



BAI Credit Union Series

Loan Servicing Personnel Curriculum Plan

This Curriculum Plan recommends courses based on typical tasks completed by Loan Servicing Personnel and is intended to serve as a resource when planning curriculums or Rules. In addition to these recommended courses, there may be other training requirements of your specific regulator, state, or financial institution. The courses included here mainly include subject-based courses. It is not inclusive of [role-based](#) or [mini-courses](#) that may be more appropriate for your institution.

Recommended Courses
30003C – OFAC: Addressing Risks and Red Flags
30123C - Understanding the Fair Debt Collection Practices Act (FDCPA)
30201C - Robbery Prevention and Response
30313C - Identity Theft Prevention: Safeguarding Information
30324C - Fair Credit Reporting Act (FCRA): Essentials
30325C - Fair Credit Reporting Act (FCRA): Comprehensive
30401C - Regulation B: Comprehensive
30402C - Regulation B: Essentials
30403C – Fair Lending: Essentials
30408C – Servicemember Series: Servicemember Civil Relief Act (SCRA) Protections
30410C – Flood Disaster Protection Act (FDPA) Compliance
30419C - Mortgage Basics: Steps in Lending
30420C - Reg Z: Fundamentals for Real Estate
30450C - Real Estate Settlement Procedures Act (RESPA): Essentials
31300C - Deposit Operations: Privacy Considerations
31400C - Mortgage Origination: Marketing
31401C - Mortgage Origination: Matching Products
31403C - Mortgage Origination: Completing the Application
31404C - Mortgage Origination: Collecting Information and Documentation
31410C - Mortgage Processing: Providing Disclosures
31411C - Mortgage Processing: Ordering Reports
31412C - Mortgage Processing: Verification and Documentation
31431C - Mortgage Underwriting: Examining Collateral
31432C - Mortgage Underwriting: Examining Capacity and Capital
31433C - Mortgage Underwriting: Examining Character
31460C - Mortgage Closing: Explaining Fees and Disclosures
31502C - Consumer Lending: Understanding the Application Process
31510C - Consumer Lending: Private Education Loans
31511C - Consumer Lending: Home Equity Loans



31512C - Consumer Lending: Credit Cards
31514C - Consumer Lending: Marketing and Social Media
31520C - Consumer Lending: Addressing Borrower Concerns
31521C - Consumer Lending: Borrower Protections
31540C - Consumer Lending: Considerations at Closing
31805C - Commercial Banking: Considerations at Closing
32000C - Mortgage Servicing: Overview of Servicing Rules
30425C – Regulation Z: Closed-End Credit Disclosures
34022C – Regulation Z: HPMLs and the Escrow Rule
30414C – Preparing for Foreclosure
30421C – Protecting Consumers Undergoing Foreclosure
30908C – Managing and Resolving Problem Loans
32305C – Loan Servicing for Small Business Lending
32306C – Intro to Bankruptcy for Small Business Lending

View the recommended courses by regulation and job-specific task below.

Regulation	Job-Specific Task(s)	Recommended Courses
Bank Secrecy Act (BSA)	Understand suspicious activity and Suspicious Activity Report (SAR) requirements	31434C – Mortgage Underwriting: BSA and Suspicious Activity
	Identify money laundering and terrorist financing red flags	
Bank Security Procedures	Follow bank security procedures	30201C – Robbery and Prevention Response
Equal Credit Opportunity Act (ECOA/ Reg. B)	Avoid discriminating on a prohibited basis in any aspect of a credit transaction	30403C – Fair Lending: Essentials
	Handle distressed borrowers and past-due loans	
	Ensure accurate loan set-up so credit information is reported correctly on spouses when applicable	30401C - Regulation B: Comprehensive



		30402C - Regulation B: Essentials 31805C – Commercial Banking: Considerations at Closing 31401C - Mortgage Origination: Matching Products 31403C - Mortgage Origination: Completing the Application 31404C - Mortgage Origination: Collecting Information and Documentation 31410C - Mortgage Processing: Providing Disclosures 31411C - Mortgage Processing: Ordering Reports 31431C - Mortgage Underwriting: Examining Collateral 31433C - Mortgage Underwriting: Examining Character 31460C - Mortgage Closing: Explaining Fees and Disclosures
Fair Credit Reporting Act (FCRA)	Respond to fraud or other alert on a consumer credit report Provide members copies of their credit reports Resolve disputes based on information bank is reporting to the bureau Receive and process opt-out decisions for consumer information	30324C – Fair Credit Reporting Act (FCRA): Essentials 30325C – Fair Credit Reporting Act (FCRA): Comprehensive
	Process address change and new card (debit or credit) requests Observe red flag guideline events	30324C – Fair Credit Reporting Act (FCRA): Essentials



