ABA Frontline Compliance

COURSE CATALOG
NOVEMBER 2026

American Bankers Association

ABA Frontline Compliance

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ABA Frontline Compliance - Continued

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- Reserve Requirements for Depository Institutions (Reg D)
- Right to Financial Privacy Act: Federal Government Requests for Information
- Robbery and Bank Security
- S.A.F.E. Mortgage Licensing Act (Reg G)
- Servicemember Civil Relief Act (SCRA)
- Sexual and Workplace Harassment
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- Social Media: Managing the Risks
- Telephone Consumer Protection Act (TCPA)
- Truth in Savings Act (Reg DD): Disclosures, Payment of Interest, and Overdrafts
- Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)
- Unlawful Internet Gambling Enforcement Act (Reg GG)

ABA Frontline Compliance (Bank Directors)

- Beyond the Welcome: New Director Onboarding
- Board Oversight: Bank Governance Structure
- Board Oversight: BSA/AML/OFAC
- Board Oversight: Compliance Control Activities
- Board Oversight: Compliance Management
- Board Oversight: Credible Challenge
- Board Oversight: Effective Compliance Management System (CMS)
- Board Oversight: Fair Lending
- Board Oversight: Fostering Innovation
- Board Oversight: Insiders and Regulation O
- Board Oversight: Managing Reputation Risk
- Board Oversight: Post Compliance Exam Activities
- Board Oversight: Preparing for the Compliance Exam
- Digital Trends: Blockchain
- Digital Trends: Cybersecurity
- Digital Trends: Payments
- Understanding Directors and Officers (D&O) Insurance
- What Do Bank Boards Do?

ABA Frontline Compliance (Bank Marketers)

- Advertising Overview for Marketers
- Fair Lending for Marketers
- FDIC for Marketers
- Social Media for Marketers
- Truth in Lending for Marketers
- Truth in Savings for Marketers
- UDAAP for Marketers

ABA Frontline Compliance (Workforce Excellence)

- Building a Brand for Workforce Excellence: Putting People First
- Building a Performance Culture: Team Connection, Collaboration and Accountability
- Championing Team Connection: A Manager's Role
- Customer Service Excellence: Respect Across Cultures
- Engaging Effectively with Co-Workers: Communication & Collaboration
- Managing for Excellence: Fair & Effective Leadership
- Mitigating Unfairness in Banking
- Strategic Workforce Development: Upskilling & Growth

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Active Aggressor Awareness and Response

Active Aggressor Awareness and Response is a training course designed for banking professionals to recognize, respond to, and recover from violent workplace incidents. Learners will explore how to identify early warning signs of potential violence, apply the FBI's "Run. Hide. Fight." protocol and support and manage post-incident recovery. This course empowers employees with the knowledge and confidence to act decisively in active aggressor situations, helping protect themselves, their colleagues, and customers.

New Course Released: June 13, 2025. Length: 30 minutes.

ADA: Accessibility

Covers Title III of the ADA which involves accessibility in places of public accommodation, such as banks. Addresses effective accessibly, auxiliary aids and services, requirements for ATM and website accessibility, and legal expectations when a branch is remodeled, or the bank builds a new facility.

Reviewed/Updated: December 2022. Length: 30 minutes.

ADA: Employment

Explains the fundamental requirements and prohibitions of Title I of the ADA and how it applies to all aspects of the employment relationship. Teaches bank employees to recognize employment situations that raise ADA issues and to address them effectively.

Reviewed/Updated: December 2022. Length: 45 minutes

ADA: How to Serve and Work with People Living with Disabilities

Learn effective and practical ways to engage with both customers and employees with disabilities to ensure they're treated with the same dignity and respect as people without disabilities. This course explores different types of disabilities, including mobility, hearing, speech, and language impairments; intellectual and developmental disabilities; and blindness or low vision. Discover how to approach service animals and the rules about use of mobility devices.

Reviewed/Updated: September 2022. Length: 50 minutes.

Affiliate Transactions (Reg W)

Provides an overview of Regulation W, a federal regulation that restricts and imposes requirements on certain kinds of transactions between banks and their affiliates. Describes amount limits and collateralization requirements of transactions and the rules to determine the amounts of transactions subject to quantitative limitations and collateral value requirements.

New Version Released: July 12, 2024. Length: 15 minutes.

Appraisals: FIRREA and Interagency Guidelines

Approach the appraisal process with impartiality, knowledge of requirements and standards, and effective evaluation techniques. This course covers requirements for an effective appraisals and evaluations, FIRREA and Interagency Appraisal and Evaluation Guidelines, requirements for reviews and evaluations, requirements for monitoring collateral value, and transactions that may be exempt from obtaining an appraisal.

Reviewed/Updated: June 20, 2025. Length: 50 minutes.

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Appraisals: Reg Z Requirements

Learn permitted and prohibited valuation-related activities, prohibition on conflicts of interest and additional valuation independence requirements, including the requirement of a physical visit and additional appraisals for flipped properties. This course covers requirements for valuation independence, additional requirements for higher-priced mortgage loans, and transactions that are exempt from the requirements related to written appraisals.

Reviewed/Updated: June 20, 2025. Length: 25 minutes.

Bank Bribery Act

This course explains the requirements of the Bank Bribery Act, which is intended to prevent those making or influencing financial institutions' decisions from being bribed when making those decisions. It discusses bank codes of conduct and describes activities that are prohibited and permissible under the Act.

New Version Released: January 15, 2024. Length: 20 minutes.

Bank On: Opening the Door to Opportunity

Learn what it means to be “unbanked” — from who is unbanked to why people may be unbanked. This course explores how Bank On accounts offer the benefits of banking to those without bank accounts. You’ll also discover effective messaging for promoting Bank On accounts to unbanked individuals.

New Course Released: July 2022. Length: 30 minutes.

Bank Protection Act

This course explains the Bank Protection Act, which requires banks to adopt policies and procedures to protect bank employees and bank customers. It describes the devices/equipment banks must have in place to assist law enforcement in the apprehension of individuals who perpetrate crimes against the bank, and explains appropriate security procedures to discourage those crimes, and to assist in the identification and prosecution of persons who commit such acts.

New Version Released: January 15, 2024. Length: 20 minutes.

Best Practices for Managing Remote Employees

Learn common practices to help you support employees’ quality of life and productivity, as well as managerial and communication strategies related to feedback, flexible schedules and overall teleworker success.

Length: 15 minutes.

BSA/AMLCFT Overview

Gain a foundational understanding of the Bank Secrecy Act (BSA) and the essential role it plays in helping protect the U.S. financial system from illicit finance. This course explains the three stages of money laundering and the essential elements of a bank's risk-based compliance program. Learn about customer identification, transaction monitoring, reporting obligations, record retention, and the consequences of non-compliance.

