

AFSA University

Indirect Vehicle Financing Curriculum Guide

AFSA's suggested curriculum for Vehicle Finance Companies helps AFSA members identify mandatory and suggested assignments based on job responsibilities and federal regulatory requirements. It does not replace the judgment and experience of your institution's compliance and training professionals and it is not completely tailored to your institution's specific job duties or unique needs. Please consult your company's legal counsel when formulating a compliance training program specific to your company.

Auto Loan Processors/Closers (Includes Leasing)				In Minu	ıtes
Course Name:	Lesson ID	Lesson Time	Test Time	Total Time	Credit and Funding Staff:
Active Shooter: What You Can Do	OPS1206	15	5	20	includes back office staff
Awareness: Cybersecurity	OPS1202	30	5	35	who help prepare and
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	process loans by verifying
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	and analyzing application
Cybersecurity: Phishing	OPS1205	7	3	10	information, verifying
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	documents, making and
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	receiving phone calls,
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	copying, filing and faxing documents.
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	-documents.
Information Security - Video	PRIV1035	30	10	40	1
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Collections Staff				In Minu	utes
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Collections Staff:
Active Shooter: What You Can Do	OPS1206	15	5	20	locate and contact
Awareness: Contacting Customers	PRIV9000	30	10	40	consumers to collect
Awareness: Cybersecurity	OPS1202	30	5	35	payments on past due
Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40	accounts; determine the
Bankruptcy	OPS1080	30	10	40	most effective and
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	economical payment plan
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	for each account.
Cybersecurity: Phishing	OPS1205	7	3	10	

Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40]
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70]
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100]
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40]
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40]
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55]
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40]
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55]
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70]
Regulation M: Consumer Leasing	LEND1185	30	10	40	1
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	1
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	1
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	1
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	1
Telephone Consumer Protection Act	PRIV1006	40	10	50	
Customer Service Representative				In Minu	tes
Course Name	Lesson ID	Lesson	Test	Total	Customer Service Reps:
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	serve customers by
Awareness: Contacting Customers	PRIV9000	30	10	40	providing product and
Awareness: Cybersecurity	OPS1202	30	5	35	service information,
Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40	resolving problems,
Bankruptcy	OPS1080	30	10	40	answering questions, and
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	fulfilling requests.
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10]
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	
FCRA for Information Furnishers - Basics	OPS1114	30	10	40	
GLBA Security Breach Notice	PRIV1014	20	10	30	
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40]
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40]
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30]
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	1
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55]
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40]
g and the state of		1	10	1	1
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
-	OPS1211 OPS1210	45 60	10	70	
New York Sexual Harassment - Employees (as applicable)					
New York Sexual Harassment - Employees (as applicable) New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
New York Sexual Harassment - Employees (as applicable) New York Sexual Harassment - Supervisors (as applicable) Regulation M: Consumer Leasing	OPS1210 LEND1185	60 30	10 10	70 40	
New York Sexual Harassment - Employees (as applicable) New York Sexual Harassment - Supervisors (as applicable) Regulation M: Consumer Leasing Reporting Elder Financial Abuse (if required by state law)	OPS1210 LEND1185 OPS1028	60 30 20	10 10 5	70 40 25	

OPS1038

Sexual Harassment - Managers (as applicable)

