: Privacy Considerations</a>	20 minutes
20048	<a href="#">TISA: Disclosure Requirements</a>	30 minutes	30326B	<a href="#">Reg DD: Essentials</a>	45 minutes
20048C	<a href="#">Truth in Savings: Disclosure Requirements</a>	30 minutes	30326C	<a href="#">Reg DD: Essentials</a>	45 minutes



Retiring Code	Retiring Course	Retiring Duration	Replacement Code	Replacement Title	Replacement Duration
20051/M/N	<a href="#">Key Essentials of Customer Service</a>	30 minutes	30101B/M/N	<a href="#">Customer Service Essentials</a>	25 minutes
20051C	<a href="#">Key Essentials of Member Service</a>	30 minutes	30101C	<a href="#">Member Service Essentials</a>	25 minutes
20056/C/M/N	<a href="#">FCRA: Credit Reporting Regulations</a>	30 minutes	30324B/C/M/N	<a href="#">Fair Credit Reporting Act (FCRA): Essentials</a>	20 minutes
			30325B/C/M/N	<a href="#">Fair Credit Reporting Act (FCRA): Comprehensive</a>	30 minutes
20059/C	<a href="#">Reg O: An Overview</a>	30 minutes	30330B	<a href="#">Regulation O: Essentials</a>	15 minutes
20060/C	<a href="#">Regulation O: How to Comply</a>	30 minutes	30330B	<a href="#">Regulation O: Essentials</a>	15 minutes
20062	<a href="#">Banking: An Introduction</a>	60 minutes	30106B	<a href="#">Retail Banking Basics: Regulatory Agencies</a>	40 minutes
20065/C	<a href="#">Disaster Recovery</a>	60 minutes	30120B/C/M/N	<a href="#">Business Continuity Planning</a>	30 minutes
20069/C	<a href="#">Teller Operations: Endorsements</a>	30 minutes	31113B/C/N	<a href="#">Frontline: Negotiable Instruments</a>	20 minutes
20073/C/M/N	<a href="#">Fair Lending: Implementation, Monitoring, and Review</a>	60 minutes	30403B/C/M/N	<a href="#">Fair Lending: Essentials</a>	30 minutes
20074	<a href="#">FDIC: An Overview</a>	30 minutes	30328B	<a href="#">Federally Insured Accounts</a>	40 minutes
20075	<a href="#">FDIC: Federally Insured Accounts</a>	60 minutes	30328B	<a href="#">Federally Insured Accounts</a>	40 minutes
20075C	<a href="#">NCUA Insurance: Protecting Members Shares</a>	30 minutes	30328C	<a href="#">Federally Insured Accounts</a>	20 minutes
20076	<a href="#">FDIC: Employee Benefit Plans</a>	30 minutes	30328B	<a href="#">Federally Insured Accounts</a>	20 minutes



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20077/C	<a href="#">Safe Deposit Boxes: Opening Procedures</a>	30 minutes	30107B/C	<a href="#">Safe Deposit Boxes</a>	25 minutes
20078/C	<a href="#">Safe Deposit Boxes: Daily Routines</a>	30 minutes	30107B/C	<a href="#">Safe Deposit Boxes</a>	25 minutes
20079/C/M/N	<a href="#">Appraisal Requirements: How to Comply</a>	30 minutes	30411B/C/M/N	<a href="#">Appraisals and Evaluations: Essentials</a>	25 minutes
			30412B/C/M/N	<a href="#">Appraisals and Evaluations: Comprehensive</a>	45 minutes
20080/C	<a href="#">Credit Cards: Regulations and Liabilities</a>	30 minutes	31512B/C/N/M	<a href="#">Consumer Lending: Credit Cards</a>	25 Minutes
			31809B/C	<a href="#">Commercial Lending: Reg Z, Reg B, and Other Rules for Credit Cards</a>	20 Minutes
20083/C/M/N	<a href="#">SAR: Be On Guard</a>	30 minutes	30503B/C/M/N	<a href="#">SAR: Responding to the Suspicious</a>	60 minutes
20085/C/N	<a href="#">The Key Essentials to Selling</a>	30 minutes	30121B/C	<a href="#">Successful Selling: A Process Approach</a>	45 minutes
20086/C	<a href="#">The Key Essentials of Advanced Selling: A Coaching and Training Tool</a>	30 minutes	30121B/C	<a href="#">Successful Selling: A Process Approach</a>	45 minutes
20088/C	<a href="#">Reg CC: An Overview of Check Fraud Prevention</a>	30 minutes	31121B/C/N	<a href="#">Frontline: Check Fraud Prevention</a>	30 minutes
20091	<a href="#">Trust Compliance</a>	60 minutes	32103B/C/N	<a href="#">Wealth Management: Wills, Advance Directives, and Trusts</a>	30 minutes
20096/C	<a href="#">Commercial Lending: An Introduction</a>	30 minutes	31800B/C	<a href="#">Commercial Lending: UDAAAP, Reg B, and Other Fair Lending Issues</a>	20 minutes