New Version Released: January 20, 2026. Length: 30 minutes.

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BSA/AML/CFT CIP Advanced

Delve into advanced customer identification scenarios, focusing on complex account openings for non-U.S. persons, covered corporations, partnerships, and trusts, and non-bank financial institutions. The course outlines required risk-based identification and verification procedures for these entities. Learn how to apply CIP standards in challenging situations to ensure compliance.

New Version Released: January 20, 2026. Length: 20 minutes.

BSA/AML/CFT CIP Basics

Explore the core requirements of the Customer Identification Program (CIP) rule and its role in facilitating the prevention, detection, and prosecution of international money laundering and the financing of terrorism. This course details when and how banks must collect and verify customer information, describes record retention requirements, and explains how banks must screen customers against government watchlists and make required disclosures. Understand the importance of accurate identification and verification.

New Version Released: January 20, 2026. Length: 40 minutes.

BSA/AML/CFT Communicating with Customers about CTRs

Prepare to address customer questions about Currency Transaction Reports (CTRs) while following bank policy and Bank Secrecy Act requirements. This course highlights common customer inquiries, effective response strategies, including optional approaches for explaining the bank's obligation to collect and report information, and the availability of FinCEN's educational pamphlet on CTRs. Understand how to communicate the purpose of CTRs and maintain compliance in customer interactions.

New Version Released: January 20, 2026. Length: 20 minutes.

BSA/AML/CFT SAR Reporting

Learn the process and importance of identifying, documenting, and reporting suspicious activity through Suspicious Activity Reports (SARs). The course covers what constitutes suspicious activity, the steps for filing SARs, how to make SARs most useful to law enforcement, and the need for confidentiality. Understand the components of an effective SAR monitoring program and the potential penalties for non-compliance.

New Version Released: January 20, 2026. Length: 45 minutes.

BSA/AML/CFT Select Recordkeeping and Retention Requirements

Review select recordkeeping and retention obligations under the BSA that support criminal and regulatory investigations and proceedings. This course covers record retention requirements for certain monetary instruments, funds transfers, foreign accounts, and cross-border transactions. Learn how to maintain proper records and ensure accessibility for audits and examinations.

New Version Released: January 20, 2026. Length: 25minutes.

BSA/AML/CFT The Customer Due Diligence Rule

Understand the Customer Due Diligence (CDD) rule and the steps banks must take to know their customers. This course explains how to develop customer risk profiles, conduct ongoing monitoring, and identify and verify the beneficial owners of legal entity customers. Gain practical guidance on collecting and updating required information.

New Version Released: January 20, 2026. Length: 25 minutes.

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BSA/AML: Completing the CTR

Explains the need for and parameters of CTR filing as well as the key aspects of completing electronically filed CTRs, and CTRs for armored car deliveries. Provides examples of multiple transactions and explains aggregation at various levels including customer, account, and conductor focused CTRs.

Reviewed/Updated: June 2023. Length: 45 minutes.

BSA/AML: Exempting Customers from CTR Reporting

Explains both phases of the exemption process and the information that is needed and lists the business entities that are not eligible for exemption from CTR reporting. Discusses the reasons for possible decisions to revoke customer exemptions.

Reviewed/Updated: June 2023. Length: 20 minutes.

BSA/AML: Reporting

Explains the requirements needed to complete the Currency Transaction Report (CTR) and the Designation of Exempt Person (DOEP). Describes the BSA-required Report of International Transportation of Currency or Monetary Instruments Report (CMIR), the Report of Foreign Bank and Financial Accounts (FBAR), the Suspicious Activity Report (SAR), and SAR filing requirements.

Reviewed/Updated: July 2022. Length: 20 minutes.

CAN-SPAM Act

This course explains the CAN-SPAM Act, a law that sets the rules for commercial email for the purposes of reducing email spam. The course covers the differences between commercial and transactional email messages, requirements for commercial messages, consumer opt-out rights and spells out tough penalties for violations.

New Version Released: January 15, 2024. Length: 25 minutes.

Check Fraud

This course explains the drivers of check fraud and how criminals steal, fraudulently indorse, alter, and counterfeit checks and how bank staff can detect fraudulent checks. It also explains who is responsible for losses resulting from check fraud based on the type of check fraud, when to return a check and when to submit a breach of warranty claim for altered and fraudulently indorsed checks.

New Course Released: October 22, 2024. Length: 30 minutes.

Community Reinvestment Act (CRA)

Provides an overview of the Community Reinvestment Act (CRA), focusing on its purpose, regulatory requirements, and the impact of CRA ratings on banks' ability to expand and merge. Learners will explore how CRA performance is evaluated based on bank size, banks' obligations to maintain public files about their CRA performance and to post notices explaining where the public may obtain information about their CRA performance, and how banks can meet community credit needs, particularly in low- and moderate-income neighborhoods.

New Version Released: June 13, 2025. Length: 25 minutes.

Cybersecurity Fundamentals

This course identifies common cybersecurity risks that banks and their customers face and how to mitigate them. It describes guidelines for protecting sensitive bank information and offers guidance on what bank employees should do if faced with a cybersecurity threat or incident.

New Version Released: April 9, 2024. Length: 40 minutes.

E-Sign Compliance

This course summarizes requirements of the E-SIGN Act relevant to banks, including provisions related to consumer disclosure and consent, electronic disclosures that require consumer consent and methods for obtaining "demonstrable consent" to receive disclosures electronically. It also explains E-signatures and E-SIGN record retention requirements.

New Version Released: January 15, 2024. Length: 30 minutes.

Elder Financial Exploitation

This course explains how and why older individuals are often targeted for financial exploitation. Frontline bank personnel will learn to detect potential financial abuse by strangers, or someone known to the older person. It explains common scams perpetrated against older individuals, and red flags to look out for.

New Version Released: April 9, 2024. Length: 40 minutes.

Extending Credit to Bank Insiders (Reg O)

Explains the federal law that prevents bank "insiders" from receiving preferential treatment by imposing limits and stipulations on credit that banks extend to executive officers, principal shareholders, and directors.

New Version Released: July 12, 2024. Length: 30 minutes.

Fair Debt Collection Practices Act (FDCPA)

This course explains the consumer protections and debt collector responsibilities under the Fair Debt Collection Practices Act (FDCPA) and its implementing regulation, Regulation F, which are intended to promote fair debt collection acts and practices involving consumer debts. The regulation primarily applies to third parties who collect debt on behalf of another party to whom the debt was originally owed. However, even though it generally does not apply to banks who are collecting their own debt, some banks use it as a guide in their own consumer debt collection policies.