		30325C – Fair Credit Reporting Act (FCRA): Comprehensive
Fair Debt Collection Practices Act (FDCPA)	<p>Know whether the credit union is considered a debt collector, or falls under an exemption</p> <p>Make collection efforts and speak with delinquent borrowers</p>	30123C – Understanding the Fair Debt Collection Practices Act (FDCPA)
Fair Housing Act (FHA)	Avoid discriminating on a prohibited basis in any aspect of a housing-related transaction	30403B – Fair Lending: Essentials
Flood Insurance	<p>Require escrow accounts for loans that require flood insurance</p> <p>Maintain flood insurance coverage on a covered loan even if it lapses or borrower refuses it</p> <p>Force-place insurance</p> <p>Resolve situation when flood insurance policy is written for a different flood zone than that shown on the determination form</p>	30410B – Flood Disaster Protection Act (FDPA) Compliance
Homeowners Protection Act (PMI Rules)	<p>Cancel or terminate PMI when appropriate</p> <p>Provide proper PMI disclosures for covered loans</p>	30417C – Mortgage Basics: Laws and Regulations
Information Security	Protect customer information, passwords, and other confidential information	30313C – Identity Theft Prevention: Safeguarding Information
OFAC Regulations	Block or reject funds when needed	30003C – OFAC: Addressing Risks and Red Flags
Privacy of Consumer Financial Information	Receive and process opt-out decisions for personal financial information	31300C – Deposit Operations: Privacy Considerations



	Avoid providing personal information to a non-affiliated third party	
RESPA	Provide annual escrow statements Analyze escrow accounts Receive and process loan payments, including escrow portion Force-place hazard insurance Aggregate accounting methods for escrow accounts	30450C – Real Estate Settlement Procedures Act (RESPA): Essentials
	Follow error resolution procedures Respond to requests for information Provide proper disclosure upon transfers of servicing rights	30450C – Real Estate Settlement Procedures Act (RESPA): Essentials
	Follow servicing policy and procedure Perform early intervention for delinquent borrowers Follow loss mitigation procedures	32000C – Mortgage Servicing: Overview of Servicing Rules
Servicemember Civil Relief Act (SCRA)	Assist borrowers who are active-duty military members or are called to duty Follow SCRA notification requirements	30408B – Servicemember Series: Servicemember Civil Relief Act (SCRA) Protections
Truth in Lending (Reg. Z)	Provide mortgage transfer disclosures	30425C – Regulation Z: Closed-End Credit Disclosures
	Resolve errors Issue periodic statements Issue change in terms notices	30420C - Reg Z: Fundamentals for Real Estate



	<p>Disclose rate increases</p> <p>Calculate credit balances</p> <p>Reduce/freeze home equity plans appropriately</p>	<p>31514C - Consumer Lending: Marketing and Social Media</p> <p>31502C - Consumer Lending: Understanding the Application Process</p> <p>31510C - Consumer Lending: Private Education Loans</p> <p>31512C - Consumer Lending: Credit Cards</p> <p>31511C - Consumer Lending: Home Equity Loans</p> <p>31520C - Consumer Lending: Addressing Borrower Concerns</p> <p>31521C - Consumer Lending: Borrower Protections</p> <p>31540C - Consumer Lending: Considerations at Closing</p> <p>31404C - Mortgage Origination: Collecting Information and Documentation</p> <p>31410C - Mortgage Processing: Providing Disclosures</p> <p>31412C - Mortgage Processing: Verification and Documentation</p> <p>31460C - Mortgage Closing: Explaining Fees and Disclosures</p> <p>31400C - Mortgage Origination: Marketing</p>
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		31432C - Mortgage Underwriting: Examining Capacity and Capital
	Cancel escrow accounts for HPMLs	34022C – Regulation Z: HPMLs and the Escrow Rule
	Issue annual statement of billing rights Credit payments Deliver payoff statements	32000C - Mortgage Servicing: Overview of Servicing Rules
	Disclose assumption requirements Understand definition of a refinancing	30420C – Reg Z: Fundamentals for Real Estate Loans