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20114/C	<a href="#">Reg D: Reserve Requirements</a>	30 minutes	30321B/C	<a href="#">Reg D: Complying with Reserve Requirements</a>	30 minutes
			30322B/C	<a href="#">Reg D: Understanding Reserve Requirements</a>	30 minutes
20117/C/M/N	<a href="#">Fair Debt Collection Practices Act</a>	30 minutes	30123B/C/M/N	<a href="#">Understanding the Fair Debt Collection Practices Act (FDCPA)</a>	30 minutes
20120/M/N	<a href="#">Customer Service: Telephone Excellence</a>	30 minutes	31904B/C/M/N	<a href="#">Contact Center: Inbound Communications</a>	25 minutes
20120C	<a href="#">Member Service: Telephone Excellence</a>	30 minutes	31904B/C/M/N	<a href="#">Contact Center: Inbound Communications</a>	25 minutes
20132/C	<a href="#">Nondeposit Investment Products (NDIPs) for Frontline Employees</a>	30 minutes	30334B/C	<a href="#">Nondeposit Investment Products (NDIPs)</a>	30 minutes
20165/C/M/N	<a href="#">Pandemic Planning</a>	30 minutes	30120B/C/M/N	<a href="#">Business Continuity Planning</a>	30 minutes
20166/C	<a href="#">Preventing Embezzlement</a>	20 minutes	30124B/C	<a href="#">How to Prevent Embezzlement</a>	20 minutes
20202MSC	<a href="#">Ethics: Policy and Personal Judgment for Member Service</a>	30 minutes	30101C	<a href="#">Member Service Essentials</a>	25 minutes
20204OPS/OPSC	<a href="#">BSA: The Role of Operations</a>	30 minutes	31308B/C	<a href="#">Deposit Operations: BSA and AML Considerations</a>	20 minutes
20204TRS/TRSC	<a href="#">BSA: Trust Department Responsibility</a>	30 minutes	32105B/C	<a href="#">Wealth Management: BSA and AML Considerations</a>	45 minutes
20304/C/N	<a href="#">Bankruptcy and Consumer Loans</a>	75 minutes	30116B/C	<a href="#">An Overview of Chapters 7 and 13 Consumer Bankruptcy</a>	45 minutes



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20308/N	<a href="#">USA PATRIOT Act: The Financial Perspective</a>	30 minutes	30504B/C/M/N	<a href="#">USA PATRIOT Act: Managing Compliance</a>	40 minutes
20312/C	<a href="#">New Account Fraud Prevention</a>	90 minutes	30122B/C	<a href="#">New Account Fraud</a>	25 minutes
20314	<a href="#">Introduction to Checks</a>	60 minutes	31113B/C/N	<a href="#">Frontline: Negotiable Instruments</a>	20 minutes
20315/N	<a href="#">Building a Foundation for Successful Sales</a>	60 minutes	30121B/C	<a href="#">Successful Selling: A Process Approach</a>	45 minutes
20316/N	<a href="#">Sales: Asking for the Business</a>	30 minutes	30121B/C	<a href="#">Successful Selling: A Process Approach</a>	45 minutes
20319/M/N	<a href="#">Servicing Consumer Loans</a>	90 minutes	32009B/C/M/N	<a href="#">Mortgage Servicing: Customer Service and Support</a>	20 minutes
20321/M/N	<a href="#">Telephone Techniques for Customer Interactions</a>	30 minutes	31904B/C/M/N	<a href="#">Contact Center: Inbound Communications</a>	25 minutes
20339/C/M/N	<a href="#">Marketing: Understanding the Regulations</a>	90 minutes	31130B/C/N	<a href="#">Frontline: Marketing Regulations including TCPA, CAN-SPAM and UDAAP</a>	15 minutes
			31514B/C/M/N	<a href="#">Consumer Lending: Marketing and Social Media</a>	30 minutes
20349	<a href="#">Federal Records Retention Requirements for Banks</a>	30 minutes	30113B	<a href="#">Federal Records Retention Requirements</a>	30 minutes
20349C	<a href="#">Federal Records Retention Requirements for Credit Unions</a>	30 minutes	30113C	<a href="#">Federal Records Retention Requirements</a>	30 minutes