New Version Released: January 15, 2024. Length: 30 minutes

Fair Housing Act

This course explores the Fair Housing Act prohibited bases of discrimination. Describes the requirements of the Equal Housing Lender Lobby Poster and the Fair Housing logo. Explains key differences between the prohibited basis under the Fair Housing Act and those under Regulation B (Equal Credit opportunity Act.)

New Version Released: January 24, 2025. Length: 25 minutes.

Fair Lending

This course covers illegal discriminatory lending practices and their consequences. It explains how illegal discrimination may include disparate treatment, practices that have a disparate impact on certain groups, and how to avoid illegal discrimination throughout the lending process.

New Version Released: January 15, 2024. Length: 45 minutes.

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FCRA Overview

This course explains how the FCRA endeavors to ensure the accuracy and privacy of the information in consumer reports. Focus on the provisions of the FCRA that are relevant to banks as users of consumer reports and furnishers of information to consumer reporting agencies.

New Version Released: January 15, 2024. Length: 15 minutes.

FCRA Adverse Action

This course describes the adverse action requirements of the FCRA including notice content and timing requirements.

New Version Released: January 15, 2024. Length: 10 minutes.

FCRA Affiliate Information Sharing

This course describes the FCRA limits on when and how financial institutions may share consumer information with others, including their affiliates. It also covers rules about using consumer information from an affiliate for marketing purposes, including the notice and opt-out rights.

New Version Released: January 15, 2024. Length: 15 minutes.

FCRA Duties of Furnishers

This course describes furnishers' responsibilities to provide accurate information to consumer reporting agencies, investigate disputes from consumers about information they have reported, and other duties.

New Version Released: January 15, 2024. Length: 15 minutes.

FCRA Notice to Consumers (Risk-Based Pricing)

This course explains lenders' responsibilities under the FCRA when they price loans based on the risk of the consumer applicant. This includes when they must provide a risk-based pricing notice, or a credit score notice in lieu of a risk-based pricing notice and the content, form and timing of notices.

New Version Released: January 15, 2024. Length: 20 minutes.

FCRA Permissible Purpose

This course explores the "permissible purposes" for which banks and others may obtain consumer reports under FCRA.

New Version Released: January 15, 2024. Length: 13 minutes.

FCRA Prescreened Offers of Credit

This course explains the conditions for obtaining and using consumer reports for marketing credit and insurance products under the FCRA "prescreening" provisions, including requirements about establishing criteria, making a firm offer and post-screening. It also describes the content and form of the notices that allow consumers to opt out of receiving prescreened offers.

New Version Released: January 15, 2024. Length: 10 minutes.

FCRA Use of Consumer Reports in Employment

This course explains the FCRA requirements to obtain consumer reports for employment purposes and disclosures consumers must receive.

New Version Released: January 15, 2024. Length: 10 minutes.

FCRA Use of Medical Information

This course explores FCRA restrictions on when medical information may be obtained and used for credit purposes.

New Version Released: January 15, 2024. Length: 15 minutes.

FDIC Insurance Coverage

Explains the role of the FDIC in insuring bank deposits. Defines key FDIC terminology and describes insurance coverage and limits. Explains ownership categories and how to calculate coverage for individual account holders and ownership categories.

New Version Released: January 24, 2025. Length: 20 minutes.

Flood Disaster Protection Act

This course provides an overview of federal laws that mandate flood insurance requirements for federally-backed mortgages, and mortgages and loans obtained through federally insured financial institutions. It explains when and how lenders must ensure mortgage borrowers have flood insurance.

New Version Released: January 15, 2024. Length: 45 minutes.

Fraud Prevention

This course is intended to help bank staff involved in daily banking operations to detect and prevent deposit account fraud and help customers recognize and avoid being victimized. It explains altered and counterfeit checks and scams that target deposit accounts.

New Version Released: January 25, 2024. Length: 30 minutes.

GLBA Safeguards Rule

Focuses on the Gramm-Leach-Bliley Act (GLBA) Safeguards Rule, focusing on how banks must protect consumer customer financial information. Learners will explore the types of data the rule covers, the components of the required information security program, and the steps banks must take in the event of a data breach. Through real-world examples and interactive assessments, participants will gain practical knowledge to support compliance and safeguard customer trust.

New Version Released: June 13, 2025. Length: 20 minutes.

Home Mortgage Disclosure Act (HMDA)

This course explores the types of loans HMDA covers and explains what demographic information about the loan application, and applicant, that banks must collect and report to the government.

New Version Released: April 9, 2024. Length: 45 minutes.

Homeowners Protection Act

This course explains the Homeowners Protection Act, which requires mortgage lenders and servicers to cancel or terminate private mortgage insurance (PMI) in certain circumstances. It describes when PMI must be cancelled or terminated, the related PMI disclosures consumers must receive and when they must receive them.

New Version Released: October 22, 2024. Length: 30 minutes.

Human Trafficking and Human Smuggling

Explains human trafficking and human smuggling crimes and how bankers can help detect these crimes. Offers guidance on what actions banks can take when they suspect human trafficking and human smuggling activity.
New Version Released: July 12, 2024. Length: 30 minutes.

Identity Theft Red Flags Rule

Provides a broad overview of the requirements of the Red Flags Rule and the protection of customer information, including the requirement that banks develop and implement a written Identity Theft Prevention Program.

New Version Released: July 12, 2024. Length: 40 minutes.

Military Lending Act (MLA)

Describes key provisions of the Military Lending Act including who is covered, the types of consumer credit covered, the act's protections, including a cap on the cost of covered credit, and the main distinctions from the Servicemembers Civil Relief Act.

New Version Released: July 12, 2024. Length: 30 minutes.

Mortgage Compliance: Overview

Provides a thorough overview of key requirements under Regulations Z (Truth in Lending Act) and X (Real Estate Settlement Procedures Act) as they apply to closed-end consumer mortgage loans throughout the loan life cycle. Learners will explore rules governing "loan originator" compensation, required disclosures, ability-to-repay evaluation requirements, the consumer borrower's right of rescission, closing and post-closing obligations.

New Course Released: June 13, 2025. Length: 30 minutes.

Mortgage Compliance: RESPA Section 8

Delivers a comprehensive overview of RESPA Section 8, focusing on the prohibitions against referral fees and unearned fee splitting in mortgage transactions and the exceptions. The course explains the types of loans covered and the meaning of key definitions such as "settlement services." Learners will explore real-world scenarios, hear about permissible and impermissible practices, and understand the consequences of non-compliance.

New Course Released: June 13, 2025. Length: 30 minutes.

