



2010 Distance Learning Calendar

January

- 7 Interpreting Credit Reports for Sales Opportunities
- 12 Reg CC TeleCourse
- 13 Top 10 Reasons Your Members May Not Be Fully Insured by the NCUSIF
- 14 Robbery Prevention & Response Strategies: the FBI Safecatch Model
- 20 **Network Webcast: The CARD Act**
- 20 Mortgage Lending: Compliance & Safety/Soundness Requirements
- 21 Creating ROI With Generations X & Y
- 26 Website Compliance

February

- 2 Preventing Sexual Harassment
- 3 Auditing for RESPA Compliance
- 4 Teller Regs TeleCourse
- 10 FACT ACT
- 16 Regulations E Alert: Rule Changes to EFT for OD Protection
- 18 Reg Z
- 23 Fair Lending

March

- 3 Directors & the ALLL
- 4 IRA TeleCourse
- 10 Call Center Lending Opportunities
- 10 **Network Compliance Update**
- 10 Members & Trust Accounts
- 24 Regulations D & E for Frontline Staff
- 25 Achieving Sales Results With Your Team
- 30 Understanding Minor Accounts

April

- 6 Credit Checks/Conducting Background Checks
- 7 Financial Counseling for Loan Officers

- 7 Understanding Signature Cards & Account Agreements
- 14 Plastic Card Fraud
- 20 Writing Policies for Loan Workouts & Collections
- 28 How Your Member's Bankruptcy Filing Affects Your Credit Union

May

- 5 Understanding Credit Union Financial Statements: For Directors & Volunteers
- 12 Strengthening Your Credit Union's Loan Review Program
- 13 Teller Essentials TeleCourse
- 19 BSA
- 26 Repossession, Notice & Sale of Collateral on Personal Property
- 27 CU Alternatives to Predatory Car Loans

June

- 2 Reg E
- 8 Bankruptcy TeleCourse
- 9 **Network Compliance Update**
- 16 Safe Deposit Fundamentals
- 23 Preventing Losses on the Frontline & in the Call Center
- 30 Handling Right of Set Off: What You Need to Know
- 30 Key Financial Ratios Everyone and the BOD Should Know

July

- 14 Collections TeleCourse
- 14 Frontline Compliance 101
- 21 Early Warning Signs of Problem Loans
- 21 Safe Deposit Security, Liability & Self Service Boxes
- 27 How Your CU Can Be More Attractive to Young Adult Members
- 28 Vendor & Third-Party Due Diligence

August

- 4 Your Credit Union's Responsibilities & Liabilities When Check Fraud Occurs
- 5 Growth Strategies: Retention is the New Acquisition
- 11 How To Increase Loan Approvals
TeleCourse
- 18 Lending to the Self-Employed—How to Say YES!
- 19 Head Teller Development: You're the New Head Teller, Now What?
- 24 How to Out-Sell What Your Competitors Can't
- 25 Credit Reports & Scores: Using Them Legally & Effectively

September

- 1 Decedent Accounts
- 2 Compliance Risk for Directors: Identifying the Risk in Your Credit Union
- 8 Network Compliance Update**
- 8 Subpoenas, Summonses, Levies and Other Demands for Customer Funds
- 9 The Growing Role of Market Segmentation
- 14 Innovations on Business Continuity
- 15 Legal Aspects of Share Drafts
- 22 Your Fair Lending Exam: What the Examiners Want!
- 22 Account Administration TeleCourse

October

- 6 BSA for the Front Line
- 7 Advertising Compliance
- 14 Telephone Collection Tips
- 21 Social Media & Your Media Mix—Is It For You?
- 27 Emerging Trends & Risk-Serving Members Remotely
- 28 How to Avoid the Top 10 Real Estate Lending Compliance Violations

November

- 3 Internal Fraud Hotspot Awareness for Managers & Supervisors
- 9 Red Flags of Internal Fraud
- 10 Basics of Regulation B for Credit Unions: Equal Credit Opportunity
- 17 Business Accounts: Who is Authorized to Open, Close & Transact?
- 18 Secrets of Boomer Retirees Revealed
- 23 Sub Prime Lending Solutions/Alternatives

December

- 1 Understanding the ALLL: Getting It Right!
- 2 Member Business Loans
- 8 Network Compliance Update**
- 15 25 Essential BSA Issues
- 21 Change at Your CU

Montana Credit Union Network
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