

How to Use This Manual

Self-Paced Regulatory Compliance Training for Lenders has been written to help you originate, close, maintain, and collect loans that comply with consumer laws and regulations. Junior loan officers to senior loan officers, loan administration personnel, internal auditors, and loan review officers will find self-paced training easy, convenient, and rewarding. This manual will teach you how to comply with laws and regulations that govern each part of the lending process.

Each part addresses a specific part of the lending process, and each chapter focuses on a separate group of loans — all loans, non-real estate loans, real estate loans — accompanied by the relevant regulatory requirements. Appendix A provides you with a summary of the laws and regulations included in the manual. Appendix B provides you with information to keep your policy in compliance.

You can start at the beginning and work your way through to the end, or select any one of the parts depending on your needs and priorities. It is not necessary for you to have read the prior part to understand the part you are interested in reading; however, you may be referred to a prior part for additional information.

Each chapter of a part concludes with several review questions. The answers are given at the end of the series of questions, but do not look at them until you have answered the questions by yourself. If you cannot answer a question or answer one incorrectly, go back and review that chapter until you understand the answer. Talk with your supervisor if you need additional help.

Because the training is self-paced, relax and take the time to learn the information thoroughly. You should, however, block out at least one-hour intervals of uninterrupted time to get the most out of the learning process. Read the information carefully and try not to jump around within each part. Take notes as necessary and schedule periodic consultations with your supervisor for additional assistance and to understand your bank's procedures and forms.

SHESHUNOFF CERTIFICATION PROGRAM

With your purchase of the Self-Paced Security and Fraud Training for Banks, you become eligible to receive a personalized Sheshunoff Certificate of Completion. This certification is a reflection of

the individual's knowledge of the practical business application and regulatory compliance rules governing security and fraud for banks.

After reading the manual, you may request a copy of the final examination. This final test will be graded by a member of the Sheshunoff Certification Board, and when it is determined by your answers that you have achieved a level of competency, you will be awarded a Certification of Completion suitable for framing.

General Information

Only individuals registered in the program (main subscriber or additional registered students*) are eligible to be certified.

Registration for the main subscriber may be transferred only if the main subscriber has not already taken the final examination. The main subscriber to the book automatically becomes a registered student in the program. There is a fee for additional registered students who are not main subscribers.

You should read each course one lesson at a time. At the end of each lesson, there is a lesson review. Questions in the lesson review should be answered before proceeding to the next lesson. At the end of each course, there is a course examination. You should complete these exams and compare your answers with those that are provided. Once you have completed both the course exams in this manual, you can request the final examination by calling Customer Service, toll free, at 1-800-456-2340.

You must score 70 percent or higher on the final examination. The exam is self-administered in your institution. You must return the completed exam and a processing fee to Sheshunoff Information Services, Inc., for grading. A senior officer of your institution must certify that all exam requirements are met.

After successfully completing the final exam, students receive a certificate. Certification is for two years from the date of certification. After your initial certification expires, you must receive recertification. Sheshunoff provides course materials for the recertification examination as part of the main subscriber's annual fee.

* Please call customer service for information regarding additional users.

Sheshunoff reserves the right to modify the program's exam requirements and related fees at any time.

To Request an Exam

Phone

Call Sheshunoff Customer Service at 1-800-456-2340. Request the exam directly from Customer Service, or ask to speak with a representative for the Security and Fraud Training for Banks Certification Program.

E-Mail

If you prefer, you may send an e-mail request to certification@sheshunoff.com. Be sure to put "Security and Fraud Training Examination" in the subject line. Please include the following information in your e-mail request:

- Main subscriber/student's full name
- Contact information for your institution (name, mailing address, telephone number)
- Sheshunoff account number
- Name and e-mail address of person who will administer the exam at your bank

Sample Self-Paced Compliance Training for Lenders Certificate



The manual is divided into the following parts and chapters:

Part I — Taking the Application

Chapter 1 — Taking the Application for All Loans

Chapter 2 — Taking the Application for Non-Real Estate Loans

Chapter 3 — Taking the Application for Real Estate Loans

Part II — Evaluating the Loan Request

Chapter 4 — Evaluating All Loan Requests

Chapter 5 — Evaluating Requests for Real Estate Loans

Part III — Final Steps Before Extending Credit

Chapter 6 — Notifying the Applicant and Using Credit Information

Part IV — Extending Credit and Closing the Loan

Chapter 7 — Extending Credit for All Loans

Chapter 8 — Extending Credit for Non-Real Estate Loans

Chapter 9 — Extending Credit for Real Estate Loans

Part V — Maintaining the Loan

Chapter 10 — Maintaining All Loans

Chapter 11 — Maintaining Real Estate Loans

Part VI — Collecting the Loan

Chapter 12 — Collecting All Loans

Part VII — Loans to Insiders

Chapter 13 — Lending to Insiders

Part VIII — Other Regulatory Considerations

Chapter 14 — Home Mortgage Disclosure Act — Regulation C: Meeting Housing Needs

Chapter 15 — Community Reinvestment Act: Serving Your Community

Chapter 16 — Fair Housing Rules: Displays and Advertisements

Part IX — Appendixes

Appendix A — Introduction to Lending Regulations

Appendix B — Loan Policy Considerations