Mortgage Compliance: TRID

Offers a practical overview of the TILA-RESPA Integrated Disclosure (TRID) rule and is designed to help banking professionals understand the key requirements related to the required Loan Estimates and Closing Disclosures. The course explains the types of mortgage transactions covered, the timing and content of required disclosures, when required disclosures may be revised, how items in Loan Estimates are compared to those in Closing Disclosures, and the tolerances for any variations between those disclosures.

New Version Released: June 13, 2025. Length: 30 minutes.

Mortgage Servicing: Overview

Provides an overview of the mortgage servicing rules, including requirements related to general loan servicing, special protections for loans in delinquency, and general servicer policies and procedures requirements.

Reviewed/Updated: June 5, 2026. Length: 45 minutes.

Mortgage Servicing: ARM Notices

Provides an explanation of when Initial Variable Rate Notices, Initial Rate Reset Notices, and Subsequent Rate Reset Notices are required, what information should be included, and any timing exceptions. Covers transactions that either do not require the disclosures or have additional disclosure requirements specific to the particular transaction structure.
New Version Released: June 27, 2025. Length: 30 minutes.

Mortgage Servicing: Early Intervention and Continuity of Contact

Provides an understanding of the delinquency and live contact requirements of early intervention and the timing of a Delinquency Notice and information that must be included, as well as the continuity of contact requirements.

New Version Released: June 27, 2025. Length: 30 minutes.

Mortgage Servicing: Error Resolution

Covers the types of errors covered and which errors are not covered, servicer requirements after receiving a notice of error, multiple or additional errors, and requirements for providing information from a borrower and to a borrower.

Explores alternative compliance situations and additional servicer response requirements.

New Version Released: June 27, 2025. Length: 40 minutes.

Mortgage Servicing: Escrow Accounts

This course covers the requirements pertaining to the establishment of an initial escrow account and the maintenance of the account, including required notices. It also discusses the unique requirements for escrow accounts involving higher-priced mortgage loans (HPMLs) and flood insurance premiums, as well as lenders and transactions that are exempt from these requirements.

Reviewed/Updated: August 12, 2026. Length: 40 minutes.

Mortgage Servicing: Force-Placed Insurance

Addresses the loans covered by force-placed insurance rules and the steps servicers must take before charging borrowers for force-placed insurance. It also covers specific issues that arise during servicing transfers and for borrowers with escrow accounts, as well as permissible fees and the cancellation of force-placed insurance when it is no longer needed.

Reviewed/Updated: June 5, 2026. Length: 30 minutes.

Mortgage Servicing: Loss Mitigation

Covers the conditions for a loss mitigation application receipt and obligations of forbearance and repayment plans, and the requirements for providing a notice of complete application and denial circumstances. Identifies how a determination notice is used for a loss mitigation offer, conditions for acceptance or rejection, and conditional non-home options.

New Version Released: June 27, 2025. Length: 45 minutes.

Mortgage Servicing: Payment Crediting and Periodic Statements

Provides an understanding of payment posting requirements, rules related to handling partial and conforming payments, and payoff statement requirements. Describes information the periodic statement must contain related to payments, fees, transactions, contact information for the servicer and housing counselors, and statement timing, form, and content requirements.

New Version Released: June 27, 2025. Length: 40 minutes.

Mortgage Servicing: Successors in Interest

Identifies documentation requirements for confirmation of successors in interest status and how to communicate with and treat successors in interest. Identifies RESPA considerations for confirmed and potential successors in interest. Identifies additional considerations for ability to repay, private right of action and UDAAP.

New Version Released: June 27, 2025. Length: 45 minutes.

Non-Deposit Investment Products (NDIP), Sales of Insurance, and Anti-Tying Rules

Explains the Interagency Consumer Protections in Sales of Insurance (ICP) rule and Interagency Guidance on the Sale of Non-Deposit Investment Products, which address the retail sale, solicitation, and advertising insurance products and non-deposit investment products to consumers. Explains bank requirements that help customers understand risks associated with non-FDIC insured investment products, including sales practices and disclosures, and includes a description of FDIC signage requirements so customers understand when bank products are not FDIC insured.

This course also covers bank anti-tying rules, the law against banks conditioning the availability or price of one product on the customer obtaining another product and important exceptions to this prohibition.

New Course Released: January 24, 2025. Length: 20 minutes.

Office of Foreign Assets Control (OFAC)

This course explains how the Office of Foreign Assets Control's (OFAC) economic sanctions work and banks' responsibilities with regard to sanctions programs. It describes how banks screen to prevent bad actors from using the U.S. financial system and profiting from their bad acts, including what banks should do when they identify a potential match with someone on the OFAC sanctions list. The course also describes the essential components of a sanctions compliance program, what banks may tell customers about blocked funds and reporting, and recordkeeping requirements.

New Version Released: October 22, 2024. Length: 20 minutes.

Privacy: Overview of Laws

Provides a high level overview of the general purpose and function of eight key consumer privacy laws that impact banks and their customers: Gramm-Leach-Bliley Act (GLBA), Fair Credit Reporting Act (FCRA), Right to Financial Privacy Act (RFPA), Section 1033 – Consumer Financial Data Access, Health Insurance Portability and Accountability Act (HIPAA), Children's Online Privacy Protection Act (COPPA), General Data Protection Regulation (GDPR) and the Taxpayer First Act.

Reviewed/Updated: June 5, 2026. Length: 20 minutes.

Privacy of Consumer Financial Information (Reg P)

Covers the GLBA Privacy Rule—Regulation P—which governs how financial institutions may share consumers' "nonpublic personal information." Learners will explore the types of information covered, the general prohibition against sharing information with non-affiliates unless the consumer has opted out of having that information shared, and exceptions to that prohibition. The course also explains consumers' rights to opt out of having that information shared with non-affiliates and the related notices giving bank staff the knowledge to support compliance and protect consumer privacy.

New Version Released: June 13, 2025. Length: 30 minutes.

Referral Rules for Non-Licensed Bank Employees

Explains the rules and guidance surrounding the referral of business, including limits on amounts and types of referral compensation. Describes the Regulation R provisions that address referral compensation applicable to bank employees who refer customers to broker-dealers. Describes Regulation Z's Loan Originator Compensation rules that address the limited circumstances when a bank employee who is not a loan originator may make a referral. (NOTE: This course does not cover referral and compensation rules under Section 8 of RESPA.)

New Course Released: January 24, 2025. Length: 15 minutes.

