



**Learning & Development
Newsletter**

A stylized illustration of a winter forest. The background is a dark blue night sky filled with various snowflake patterns. In the foreground, a row of evergreen trees is depicted in shades of light blue and white, standing on a white, snow-covered ground. The trees vary in size and are rendered with a fine, textured pattern.

Season's Greetings

**Wishing you wonderful
holiday season and a
happy New Year.**

BAI Documents and Resources: Ability to Assign

This month, as part of BAI's Documents and Resources project, Training Administrators and Managers alike will gain the ability to **distribute** documents to their users. This new functionality enables:

- Training Administrators to add documents to Rules, or manually assign them to individual learners via the View Assignment modal
- Managers to assign them to individual direct reports, or multiple direct reports via the Add Assignment to Team modal

Distributed documents will display in users "My Documents" list on the My Dashboard page. As a reminder, all Training Administrators and Managers have access to a new Document Data Report, allowing you to track document and resource views.

Beginning in January, Training Administrators and Managers will also have the ability to create and distribute custom documents. To help get you started, we have prepared document recommendations for several roles initially. Please visit [BAI L&D Connect](#)® to review these materials and much more.

Document Recommendations

Click on a tile below to view document recommendations by role. Check back in the coming weeks for more suggestions.



The image shows four document recommendation tiles arranged horizontally. Each tile has a representative icon and a label below it. The tiles are: 1. Tellers: An icon of a teller at a desk with a computer monitor. 2. Compliance Officers: An icon of a hand pointing towards a person standing. 3. Mortgage Lending: An icon of a hand holding a stack of money. 4. Branch Managers: An icon of a group of people standing together.

Tellers Compliance Officers Mortgage Lending Branch Managers

Support Tools for 2021 Year-End

As we enter the final month of 2021, we want to make sure our customers are as well supported as possible. Whether you're running reports on year-end training, or copying rules over for the new year, BAI has various resources to help you accomplish what you need:



- [Year-end Guide](#) to Reporting and Rules (New!)
- [User Manuals](#)
- [FAQs](#)
- [Training Videos](#)
- [Walkthrough Videos](#)

As always, if you have questions about any of these topics, please feel free to reach out to your [relationship manager](#). We are committed to ensuring all your needs are met!

We Want to Hear from You



Is this newsletter helpful to you? What would you like to see more of? Is L&D Connect a valuable resource? Is there something we can do to make it more valuable? Please take a few minutes to let us know.

[Click here](#) to take a brief survey.

Coming Soon: New Microsoft Office Courses

By popular demand, BAI will soon be releasing new Microsoft Office 2019 and 365 courses later this month. These courses will be available to all customers that subscribe to the Professional Skills Series – a library that aims to enhance institutional day-to-day operations and promote organizational leadership development. If you do not currently subscribe to this library and are looking for more information, please feel free to reach out to your relationship manager. Courses to be released include:

Microsoft 2019 Word, Excel, PowerPoint, Outlook, Visio, Teams, SharePoint, and OneDrive

Microsoft 365 Word, Excel, PowerPoint, Outlook, OneNote, Yammer, and Websites

Visit [BAI Professional Development Courseware](#) to learn more.

New Course Releases

This past month BAI added new interactive courses including:

Compliance Libraries

- [4801BCM](#)N - CARES Act Considerations for Collections [Mini-Course]
- [4802BCM](#)N - The California Rosenthal Act and Debt Collection Licensing Act [Mini-Course]

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

The Fair Debt Collection Practices Act (Reg F): What to Expect Webinar

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

Regulation F implements the Fair Debt Collection Practices Act and provides some answers to those questions. The new version of the regulation is long overdue, and is effective in November 2021, making this a time sensitive topic.

This webinar will address:

- Standards to use which may be beneficial for the safe and efficient collection of loans
- Useful insights into the regulation as a whole
- Areas and sections of the regulation that will impact institutions the most

Presenter: **Bill Elliott, Young & Associates, Inc.**

[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

BAI Holiday Hours



Please note during the week of December 27th – 31st, customers will have access to customer support from 9:00 AM to 5:00 PM CST.

2021 BAI Global Innovation Awards Finalists

Category finalists for the 2021 [BAI Global Innovation Awards](#) were recently announced and include leading innovators whose solutions are driving positive change across the financial services industry worldwide. There are 32 finalists across seven categories including:



Innovation in Compliance and Risk Management

- Emirates NBD Bank: Transforming the Anti-Money Laundering Framework
- Hummingbird: Hummingbird Platform
- UnionBank of the Philippines: Credit Card Fraud Detection Model

Innovation in Human Capital

- KeyBank: Remote Intern Program
- Payactiv: Livelihood Employee Experience Platform
- Royal Credit Union: Employee Learning Experience

Additional organizations were also recognized for innovations related to consumer and small business products and services, digital transformation, environmental, societal & governance (ESG) and internal processes. Learn more about all the 2021 BAI Global Innovation Awards finalists by visiting [BAI Global Innovation Awards](#).

Winners will be announced in December 2021, so lookout for more information highlighting the winning innovations.

BAI Banking Strategies: **Industry Thought Leadership**

SMBs are an untapped opportunity for banks

In our latest BAI Executive Report, we explore how financial institutions can broaden and deepen their small business relationships. [Read more »](#)

Lessons from a 220-year-old financial player

Financial commentator Zachary Karabell joins us to discuss his new book on Brown Brothers Harriman, one of the nation's oldest financial firms, and why its story matters for banks today and in the future. [Listen now »](#)

Banks can do more to prevent fraud

Andy Shank from Vericast joins us to discuss how banks and credit unions can better protect themselves from identity fraud, account takeover and phishing attempts. [Listen now »](#)

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