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Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	1
Telephone Consumer Protection Act	PRIV1006	40	10	50	1
Lender (Includes Leasing)	11/1/1000	1.0	1=0	In Minu	l Ites
Course Name	Lesson ID	Lesson	Test	Total	Auto Consumer Lender:
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	accepts applications and
Awareness: Cybersecurity	OPS1202	30	5	35	interviews applicants to
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	determine financial eligibility for loans.
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10	
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	=
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	=
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	=
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	1
Regulation M: Consumer Leasing	LEND1185	30	10	40	1
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	1
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	1
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	1
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	1
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	1
Front-Line Managers	•			In Minu	ites
Course Name	Lesson ID	Lesson	Test	Total	Front-Line Managers:
Active Shooter: What You Can Do	OPS1206	15	5	20	include Branch Managers
Awareness: Cybersecurity	OPS1202	30	5	35	and Supervisors. Front-Line
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	Managers report to Middle-
Cybersecurity: Phishing	OPS1205	7	3	10	Level Managers, directly
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	supervise employees, and
GLBA Security Breach Notice	PRIV1014	20	10	30	are involved in day to day
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	operational activities.
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	1
Information Security - Video	PRIV1035	30	10	40	1
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	1
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	1
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	1
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	1
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	1
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	1
Regulation M: Consumer Leasing	LEND1185	30	10	40	†
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	1
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	1
	1	177		1	」