Reg B Overview

This course provides an overview of purpose, applicability, and prohibitions against illegal discrimination of the Equal Credit Opportunity Act and Regulation B and explains how they apply throughout the credit cycle. This course explains the "prohibited bases" for denying or pricing credit, and how the regulation applies to various aspects of the lending process such as applications, information requests, application evaluations and notifications of about creditor actions.
New Version Released: January 15, 2024. Length: 20 minutes.

Reg B 1071 (Temporarily Inactive)

This course offers an overview of the demographic and other data banks must collect and report to the government related to small business loan applicants and borrowers under "§1071" provisions of Regulation B. It also reviews the firewall provisions that protect that information from inappropriate disclosure during the loan application review process.
New Course Released: April 9, 2024. Length: 60 minutes.

Reg B Appraisals and Other Valuations

This course explains the Regulation B requirements that creditors provide applicants free copies of appraisals and other written valuations developed in connection with an application for a loan to be secured by a first lien on a dwelling. It also explains when and how lenders must notify consumer mortgage applicants of their right to receive copies of appraisals.

New Version Released: January 15, 2024. Length: 25 minutes.

Reg B Creditors' Request for Information

This course explains when, under Regulation B, creditors may request and collect information about a loan applicant's characteristics, such as race, color, religion, national origin and sex, as well as the limitations on inquiries regarding marital status, spouse and source of income.

New Version Released: January 15, 2024. Length: 13 minutes.

Reg B Evaluating Applications

This course focuses on the information Regulation B permits creditors to consider in evaluating credit applicants without illegally discriminating. It describes loan evaluation systems including judgment systems and credit scoring systems. It also reviews Regulation B limitations on requiring people other than the applicant to sign credit documents, requirements that creditors consider certain information, and limitations on actions creditors may take on open-end credit.

New Version Released: January 15, 2024. Length: 20 minutes.

Reg B Notifications

This course describes the Regulation B content and timing of notices lenders must provide when they approve or deny consumer and business credit applications, respond to credit applications with counteroffers, receive incomplete applications, make unfavorable changes to or close existing accounts and act on third party applications.

New Version Released: January 15, 2024. Length: 20 minutes.

Reg CC Overview

Provides an overview of Regulation CC including its provisions related to when funds from deposits must be available to customers, exceptions to those schedules, and required notices and disclosures. It covers the Regulation CC provisions pertaining to the collection and return of checks and indorsement standards. It also covers the Check Clearing for the 21st Century Act, which established a legal framework for processing checks electronically.

Reviewed/Updated: June 5, 2026. Length: 15 minutes.

Reg CC Disclosures and Notifications

In this course, students learn about Regulation CC disclosures designed to help bank customers understand when money from deposits is available for their use. The notices include those required at account opening, when a hold on a deposit is placed, at ATMs and in branches and others.

Reviewed/Updated: June 2025. Length: 10 minutes.

Reg CC Funds Availability and Exceptions

This course explains when funds for deposit generally must be available based on the funds availability schedules and exceptions to those funds availability schedules.

Reviewed/Updated: June 2025. Length: 20 minutes.

Reg CC Indorsements

This course provides an overview of the rules around indorsements, including those of Regulation CC. It describes the types of indorsements, standards for indorsement area placement, and how a properly indorsed check helps to expedite the check collection process.

Reviewed/Updated: June 2025. Length: 10 minutes.

Reg CC Subpart C

This course covers Regulation CC Subpart C, which sets forth rules concerning collection and return of check including the requirement that checks be returned in an “expeditious manner.” It also describes the responsibilities of banks as a depositary bank, a paying bank and a returning bank, including paying bank notification of nonpayment of large-dollar returns, check indorsement standards and more.

Reviewed/Updated: June 2025. Length: 10 minutes.

Reg E Overview

This course covers the fundamentals of Regulation E that governs electronic fund transfers. It defines key terms, describes the disclosures required, explains error resolution and consumer liability for unauthorized transactions, explains rules pertaining to debit cards and ATM overdraft fees, and touches on the transactions and disclosure requirements of Regulation E’s foreign remittance provisions.

New Version Released: January 15, 2024. Length: 15 minutes.

Reg E Consumer Liability

This course explains Regulation E's limitations on consumer liability for unauthorized electronic fund transfers and how they may vary depending on the timeliness of the consumer notifying the bank of an unauthorized transaction or a lost or stolen account access device.

New Version Released: January 15, 2024. Length: 10 minutes.

Reg E Consumer Remittances

This course explores the remittance transfer rules of Regulation E. It explains the basic rights, liabilities and responsibilities of consumers who use remittance transfer services, and rights of banks that offer these services. It also describes the disclosure and timing requirements and the cancellation and error resolution procedures under this rule.
New Version Released: January 15, 2024. Length: 15 minutes.

Reg E Disclosure Requirements

This course describes Regulation E's disclosure requirements including initial disclosures, changes in terms notices, periodic statements and the annual error resolution notices.

New Version Released: January 15, 2024. Length: 15 minutes.

Reg E Error Resolution Requirements

This course describes the Regulation E procedures financial institutions must follow after receiving notice from a consumer of an EFT error. It covers the time limits for investigations, provisional credit requirements and notice requirements after investigation and resolution of a claimed EFT error.

New Version Released: January 15, 2024. Length: 15 minutes.

Reg E Gift Cards

This course describes the Regulation E gift card provisions. It explores the consumer protections for gift cards and reviews the types of products covered, restrictions on fees and expiration dates, and the disclosures required to be on or with the card.

New Version Released: January 15, 2024. Length: 10 minutes.

Reg E Overdrafts

This course describes the scope and timing requirements of the Regulation E overdraft provisions. It explains how the rule prohibits imposing a fee for paying an ATM or one-time debit card overdraft unless the customer has received a notice explaining the bank's overdraft program and fees, and has consented to pay the fee.

New Version Released: January 15, 2024. Length: 13 minutes.

Reg E Preauthorized Transfers

This course explains Regulation E's requirements for authorizing a preauthorized electronic fund transfer from a consumer's account. It also describes prohibitions on compulsory use of preauthorized transfers to pay loans and provisions related to consumer's right to stop payment of a preauthorized electronic fund transfer.

New Version Released: January 15, 2024. Length: 13 minutes.

Reg E Prepaid Accounts

This course describes the Regulation E provisions that apply to prepaid accounts, including payroll cards, and the requirements to provide disclosures and periodic statements.

New Version Released: January 15, 2024. Length: 15 minutes.

Reg Z Overview

Explains the key aspects of Regulation Z, including its purpose, applicability to different types of loans and credit products, and structure. It explains many key provisions of the regulation, such as those related to credit cards, mortgage loans, and advertising, as well of some of the key terms that must be disclosed to consumers when obtaining credit. Finally, it covers the monetary and reputational costs banks may incur for violations of the Truth in Lending Act (TILA) and Regulation Z.

