



Documents and Resources by Role: Teller

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.

[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.

[Customer Identification Program \(CIP\) Requirements \[Video\]](#)

1021BCM

MP4

This brief video summarizes the basic requirement of institutions to implement a Customer 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.

[Cybersecurity Risk Management \[Overview\]](#)

1105BCM

PDF

This document highlights some numbers and advice on cybersecurity.



[Federally Insured Accounts \[Overview\]](#)

1114BC

PDF

This document outlines which accounts are covered by the FDIC, the seven different ownership categories, whether or not accounts fit into the same ownership class, and the differences between trusts, testamentary, and fiduciary accounts.

[An Introduction to Identity Theft \[Video\]](#)

1102BCM

MOV

This video summarizes the purposes and consequences of identity theft and the responsibility financial institutions have to protect customer information.

[An Introduction to the Gramm-Leach-Bliley Act \(GLBA\) \[Video\]](#)

1103BCM

MP4

This video identifies what consumers the Gramm-Leach-Bliley Act protects and summarizes its requirements for financial institutions.

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

1112BCM

PDF

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

[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.

[Diversity and Inclusion \[Overview\]](#)

1409B

PDF

Intended for all employees, this document addresses the importance of diversity and inclusion in preventing bullying and harassment in the workplace and identifies the responsibilities of employees in helping to promote diversity and inclusion and address inappropriate behavior.



[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.

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

1516BCM

PDF

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

[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.

[Differences Among Types of Deposit Accounts \[Overview\]](#)

1109BC

PDF

This document summarizes the differences between savings accounts, checking accounts, and certificates of deposit (CDs).



[Cash Daily Balancing \[Checklist\]](#)

1670BC

PDF

This checklist summarizes steps for verifying cash differences in daily balancing.

[Currency Fraud \[Red Flags\]](#)

1671BC

PDF

This document details some red flags that signal the currency you are handling may be altered or counterfeit.

[New Account Fraud \[Overview\]](#)

1672BC

PDF

Intended primarily for frontline employees and their supervisors, this document summarizes six key steps to preventing new account fraud.

[Robber Description Form \[Worksheet\]](#)

1066BCM

PDF

This document lists the details law enforcement will ask witnesses to describe after a robbery.