



Documents and Resources by Role: Branch Manager

This list recommends relevant documents and resources based on typical tasks completed by Mortgage Loan Originators, Processors, Underwriters, and Closing Personnel and is intended to serve as a resource when sharing Document and Resource functionality with users. These documents and resources may not apply to every user in a particular role, but instead are intended to offer a starting point for utilizing these offerings. In addition to these suggested documents and resources, you may recognize other training requirements of your specific regulator, state, or financial institution.

This list is not intended as a comprehensive example of “what to assign.” Instead, it is intended to allow your institution to provide actionable insights that help your team make better business decisions, every day.

[Customer Identification Program \(CIP\) \[Overview\]](#)

1012BCM

PDF

This resource provides an overview of 30323 CIP Procedures and Protections, including what customer information should be recorded as part of the institution's CIP, how customer information should be verified, and recordkeeping and retention requirements.

[Member Identification Program \(MIP\) Requirements \[Video\]](#)

1019C

MP4

This brief video summarizes the basic requirement of institutions to implement a Member Identification Program for new accounts.

[Robbery Prevention and Response \[Overview\]](#)

1053BC

PDF

This document provides an overview of the appropriate procedures to follow during and after a robbery, as well as the various preventative measures that can be utilized to deter and/or prepare for a robbery.

[Your Disaster Checklist \[URL\]](#)

1732BCM

URL

Collecting, copying, and storing your financial information now could help you avoid problems and recover faster after a disaster. This checklist can help.



[10 Key Tips to Build a Cybersecurity Culture \[Overview\]](#)

1100BCM

PDF

This document details steps to develop a business culture of cybersecurity.

[Elder Abuse Signs and Questions \[Checklist\]](#)

1112BCM

PDF

This checklist highlights the warning signs and red flags of potential elder abuse.

[Identity Theft Prevention: Safeguarding Information \[Overview\]](#)

1115BCM

PDF

This resource provides an overview of 30313 Identity Theft Prevention: Information Security, including what types of information identity thieves target, how they may attempt to steal this information, and what employees can do to protect sensitive information.

[Right to Financial Privacy Act \[Overview\]](#)

1119BCM

PDF

This document summarizes the requirements set forth by the Right to Financial Privacy Act (RFPA), including the specific procedures that government authorities must follow when requesting private customer information from financial institutions, as well as the duties of financial institutions in providing this information.

[Understanding Privacy: The Gramm-Leach-Bliley Act \(GLBA\) \[Overview\]](#)

1120BCM

PDF

This resource provides an overview of 30310 Understanding Privacy: The Gramm-Leach-Bliley Act, including the rules for sharing consumers' and customers' nonpublic personal information with nonaffiliated third parties and notification requirements.

[Detecting Unfair, Deceptive, or Abusive Acts or Practices \(UDAAPs\) in Consumer Complaints \[Video\]](#)

1123BCM

MP4

This brief video discusses the importance of consumer complaints in identifying potential unfair, deceptive, and abusive practices and the need for financial institutions to have an effective complain management system.



[Americans with Disabilities Act \(ADA\) \[Overview\]](#)

1400BCM

PDF

This document provides an overview of Title 1 of the Americans with Disabilities Act (ADA), which prohibits employers from discriminating against individuals with disabilities and requires employers to provide reasonable accommodations for applicants and employees with disabilities.

[Equal Employment Opportunity Act \[Summary\]](#)

1402BCM

PDF

This document provides an overview of Equal Employment Opportunity (EEO) laws and how EEO protections apply in the workplace, including the hiring process.

[Examples of Workplace Harassment \[Scenario\]](#)

1410BCM

PDF

This document details scenario examples that illustrate workplace harassment.

[The Importance of Diversity and Inclusion in the Workplace \[Video\]](#)

1412BCM

MP4

This brief video summarizes the risks facing institutions that fail to promote diversity and inclusion in the workplace.

[Recognizing Sexual Harassment in the Workplace \[Video\]](#)

1414BCM

MP4

This video provides an overview of who might be a harasser in the workplace, circumstances in which harassment might occur, and who the victims can be.

[Categories of Discrimination \[Process\]](#)

1502BCM

PDF

This document identifies how to recognize different types of discrimination.



[Fair Lending Laws and Regulations at a Glance \[Overview\]](#)

1511BCM

PDF

This document gives a high-level overview of the Equal Credit Opportunity Act (ECOA), Fair Housing Act (FHA), Home Mortgage Disclosure Act (HMDA), and Community Reinvestment Act (CRA).

[Military Lending Act \(MLA\) \[Overview\]](#)

1516BCM

PDF

This document covers the Military Lending Act (MLA), which protects servicemembers from predatory lending.

[Regulation B \[Overview\]](#)

1524BCM

PDF

This document covers how Regulation B impacts various aspects of the lending process, such as applications, information requests, and notifications. It also includes a discussion of Regulation B's nine prohibited bases.

[Servicemembers Civil Relief Act \(SCRA\) \[Overview\]](#)

1527BCM

PDF

This document covers key features of the Servicemembers Civil Relief Act (SCRA), which provides relief to members of the U.S. armed forces. Key features of the SCRA include a 6% per annum limit on interest and fees on loans initiated prior to active duty, and protections for foreclosures, liens, and certain legal proceedings.