Reviewed/Updated: June 5, 2026. Length: 35 minutes.

Reg Z Advertising

Defines the meaning of “advertisement” under Regulation Z, the meaning of “triggering terms” and discusses the types of disclosures required in various types of loan advertising, including credit cards, mortgages and private higher education loans.

New Version Released: June 20, 2025. Length: 45 minutes.

Reg Z Credit Cards

Includes the key provisions of the CARD Act and how it protects consumers from unexpected interest charges. Requires that consumers receive a reasonable amount of time to make their credit card payments, enhances required disclosures, and allows consumers to access credit on terms that are fair and more easily understood.

New Version Released: June 20, 2025. Length: 35 minutes.

Reg Z HELOCs (Open-End Credit)

Explains the Regulation Z requirements for home equity lines of credit, including disclosures, changes in terms, and periodic statements.

New Version Released: June 20, 2025. Length: 35 minutes.

Reg Z HOEPA and High-Cost Mortgage Loans

Describes the characteristics of mortgage loans subject to either the HOEPA or the HPML requirements of Regulation Z. Explains the underwriting standards, timing and disclosure requirements, escrow, and appraisal requirements, and the penalties for violations of these sections of Regulation.

New Version Released: June 20, 2025. Length: 50 minutes.

Reg Z Installment and Home Equity Loans (Closed-End Credit)

Describes closed end adjustable rate and fixed rate closed-end lending, including installment loans and home equity loans and the requirements for both.

New Version Released: September 17, 2025. Length: 30 minutes.

Reg Z Non Home Secured (Open-End Credit)

Discusses types of open-end non-home secured lines of credit other than credit cards. Reviews disclosure requirements, periodic statement requirements, change in terms notices, payment processing rules, and liability for non-compliance.

New Version Released: June 20, 2025. Length: 20 minutes.

Reg Z Private Education Loans

Discusses the amendments to Reg Z that apply to any closed-end, non-home secured loan extended expressly, in whole or in part, to be used for post-secondary educational expenses. Explains the disclosure requirements for such loans and the applicability of the right to cancel.

New Version Released: June 20, 2025. Length: 20 minutes.

Reg Z Reverse Mortgages

This course defines reverse mortgages and covers suitability for such products, and reviews the current disclosure requirements.

New Version Released: June 20, 2025. Length: 25 minutes.

Reg Z Right of Rescission

Explains the reasons for and applicability of the right of rescission, required disclosures, how to calculate the rescission period, and how to answer consumer questions concerning this right.

Reviewed/Updated: August 12, 2026. Length: 35 minutes.

Reserve Requirements for Depository Institutions (Reg D)

Although most of Regulation D's provisions no longer apply, this course explains the provisions that remain: Those applicable to certificates of deposit (time deposits) and negotiable orders of withdrawal (NOW) accounts. It also covers important Regulation D definitions (e.g., demand deposit accounts, savings accounts, time deposits and others) that are used in other regulations and contexts.

New Version Released: October 22, 2024. Length: 15 minutes.

Right to Financial Privacy Act: Federal Government Requests for Information

Covers procedures that federal government authorities must follow to obtain information from a bank about a customer's financial records and the customer's rights concerning those records. Explains how banks comply with RFPA, including how they must be prepared to respond to the government's request for records, and the penalties for noncompliance.

New Version Released: July 12, 2024. Length: 40 minutes.

Robbery and Bank Security

This course covers techniques to reduce robbery risk and mitigate harm to employees and customers. Explains actions employees should take before, during, and after a bank robbery occurs. Discusses tools for handling other threats such as bomb and kidnapping threats, active shooter incidents, kidnapping, and fire. Explains security routines and behaviors to help ensure individual employee physical safety, as well as the safety of coworkers and customers.

New Version Released: January 24, 2025. Length: 20 minutes.

S.A.F.E. Mortgage Licensing Act (Reg G)

This course explains the purpose of the SAFE Act, which is to ensure that mortgage loan originators are reputable and have not been subject to disciplinary actions. It describes who is covered and must register with the Nationwide Multistate Licensing System and Registry. It discusses other requirements of the SAFE Act, including when mortgage loan originators must disclose their unique identifier, and bank responsibilities, and related loan originator provisions of Regulation Z (Truth in Lending Act).

Reviewed/Updated: August 12, 2026. Length: 20 minutes.

Servicemembers Civil Relief Act (SCRA)

Explains who is and who is not covered by the Servicemembers Civil Relief Act (SCRA) and the SCRA rights regarding interest rate caps on loans to servicemembers and their families, prohibitions against repossession of vehicle and other property, protections against foreclosures and other protections.

New Version Released: July 12, 2024. Length: 15 minutes.

Sexual and Workplace Harassment

Identifies conduct that could be considered unwelcome or inappropriate. Explains quid pro quo and hostile environment. Provides steps to follow for victims of sexual harassment and focuses on how actions may be perceived by others.

New Version Released: July 12, 2024. Length: 25 minutes.

Sexual and Workplace Harassment for Managers

Provides tools for managers to help create a safe environment for employees. Explores the consequences of ignoring reports of inappropriate or unwelcome behavior that may be considered sexual harassment and workplace harassment, such as bullying, and includes tips on how to handle reports of sexual harassment.

New Version Released: July 12, 2024. Length: 40 minutes.

Social Media: Managing the Risks

Explains the risks and regulatory concerns in social media. Provides guidelines for bank employees' use of personal social media and includes examples of inappropriate use. Highlights key considerations when developing a program to identify, monitor and control social media risk including managing social media customer complaints.

New Version Released: July 12, 2024. Length: 25 minutes.

Telephone Consumer Protection Act (TCPA)

This course explains the TCPA limits in making phone calls for marketing purposes, including prohibitions against using autodialers and prerecorded and artificial voices and requirements related to Do Not Call and Do Not Fax lists. It describes related exemptions and consent requirements.

New Version Released: April 9, 2024. Length: 20 minutes.

Truth in Savings Act (Reg DD): Disclosures, Payment of Interest, and Overdrafts

Provides an overview of the Regulation DD (Truth in Savings Act) disclosure requirements for deposit accounts including checking and savings accounts and CDs. Explains the timing and content requirements related to account opening, periodic statement, and change in terms disclosures. Explains how interest must be calculated and special disclosures related to overdrafts. (Note- Regulation DD's advertising rules are covered in the Frontline course Truth in Savings for Marketers.)

New Course Released: January 24, 2025. Length: 40 minutes.

Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)

This course describes the elements of unfair, deceptive, or abusive acts and practices (UDAAP) under federal laws. Explains how to promote compliance and best practices to avoid UDAAP claims. Also covers the Credit Practices Rule that prohibits certain practices and requires disclosures that must be provided to loan co-signers. (UDAAP advertising matters are covered in the Frontline course, UDAAP for Marketers.)

New Version Released: January 24, 2025. Length: 20 minutes.

Unlawful Internet Gambling Enforcement Act (Reg GG)

Focuses on the federal law that generally prohibits any gambling business from knowingly accepting payments related to unlawful online gambling. Explains banks' role in preventing illegal online gambling including the account opening procedures banks may rely on to comply with the law.

New Version Released: July 12, 2024. Length: 15 minutes.

ABA Frontline Compliance (Bank Directors)

Beyond the Welcome: New Director Onboarding

You've joined the board of directors. What happens next? It's in every bank's best interest to equip directors to be as effective as possible as quickly as possible. This video for new bank directors digs into some of the fundamental concepts of corporate governance and explains in broad terms the qualifications to be an effective director, setting the stage for each bank's specific director training. Viewers will learn about key concepts such as serving as a credible challenge to management and finding the best ways to make their voices heard.
Length: 9 minutes.

Board Oversight: Bank Governance Structure

Bank directors function at the highest level of accountability in a bank's governance structure, and must consider not only its shareholders but also banking laws and regulations, the protection of depositors and customers, and the overall health of the community in which it operates. This video provides an overview of a typical bank governance structure, including key committees and the role that a director plays in oversight, monitoring and addressing financial, operational, regulatory, and ethical outcomes.
New Version Released: December 8, 2025. Length: 4 minutes.

Board Oversight: BSA/AML/OFAC

Explores a bank board's key responsibility for overseeing the creation and maintenance of a culture of compliance with Bank Secrecy Act/anti-money laundering rules and the Office of Foreign Assets Control trade sanctions. This includes reviewing risk assessment findings, information systems and the resources devoted to compliance, as well as the bank's BSA/AML/OFAC policies and programs.
New Version Released: December 8, 2025. Length: 5 minutes.

Board Oversight: Compliance Control Activities

Explores a bank board's key responsibility for oversight of the risk management process by ensuring risk management policies and procedures are consistent with the institution's strategy and risk appetite. This includes setting and maintaining a bank's risk tolerance and ensuring that a bank's senior executives and risk managers have established compliance control activities, including prevention and detection.
New Version Released: December 8, 2025. Length: 4 minutes.

Board Oversight: Compliance Management

Explores a bank board's key responsibility for oversight of a bank's compliance risk management program. This includes establishing and communicating a bank's appetite for compliance risk, providing resources and support to effectively implement the compliance program, and reviewing the outcomes of the program and responding to elevated risk issues.
New Version Released: December 8, 2025. Length: 4 minutes.

Board Oversight: Credible Challenge

Bank directors are in a position of leadership to support and benefit bank management by offering supervision that facilitates the operation of a safe, sound and ethically strong organization. They do this by being engaged, asking questions, and eliciting any facts necessary to satisfy themselves that management's strategies are viable and, in the bank's best interests. This is "credible challenge".
New Version Released: December 8, 2025. Length: 4 minutes

ABA Frontline Compliance

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Board Oversight: Effective Compliance Management System (CMS)

Describes the importance of a Compliance Management System (CMS) as a comprehensive and integrated program that operationalizes compliance to include the management of risk associated with day-to-day operations, changes in product and service offerings, and new and changing legislation. Explores ways that the board of directors should implement a sound and effective CMS that ensures compliance with federal consumer protection laws and regulations.
New Version Released: December 8, 2025. Length: 6 minutes.

Board Oversight: Fair Lending

Explores a bank board's key responsibility for overseeing and supporting a bank's ability to meet the needs of its entire community. This includes oversight of bank policies and procedures to ensure it does not illegally discriminate, directly or indirectly, against existing or potential customers under fair lending laws.

New Version Released: December 8, 2025. Length: 6 minutes.

Board Oversight: Fostering Innovation

Explores In today's rapidly changing world, a successful bank's business strategy must include responsible innovation to provide new or improved financial products, services, and processes to benefit its customers and community. This video provides an overview of the role that bank directors play in fostering innovation in their bank in a manner that is consistent with sound risk management and is aligned with the bank's overall business strategy.

New Version Released: December 8, 2025. Length: 4 minutes.

Board Oversight: Insiders and Regulation O

Explores a bank board's key oversight responsibility related to managing the abuse of insider information and ensuring there are policies and procedures in place to address such risks. This includes recognizing that regulatory agencies place a heavy emphasis on compliance with Regulation O, having found that insider dealings are the most common cause of institution failure in times of economic stress.

New Version Released: December 8, 2025. Length: 7 minutes.

Board Oversight: Managing Reputation Risk

Building and preserving the bank's reputation is a balancing act and one that is crucial for the board in its oversight role. This video provides an overview of factors that have the potential to impact a banks reputation and the directors' role in ensuring that policies and systems are in place to manage and control reputational risk as part of the bank's overall risk management processes.

New Version Released: December 8, 2025. Length: 4 minutes.

Board Oversight: Post Compliance Exam Activities

Explores a bank board's key responsibility for reviewing the findings from a compliance examination, as delivered in the Report of Examination. This includes ensuring that a bank examines, summarizes, and explains report findings to the board in a timely manner.

New Version Released: December 8, 2025. Length: 6 minutes.

ABA Frontline Compliance

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Board Oversight: Preparing for the Compliance Exam

Explores a bank board's key responsibility for overseeing the bank's management of compliance risk and monitoring the effectiveness of its compliance function. This includes preparing for any examination by bank regulators, reviewing communication from the compliance officer, and responding to the examination report findings.

Digital Trends: Blockchain

Covers the main points of the blockchain process to help a bank's board of directors recognize how blockchain reduces transaction processing time and drives down costs. A bank's board should also recognize that senior management needs to have a basic understanding of blockchain to determine how its application could improve internal efficiencies, and it should indicate in a bank strategy plan that it is open to blockchain's technology and innovation.

Length: 5 minutes.

Digital Trends: Cybersecurity

Covers the main points of cybersecurity risks to help a bank's board of directors realize the importance of setting strategy and work closely with the information security function to establish policies and procedures that protect a bank and customers. This includes understanding what a bank is doing to protect internal data, the data of its partners, and the data of its customers.

Length: 5 minutes.

Digital Trends: Payments

Covers the main points of innovation in the digital payments space to help a bank's board of directors understand how mobile devices drive seamless purchase decisions and how smart data anticipates and prompts both the purchase decision and payment. A bank's board of directors should recognize that a bank that provides P2P payments will meet today's customer expectations for instant, mobile payments that will increase customer loyalty and engagement.

