



Access to the internet is required for this course. You have **6 months** in which to complete the course.

- Print clearly and **Fax** to Tennessee Bankers Association. You may call the Tennessee Bankers Association to inquire about the arrival of your fax.
- Seven days after TBA receives this form, you will receive your registration confirmation via Email.

Registration Information (student):

Last Name _____ First Name _____ MI _____

E-mail Address _____ Last four digits of your SS# _____
(Please print VERY clearly) (needed for participation tracking purposes)

Employer/Institution Name _____

Employer/Institution Street Address _____

City _____ State _____ Zip _____ Phone _____

Billing Information (only if different from student information and for TBA use only):

Employer/Institution Name _____

Attention _____ Department _____

Employer/Institution Street Address _____

City _____ State _____ Zip _____ Phone _____

Course Registration (descriptions are available in the AIB course catalog on our website, www.TNBankers.org):

Course titles are listed on eLearning schedule of classes

Course Title: _____

Course Title: _____

Course Title: _____

Course Title: _____

Other Information (optional): Male Female

Ethnic Origin: African American American Indian Asian Caucasian Hispanic Other: _____

Student disclosure:

Descriptions of courses are available in the AIB course catalog posted on the TBA website. I understand that proper selection is my responsibility. I agree to abide by all registration requirements of my financial institution/employer. Upon completion of the ABA/AIB course, I authorize the release of my grades to TBA and/or to my employer.

Date _____ Student Signature _____

Date _____ Department/Supervisor Signature _____

Date _____ Bank Representative Signature _____

NOTE: FAX form to 615/324-1986. To inquire about the arrival of your faxed registration to the Tennessee Bankers Association call 615/244-4871 or 800/964-5525. Payment may accompany mailed registration form or TBA may invoice your bank depending on your bank's participation policies. Student will receive an E-mail registration confirmation within 3 days of receipt of registration by TBA. **Contact Debbie Brickles, E-mail: dbrickles@TNBankers.org, Tennessee Bankers Association, for additional information. You may not cancel or withdraw from eLearning courses.**

Students enrolled in these courses will be sent an E-mail from ABA with information to access the class.

ABA eLearning Course and Credit Listing as of 06/25/09

Course ID	CGI Number	Course Name	Course Hours*	Credit Hours		Price	
				AIB	ICB	Member	NonMember
Small Business Banking Sales Skills							
bb001	3000354	Calling on Small Business Customers	2	0.25	0	\$95	\$130
bb002	3001227	Servicing and Growing Small Business Relationships	2	0.25	0	\$95	\$130
bb003	3003139	Relationship Selling to Small Business Customers	2	0.25	2.5	\$95	\$130
Small Business Banking Fundamentals							
bf001	3000363	Intro. to Analyzing Financial Statements	3	0.25	7.25	\$95	\$130
bf002	3000364	Fundamentals of Small Business Banking	2	0.25	0	\$95	\$130
bf003	3000365	Overview of Financial Statements	2	0.25	5	\$95	\$130
bf004	3000366	Credit Products for Small Businesses	3	0.25	0	\$95	\$130
bf006	3003140	Deposit Products for Small Business	2	0.25	2.5	\$95	\$130
Basic Banking Knowledge							
bk001	3000368	Banking Today	3	0.5	0	\$95	\$130
Fundamental Business Skills							
fb001	3000476	Business Etiquette	2	0.25	0	\$95	\$130
fb002	3000477	Writing Bank Correspondence	3	0.5	0	\$95	\$130
fb003	3000478	Dealing Effectively with Co-workers	3	0.5	0	\$95	\$130
fb004	3000479	Ethical Issues for Bankers	2	0.5	5	\$95	\$130
fb005	3000480	Managing Time at Work	2	0.25	0	\$95	\$130
fb006	3003141	Meetings That Work	1	0	1.25	\$95	\$130
fb007	3003142	Presentation Skills	2	0.25	2.5	\$95	\$130
fb008	3003143	Telephone Etiquette	2	0.25	2.5	\$95	\$130
Management and Leadership							
ml001	3000704	Performance Management	3	0.5	0	\$95	\$130
ml002	3000705	Hiring the Best	2	0.5	0	\$95	\$130
ml003	3000706	Coaching for Success	2	0.25	0	\$95	\$130
ml004	3000707	Managing Employee Relations	3	0.5	0	\$95	\$130
ml005	3000708	Rewards and Recognition	2	0.5	0	\$95	\$130
ml006	3000709	Corrective Action	2	0.25	0	\$95	\$130
ml007	3000710	Improving Productivity	3	0.25	0	\$95	\$130
ml008	3000711	Managing Change	2	0.25	0	\$95	\$130
ml009	3001638	Project Management Fundamentals, Part One	2	0.25	0	\$79	\$105
ml010	3002802	Project Management Fundamentals, Part Two	2	0.25	0	\$79	\$105
Retail Banking Fundamentals							
99999	9999999	Teller Training Essentials (new program for 2009 catalog)	8 modules	0.5	0	\$150	\$200
rb001	3001150	Fundamentals of Consumer Lending	3	0.5	7.25	\$95	\$130
rb002	3001151	Consumer Credit Products	3	0.25	0	\$95	\$130
rb003	3001152	Fundamentals of Mortgage Lending	2	0.25	5	\$95	\$130
rb004	3001153	Revitalizing Customer Service	3	0.5	0	\$95	\$130
rb007	3001156	Personal Tax Return Analysis	4	0.25	9.75	\$95	\$130
rb011	3003372	Understanding Bank Products	2	0.25	0	\$95	\$130