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Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	_
Vendor Management	AFSA1001	30	10	40	
Middle-Level Managers	<u> </u>	I.	<u> </u>	In Minu	
Course Name	Lesson ID		Test	Total	Middle-Level Managers:
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	Middle-Level Managers
Awareness: Cybersecurity	OPS1202	30	5	35	include Divisional Vice
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	Presidents and
Cybersecurity: Phishing	OPS1205	7	3	10	Departmental Vice
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	Presidents. Middle-Level
GLBA Security Breach Notice	PRIV1014	20	10	30	Managers report to Top-
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	Level Managers and oversee
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	Front-Line Managers.
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	_
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	-
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	_
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	_
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	_
Regulation M: Consumer Leasing	LEND1185	30	10	40	_
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	_
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	1
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	_
Vendor Management	AFSA1001	30	10	40	_
Top-Level Managers	7 11 67 12002			In Minu	utes
Course Name	Lesson ID	Lesson	Test	Total	Top-Level Managers:
		Time	Time	Time	'
Active Shooter: What You Can Do	OPS1206	15	5	20	e.g. Board of Directors, CEO,
Awareness: Cybersecurity	OPS1202	30	5	35	CFO, COO, and EVP.
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	Responsible for overseeing
Cybersecurity: Phishing	OPS1205	7	3	10	and controlling the entire
Director's Suite: Compliance Risk Management (Non-Bank)	OPS1081	30	10	40	organization.
Director's Suite: Fair Lending (Non-Bank)	LEND1177	30	10	40	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Auditors	•		In Mini	utes	
Course Name	Lesson ID	Lesson	Test	Total	Auditors:
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	perform examinations and
Awareness: Cybersecurity	OPS1202	30	5	35	reviews of the organization's
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Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40	determine if appropriate
Bankruptcy	OPS1080	30	10	40	controls are in place to
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	minimize regulatory risk.
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	- Trimininge regulatory risk.
Cybersecurity: Phishing	OPS1205	7	3	10	
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	_
FCRA for Information Furnishers - Basics - [opt 1]	OPS1114	30	10	40	
GLBA Security Breach Notice	PRIV1014	20	10	30	-
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	=
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	1
Right to Financial Privacy Act	PRIV1022	30	10	40	1
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	-
			+	+	-
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	
Sexual Harassment - Employees (as applicable) Sexual Harassment - Managers (as applicable)	OPS1219 OPS1038	60	10	30 70	-
Sexual Harassment - Managers (as applicable)		+			
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable)	OPS1038 OPS1039	60	10	70	
Sexual Harassment - Managers (as applicable)	OPS1038	60 60	10 10	70 70	ites
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management	OPS1038 OPS1039	60 60	10 10	70 70 40	rtes Compliance:
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance	OPS1038 OPS1039 AFSA1001	60 60 30	10 10 10	70 70 40 In Minu	
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name	OPS1038 OPS1039 AFSA1001 Lesson ID	60 60 30 Lesson Time	10 10 10 Test Time	70 70 40 In Minu Total Time	Compliance:
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206	60 60 30 Lesson Time	10 10 10 Test Time	70 70 40 In Minu Total Time	Compliance: compliance personnel are
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000	60 60 30 Lesson Time 15 30	10 10 10 Test Time	70 70 40 In Minu Total Time 20 40	Compliance: compliance personnel are responsible for ensuring the
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202	60 60 30 Lesson Time 15 30 30	10 10 10 Test Time 5 10 5	70 70 40 In Minu Total Time 20 40 35	compliance: compliance personnel are responsible for ensuring the organization complies with
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188	60 60 30 Lesson Time 15 30 30	10 10 10 Test Time 5 10 5	70 70 40 In Minu Total Time 20 40 35 40	Compliance: compliance personnel are responsible for ensuring the
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080	60 60 30 Lesson Time 15 30 30 30	10 10 10 Test Time 5 10 5 10	70 70 40 In Minu Total Time 20 40 35 40 40	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable)	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213	60 60 30 Lesson Time 15 30 30 30 30 60	10 10 10 Test Time 5 10 5 10	70 70 40 In Minu Total Time 20 40 35 40 40 70	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable)	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212	60 60 30 Lesson Time 15 30 30 30 40 120	10 10 10 Test Time 5 10 5 10 10	70 70 40 In Minu Total Time 20 40 35 40 40 70 130	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable) Cybersecurity: Phishing	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212 OPS1205	15 30 30 30 15 30 30 30 30 40 120 7	10 10 10 10 Test Time 5 10 10 10 10 3	70 70 40 In Minu Total Time 20 40 35 40 40 70 130	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable) Cybersecurity: Phishing Fair and Responsible Lending (Non-Bank)	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212 OPS1205 LEND1179	15 30 30 30 Lesson Time 15 30 30 30 40 120 7	10 10 10 10 Test Time 5 10 10 10 10 10 3 10	70 70 40 In Minu Total Time 20 40 35 40 40 70 130 10 40	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to identify and address any
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable) Cybersecurity: Phishing Fair and Responsible Lending (Non-Bank) FCRA for Information Furnishers - Basics	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212 OPS1205 LEND1179 OPS1114	15 30 30 30 Lesson Time 15 30 30 30 40 120 7 30 30	10 10 10 Test Time 5 10 5 10 10 10 10 10	70 70 40 In Minu Total Time 20 40 35 40 40 70 130 10 40 40	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to identify and address any regulatory compliance
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable) Cybersecurity: Phishing Fair and Responsible Lending (Non-Bank) FCRA for Information Furnishers - Basics GLBA Security Breach Notice	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212 OPS1212 OPS1214 PRIV1014	15 30 30 30 15 30 30 30 30 7 30 30 20	10 10 10 10 Test Time 5 10 10 10 10 10 10 10	70 70 40 In Minu Total Time 20 40 35 40 40 70 130 10 40 40 30	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to identify and address any regulatory compliance
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable) Cybersecurity: Phishing Fair and Responsible Lending (Non-Bank) FCRA for Information Furnishers - Basics GLBA Security Breach Notice ID Theft Red Flags Rule - Video	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212 OPS1205 LEND1179 OPS1114 PRIV1014 PRIV1038	15 30 30 30 Lesson Time 15 30 30 30 40 120 7 30 30 30 30 30	10 10 10 10 Test Time 5 10 10 10 10 10 10 10 5	70 70 40 In Minu Total Time 20 40 35 40 40 130 10 40 40 30 35	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to identify and address any regulatory compliance
Sexual Harassment - Managers (as applicable) Sexual Harassment Case Studies - Managers (as applicable) Vendor Management Compliance Course Name Active Shooter: What You Can Do Awareness: Contacting Customers Awareness: Cybersecurity Awareness: Fair Debt Collection Practices for Creditors Bankruptcy California Sexual Harassment - Non-Supervisors (as applicable) California Sexual Harassment - Supervisors (as applicable) Cybersecurity: Phishing Fair and Responsible Lending (Non-Bank) FCRA for Information Furnishers - Basics GLBA Security Breach Notice ID Theft Red Flags Rule - Video Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1038 OPS1039 AFSA1001 Lesson ID OPS1206 PRIV9000 OPS1202 LEND1188 OPS1080 OPS1213 OPS1212 OPS1205 LEND1179 OPS1114 PRIV1014 PRIV1038 OPS1225	15 30 30 30 Lesson Time 15 30 30 30 40 120 7 30 30 30 30 40 40 40 40 40 40 40 40 40 40 40 40 40	10 10 10 Test Time 5 10 10 10 10 10 10 10 10 10	70 70 40 In Minu Total Time 20 40 35 40 40 70 130 10 40 40 30 35 70	compliance: compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to identify and address any regulatory compliance
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Motor Vehicle Lending: Gramm-Leach-Bliley Act