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20349M	<a href="#">Federal Records Retention Requirements for Lenders</a>	30 minutes	30113M	<a href="#">Federal Records Retention Requirements</a>	30 minutes
20349N	<a href="#">Federal Records Retention Requirements for Financial Employees</a>	30 minutes	30113N	<a href="#">Federal Records Retention Requirements</a>	30 minutes
20371/M/N	<a href="#">Before You Foreclose</a>	30 minutes	32004B/C/M/N	<a href="#">Mortgage Servicing: Loss Mitigation and Foreclosure</a>	30 minutes
20372/M/N	<a href="#">Helping Borrowers Avoid Scams During Foreclosure</a>	30 minutes	32004B/C/M/N	<a href="#">Mortgage Servicing: Loss Mitigation and Foreclosure</a>	30 minutes
20373/M/N	<a href="#">Assessing Your Mortgage Loan Foreclosure Process</a>	30 minutes	32004B/C/M/N	<a href="#">Mortgage Servicing: Loss Mitigation and Foreclosure</a>	30 minutes
20376/N	<a href="#">BSA: Money Services Businesses</a>	30 minutes	30510B/C/M/N	<a href="#">BSA for Money Services Businesses</a>	25 minutes
20381/C/M/N	<a href="#">UDAAP: Regulation Between the Cracks</a>	30 minutes	30380B/C/M/N	<a href="#">Unfair, Deceptive, and Abusive Acts or Practices (UDAAP): Mitigating Risk</a>	30 minutes
20390/C/M/N	<a href="#">HMDA: Basic Information</a>	30 minutes	30440B/C/M/N	<a href="#">HMDA Fundamentals</a>	30 minutes
20391/C/M/N	<a href="#">HMDA: Basic Compliance</a>	30 minutes	30407B/C/M/N	<a href="#">HMDA: Enhanced Reporting Requirements</a>	30 minutes
20510/C/M	<a href="#">Introduction to the Integrated Disclosure Rule</a>	30 minutes	31470B/C/M/N	<a href="#">TILA-RESPA Integrated Disclosures</a>	30 minutes
20600/C/N	<a href="#">The Automated Clearing House Network</a>	30 minutes	30332B/C/N	<a href="#">The ACH Network</a>	45 minutes



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20601/C/N	<a href="#">The Foreign Corrupt Practices Act (FCPA)</a>	30 minutes	30215B/C/N	<a href="#">Foreign Corrupt Practices Act (FCPA) Compliance</a>	30 minutes
50027	<a href="#">What is Culture?</a>	30 minutes	50033	<a href="#">Communicating Cross Culturally</a>	30 minutes
50028	<a href="#">What is Your Culture?</a>	30 minutes	50033	<a href="#">Communicating Cross Culturally</a>	30 minutes
50031	<a href="#">Culture in the Workplace</a>	30 minutes	50033	<a href="#">Communicating Cross Culturally</a>	30 minutes
50032	<a href="#">Culture in Society</a>	30 minutes	50033	<a href="#">Communicating Cross Culturally</a>	30 minutes
50029	<a href="#">Introduction to Basic Cultural Differences</a>	30 minutes	50033	<a href="#">Communicating Cross Culturally</a>	30 minutes
50034	<a href="#">Cross Cultural Training Examination</a>	30 minutes	50033	<a href="#">Communicating Cross Culturally</a>	30 minutes
50151	<a href="#">Meeting Customer Needs with Teamwork</a>	30 minutes	50290	<a href="#">Sales is Just Great Service</a>	180 minutes
50194	<a href="#">Employee Performance Recognition</a>	60 minutes	50056	<a href="#">Delivering Effective Feedback</a>	60 minutes
50210	<a href="#">Effective Approaches to Employee Discipline</a>	60 minutes	50212	<a href="#">Employee Discipline</a>	30 minutes
50217	<a href="#">Discharging an Employee</a>	60 minutes	50212	<a href="#">Employee Discipline</a>	30 minutes
50267	<a href="#">Introduction to Emotional Intelligence</a>	30 minutes	50268	<a href="#">Mind Your Mood</a>	60 minutes
50218	<a href="#">Employee Discipline</a>	60 minutes	50212	<a href="#">Employee Discipline</a>	30 minutes