May 15, 2026

Course Updates & Changes

The following document outlines:

- New courses released
- Regulation updates and affected courses
- Maintenance updates
- Retired courses

Please review and update your customized courseware, training programs, and LMS as applicable.

New Releases:

Bank & Credit Union Catalogs:

Core Compliance Suite

Service Member Issues

Description: An in-depth discussion of the legal and compliance issues surrounding military customers, including the Servicemember Civil Relief Act (SCRA) and Military Lending Act (MLA).

Directors Education Series

Enforcement Actions and Regulatory Changes

Description: This course provides an overview of recent enforcement actions and evolving regulatory changes impacting financial institutions. It highlights shifts in examination practices, compliance expectations, and emerging risk areas such as AI, digital assets, and fraud. Participants will gain insights into maintaining effective compliance programs amid regulatory uncertainty and learn

how to strategically manage risk while “playing the long game” in a changing oversight environment.

Enterprise Risk Management & Compliance Series (Breakthrough/Elevate/Expansion Packages)

Advertising Compliance Essentials - E3 – 316379

Description: This course provides an essential overview of advertising compliance requirements, focusing on how to recognize regulated advertising, identify high-risk practices, and understand when additional disclosures or review may be required. This course is designed to build awareness, not to replace specialized training. Employees involved in advertising, marketing, or promotional activities should always follow institutional policies and escalate questions to compliance or marketing review teams when appropriate.

Americans with Disabilities Act - E3 Essentials – 318967

Description: This course provides an essential overview of Americans with Disabilities Act (ADA) requirements for all employees. It focuses on recognizing nondiscriminatory practices, understanding inclusive service expectations, and knowing when to escalate ADA-related questions or situations for further review. This training is designed to build awareness and support respectful, compliant interactions, not to replace specialized HR or facilities training.

Business Continuity and Disaster Recovery Essentials - E3 – 320936

Description: This course provides an overview of business continuity concepts and focuses on the role employees play during a disruption. You will learn why business continuity matters, how disruptions may affect your work, and what actions you should take to support safety, communication, and recovery efforts. This course does not cover program design or technical recovery procedures, but instead emphasizes awareness, preparedness, and individual responsibility.

Telemarketing Consumer Fraud and Abuse Prevention Act Essentials - E3 – 320911

Description: This course provides an overview of telemarketing consumer protection requirements, including the purpose of the laws, the Do Not Call Registry, and common prohibited practices. It focuses on awareness and ethical conduct, helping employees recognize risky behavior and understand their responsibility to follow established policies and procedures.

Board of Directors Series (Breakthrough/Elevate/Expansion Packages)

Elder Financial Abuse for the Board of Directors and Senior Management – 315261

Description: This course is designed to provide directors and senior leaders with a governance-focused understanding of elder financial abuse risk. Rather than concentrating on front-line indicators or case management, the course emphasizes board accountability, escalation effectiveness, compliance management system (CMS) integration, and the governance breakdowns that most often lead to regulatory criticism. Participants will learn how regulators evaluate board oversight and what effective governance looks like in practice.

Fair Lending Overview for the Board of Directors and Senior Management – 315263

Description: This course is designed to provide directors and senior leaders with a governance-focused understanding of fair lending oversight. Rather than emphasizing legal technicalities or operational mechanics, the course focuses on board accountability, examination expectations, the use of data in identifying risk, the influence of tone and culture, and the governance breakdowns that most often lead to regulatory criticism or enforcement actions.

Flood Insurance for the Board of Directors and Senior Management – 315341

Description: This course is designed to provide directors and senior leaders with a governance-focused understanding of flood insurance risk. Rather than concentrating on technical determinations or loan-level procedures, the course emphasizes board accountability, examination expectations, consistency across products and systems, vendor and NFIP reliance, and the oversight failures that most often lead to repeat violations and enforcement actions.

Loans to Executive Officers and Insiders (Regulation O) for the Board of Directors and Senior Management – 319378

Description: This course provides directors and senior leaders with a governance-focused understanding of Regulation O oversight. Rather than emphasizing technical limits or underwriting mechanics, the course concentrates on board accountability, examiner expectations, insider lending risk patterns, governance drift around limits and exceptions, and the fiduciary responsibilities that underpin effective oversight.

Preparing for a Compliance Examination for the Board of Directors and Senior Management – 320274

Description: This course is designed to provide directors and senior leaders with a governance-focused understanding of the compliance examination process. Rather than concentrating on examiner logistics or document production, the course emphasizes board accountability, regulatory expectations, information

flow and escalation, examination outcomes, and the oversight failures that most often lead to repeat findings or enforcement action.