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Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Right to Financial Privacy Act	PRIV1022	30	10	40	
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Telephone Consumer Protection Act	PRIV1006	40	10	50	
Vendor Management	AFSA1001	30	10	40	
Human Resources				In Minu	tes
Course Name	Lesson ID	Lesson	Test	Total	Human Resources (HR):
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	assists in the hiring, training,
Awareness: Cybersecurity	OPS1202	30	5	35	and development of
Bullying in the Workplace	OPS1109	30	10	40	employees. Also responsible
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	for employee counseling
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	and services, such as
Cybersecurity: Phishing	OPS1205	7	3	10	benefits and compensation.
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Administrative Services				In Minu	tes
Course Name	Lesson ID	Lesson	Test	Total	Administrative Services:
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	e.g. Mailroom Clerks and
Awareness: Cybersecurity	OPS1202	30	5	35	Receptionists. Clerks are
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	responsible for ensuring that
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	all letters and packages are
Cybersecurity: Phishing	OPS1205	7	3	10	properly sent and delivered.
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	Receptionists are
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	responsible for greeting visitors, assigning visitor
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	badges, and notifying the
Information Security - Video	PRIV1035	30	10	40	appropriate personnel of
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	the visitor's arrival

New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70]
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25]
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	1
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	1
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	1
Information Technology Personnel				In Minu	ites
Course Name	Lesson ID	Lesson	Test	Total	Information Technology (IT)
		Time	Time	Time	Personnel:
Active Shooter: What You Can Do	OPS1206	15	5	20	help monitor and manage
Awareness: Cybersecurity	OPS1202	30	5	35	the organization's computer
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	systems and network. They
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	work with other
Cybersecurity: Phishing	OPS1205	7	3	10	departments and employees
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	to help resolve computer,
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	data, or network issues.
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	1
Information Security - Video	PRIV1035	30	10	40	1
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	1
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	1
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	1
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	1
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	1
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	1
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	1
Administrative Services	[0.02005	100	1	In Minu	ites
Course Name	Lesson ID	Lesson	Test	Total	Operations Staff:
		Time	Time	Time	
Active Shooter: What You Can Do	OPS1206	15	5	20	includes staff working in
Awareness: Cybersecurity	OPS1202	30	5	35	titles, financial processing,
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	account termination, and
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	lockbox administration.
Cybersecurity: Phishing	OPS1205	7	3	10]
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	1
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	1
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	4
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10 10	100 40	4
Information Security - Video	PRIV1035	30	10		-
Motor Vehicle Lending: UDAAP New York Sexual Harassment - Employees (as applicable)	DPS1211	30 45	10	40 55	-
New York Sexual Harassment - Supervisors (as applicable)	OPS1211	60	10	70	1
Reporting Elder Financial Abuse (if required by state law)	OPS1210 OPS1028	20	5	25	1
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	1
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	-
Sexual Harassment - Employees (as applicable) Sexual Harassment - Managers (as applicable)	OPS1219 OPS1038	60	10	70	1
<u> </u>			10	70	1
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	IΤΩ	1/0	