Length: 5 minutes.

Understanding Directors and Officers (D&O) Insurance

This course provides an in-depth exploration of Directors and Officers (D&O) insurance, a critical component for protecting the personal assets of bank directors and officers against liability claims. Participants will gain a comprehensive understanding of the risks associated with being a bank director and how D&O insurance mitigates these risks.

New Version Released: December 8, 2025. Length: 6 minutes.

What Do Bank Boards Do?

The job of a board of directors is to set the future direction of the company and provide oversight for the senior management team. But what does that mean in practical terms? This training video provides an overview of a board director's responsibilities for prospective bank directors, with experienced directors who offer a practical perspective. This training video is designed for CEOs and Board Chairs to share with potential board candidates.

Length: 7 minutes

ABA Frontline Compliance

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ABA Frontline Compliance (Bank Marketers)

Advertising Overview for Marketers

This course is designed to provide bank marketing professionals with a high-level overview of numerous federal laws and regulations affecting their roles. It covers laws prohibiting unfair, deceptive or abusive acts or practices; disclosure requirements for deposit account and non-deposit accounts; lending laws and more. The course also explains how laws related to the use of electronic channels, fax, telephone, e-commerce, social media and foreign languages apply to bank marketing.

New Version Released: January 15, 2024: Length: 40 minutes.

Fair Lending for Marketers

This course is designed to assist bank marketing professionals in promoting and advertising credit products in a manner compliant with fair lending laws, specifically the Equal Credit Opportunity Act (Regulation B) and the Fair Housing Act . The course explains the basic and underlying principles of the laws, as well as the specific advertising requirements.

New Version Released: January 15, 2024. Length: 20 minutes.

FDIC for Marketers

This course explores the FDIC rules governing use of the official FDIC signs and advertising statements and describes the FDIC's regulations about misrepresenting deposit insurance coverage for non-deposit products such as investments and insurance. The course reviews FDIC digital advertising rules that go into effect in 2025.

New Version Released: January 15, 2024. Length: 15 minutes.

Social Media for Marketers

This course explains the opportunities and challenges, including regulatory risk, that banks face when using social media to advertise and promote their services and products.

New Version Released: January 15, 2024. Length: 25 minutes.

Truth in Lending for Marketers

This course covers the Regulation Z provisions that apply to consumer credit advertisements. It explains how certain terms, like "interest rates", must be disclosed. The course also covers which terms, if included in an advertisement, trigger additional disclosures.

New Version Released: January 15, 2024. Length: 20 minutes.

Truth in Savings for Marketers

This course explains the requirements of Regulation DD, which is intended to help consumers make informed decisions about deposit accounts related to the advertising aspects. It explains which terms contained in an advertisement trigger additional disclosures and special overdraft service advertising provisions.

New Version Released: January 15, 2024. Length: 20 minutes.

UDAAP for Marketers

This course looks at how federal laws prohibiting unfair, deceptive and abusive acts and practices apply to bank marketing. This course will help bank marketing professionals develop advertisements and promote their banks' products and services without risking violations and causing consumer harm.

New Version Released: January 15, 2024. Length: 45 minutes.

ABA Frontline Compliance

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ABA Frontline Compliance (Workforce Excellence)

Building a Brand for Workforce Excellence: Putting People First

This course guides bank leaders and HR professionals in shaping a people-first employer brand that attracts top talent and inspires trust among clients and the community. Participants will explore how values-driven branding, values-driven, people-centered practices, and authentic storytelling can set their organization apart in a competitive market. Through practical examples and actionable strategies, learners will discover how all employees can contribute to building and sustaining a strong, positive brand—one that reflects the bank's culture, supports business goals, and drives long-term success.

New Course Released: March 13, 2026. Length: 10 minutes.

Building a Performance Culture: Team Connection, Collaboration and Accountability

This course helps managers and HR professionals understand their role in fostering a culture built on respect, integrity, collaboration and accountability. Participants will explore what it means to foster a supportive, consistent, and performance-aligned environment, why these values are essential for business success in banking, and how every employee can help foster inclusion and accountability in daily work. Through practical strategies and real-world banking examples, learners will discover how a strong culture of respect and accountability underpins positive relationships, drives performance, and supports the bank's growth and success.

New Course Released: March 13, 2026. Length: 15 minutes.

Championing Team Connection: A Manager's Role

This course equips managers and leaders with practical strategies to actively support, engage, and empower their teams. Participants will learn how to recognize and encourage employee contributions, foster open communication, and create an environment where all staff feel valued and included. Through real-world scenarios and actionable tools, leaders will discover how to build trust, nurture team connections, and drive organizational success by championing staff engagement and support across teams.

New Course Released: March 13, 2026. Length: 16 minutes.

Customer Service Excellence: Respect Across Cultures

This course empowers bank employees to deliver exceptional, culturally respectful service to all customers. Through real-world examples and visual storytelling, learners will develop the skills to recognize unique styles and cultural nuances, communicate effectively, and avoid common missteps. The course emphasizes curiosity, respectful engagement, and strategies for building trust with clients from all backgrounds.

New Course Released: March 13, 2026. Length: 25 minutes.

Engaging Effectively with Co-Workers: Communication & Collaboration

This course will equip all bank employees with practical strategies for engaging, communicating, and collaborating respectfully in the workplace. It will cover how to interact across teams, resolve misunderstandings, and foster a positive, supportive, and collaborative environment through effective communication and teamwork.

New Course Released: March 13, 2026. Length: 35 minutes.

ABA Frontline Compliance

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Managing for Excellence: Fair & Effective Leadership

The Fair and Effective Leadership course will equip managers and leaders with the tools and strategies to manage inclusively with practical, everyday leadership behaviors that support fairness, opportunity, and a positive workplace culture for all employees.

New Course Released: March 13, 2026. Length: 15 minutes.

Mitigating Unfairness in Banking

This course will help banking employees understand how preconceived notions can affect decision making, identify common ways these notions affect workplace interactions and customer service, recognize the impact they have and develop practical strategies to mitigate unfairness. Learners will also learn techniques to promote fairness in everyday banking operations.

New Course Released: March 13, 2026. Length: 25 minutes.

Strategic Workforce Development: Upskilling & Growth

This course equips managers and leaders with strategies to develop all employees through mentorship, sponsorship, coaching, and structured development programs. Participants will explore the key elements of successful employee development in banking, including upskilling, reskilling, and fostering career growth across employee groups. The course emphasizes building clear, skills-based pathways for advancement and practical ways to support professional growth for all.

New Course Released: March 13, 2026. Length: 15 minutes.