Restructuring the Financial Services Industry for the Board of Directors and Senior Management – 320280

Description: This course provides directors and senior management with a high-level, forward-looking perspective on how the financial services industry is evolving. Rather than offering a detailed historical or academic analysis, the course focuses on the forces reshaping the industry today and the governance implications boards must consider when overseeing strategy, risk, and long-term sustainability.

Security of Customer Information for the Board of Directors and Senior Management – 320736

Description: This course provides directors and senior leaders with a governance-focused understanding of the Security of Customer Information Guidelines issued under the Gramm-Leach-Bliley Act (GLBA). Rather than emphasizing technical safeguards or system configurations, the course focuses on board oversight responsibilities, institutional risk, and how information security integrates with the compliance management system (CMS) and enterprise risk management.

Servicemembers Civil Relief Act (SCRA) and Military Lending Act (MLA) for the Board of Directors and Senior Management – 320742

Description: While management and staff are responsible for identifying covered borrowers and applying specific protections, boards of directors and senior management are accountable for ensuring that policies, systems, training, and oversight are sufficient to comply with these laws. This course provides a governance-focused overview of SCRA and MLA requirements, emphasizing board responsibilities, institutional risk, and oversight expectations rather than operational execution.

Unfair, Deceptive or Abusive Acts or Practices for the Board of Directors and Senior Management – 320758

Description: Regulators expect boards of directors and senior management to set the tone for unfair, deceptive, or abusive acts or practices (UDAAP) compliance by fostering a culture that prioritizes fairness, transparency, and accountability. This course provides directors and senior leaders with a governance-focused understanding of UDAAP, emphasizing oversight responsibilities, risk assessment, and integration into the compliance management system (CMS).

Bank, Credit Union, and Non-Bank Financial Services Catalogs:

Employment Law (Breakthrough and NBFS Complete Packages)

Code of Conduct

Description: Code of Conduct reinforces the principles and standards that guide ethical behavior at work. It explains how to make responsible decisions, avoid conflicts of interest, and maintain respect and integrity in all interactions. Upholding these standards helps protect the organization, build trust, and ensure compliance with company policies and the law.

Regulation Updates:

Overdraft Rules

Updates made throughout the course to reflect recent regulatory changes to overdraft rules.

The following courses have been updated to reflect this regulation update:

- Overdraft Protection - E3 – 246628

Maintenance Updates:

The following courses have been updated:

CU - Advertising Compliance – 16339

Updated course content: *Advertising Compliance Basics > What Is Fair Lending? > Illegal Discrimination*

Old version – "FDIC advertising rules associated with membership insurance"

New version – "NCUA advertising rules associated with membership insurance"

Fair Lending Overview – 66750

CU - Fair Lending Overview – 67285

Fair Lending Overview - WCAG – 142934

Updated course content: *Fair Lending Basics > Advertising Regulations > Advertising Regulations*

Old version – "The Equal Credit Opportunity Act (ECOA) recognizes three types of discrimination:"

New version – "Federal and state fair lending laws recognize three types of discrimination:"

AML for Customer Service Representatives – 16

AML for Customer Service Representatives - WCAG – 168941

Updated assessment question: *Pre- and Post-Test Q30*

Clarification – Changed the correct answer to: “Mandating information collection from all new account owners.”

Right to Financial Privacy Act (RFPA) - E3 – 150809

Right to Financial Privacy Act (RFPA) - E3 - WCAG – 208932

Removed assessment question: *Pre- and Post-Test Question 33*

Clarification – The following question has been removed from the course: “What is the penalty for noncompliance with the RFPA?"

Politically Exposed Persons - PEPs - E3 – 141277

Politically Exposed Persons - PEPs - E3 - WCAG – 208943

(1) Updated course content: *Politically Exposed Persons > Challenges When Screening for PEPs*

Clarification – Removed the following text from the second bullet point: "The Central Intelligence Agency (CIA) maintains a list of world leaders by country that is available on its website, but this list is far from comprehensive."

(2) Updated course content: *PEPs and Suspicious Activity > Sources of Additional Information*

Clarification – Removed the following bullet point: "The U.S. Central Intelligence Agency (CIA) website contains a list of world leaders that can be searched by country and that includes names and titles of Chiefs of State and cabinet members of foreign countries"

Mortgage Course Updates:

The following courses have been updated in the OCL Artisan environment:

There are no mortgage course updates this month.

Retired Courses:

The following course has been retired:

No courses are being retired this month.