Course ID	CGI Number	Course Name	Course Hours*	Credit Hours		Price	
				AIB	ICB	Member	NonMember
rb012	TBA-9999	Business of Bankcard Overview	1	0.00		\$95	\$130
Regulatory Compliance							
rc001	3001164	Bank Secrecy Act	2	0.25	5	\$95	\$130
rc002	3001165	Fair Lending	2	0.25	5	\$95	\$130
rc003	3001166	Equal Credit Opportunity Act -- Regulation B	2	0.25	5	\$95	\$130
rc004	3001167	Truth in Lending Act -- Regulation Z	2	0.25	5	\$95	\$130
rc005	3001959	Home Mortgage Disclosure Act (HMDA)	1	0	1.25	\$95	\$130
rc006	3001169	Real Estate Settlement Procedures Act (RESPA)	2	0.25	5	\$95	\$130
rc007	3001170	Fair Credit Reporting Act (FCRA)	2	0.25	5	\$95	\$130
rc008	3001171	Privacy for Customer Contact Personnel	1	0	2.5	\$95	\$130
rc009	3001958	Expedited Funds Availability (Reg CC)	1	0	1.25	\$95	\$130
rc010	3001974	Servicemembers Civil Relief Act	1	0	1.25	\$95	\$130
rc011	3001975	USA PATRIOT Act	1	0	1.25	\$95	\$130
rc012	3002030	OFAC	1	0	1.25	\$95	\$130
rc013	3001977	Truth-in-Savings Reg DD	1	0	1	\$95	\$130
rc014	3001978	Flood Disaster Protection Act	1	0	1	\$95	\$130
rc015	3001979	Fair Housing Act	1	0	1	\$95	\$130
rc016	3001980	Americans with Disabilities (ADA)	1	0	1	\$95	\$130
rc017	3001981	EFTA - Reg E	1	0	1	\$95	\$130
rc018	3001982	FDIC Deposit Insurance	1	0	1	\$95	\$130
rc019	3001983	Extending Credit to Bank Insiders (Reg O)	1	0	1	\$95	\$130
rc020	3001984	Bank Protection Act	1	0	1	\$95	\$130
rc021	3001985	Bank Bribery Act	1	0	1	\$95	\$130
rc022	3001986	Community Reinvestment Act	1	0	1	\$95	\$130
rc023	3002815	Regulatory Compliance for Personal Bankers	4	0.25	5	\$95	\$130
rc024	3002816	Regulatory Compliance for Customer Service Reps	3	0.25	4	\$95	\$130
rc025	3002817	Regulatory Compliance for Tellers	3	0.25	2.5	\$95	\$130
rc026	3002818	Regulatory Compliance for Call Center Reps	3	0.25	3	\$95	\$130
rc027	3002819	Check 21 Overview	1/2	0	0	\$45	\$60
rc028	3003324	Bank Secrecy Act (BSA) for Call Center Representatives	1/2	0	0	\$55	\$75
rc029	3003326	Office of Foreign Asset Control (OFAC) for Call Center Representatives, Customer Service Representatives, Personal Bankers, and Tellers	1/4	0	0	\$35	\$50
rc030	3003327	USA PATRIOT Act for Call Center Representatives, Customer Service Representatives, Personal Bankers, and Tellers	1/4	0	0	\$35	\$50
rc031	3003325	Privacy for Call Center Representatives	1/4	0	0	\$35	\$50
rc032	3003328	Expedited Funds Availability (Reg CC) for Call Center Representatives	1/4	0	0	\$35	\$50
rc033	3003329	Truth in Savings Act (Reg DD) for Call Center Representatives	1/4	0	0	\$35	\$50
rc034	3003330	Reserve Requirements (Reg D) for Call Center Representatives, Customer Service Representatives, and Tellers	1/4	0	0	\$35	\$50

Course ID	CGI Number	Course Name	Course Hours*	Credit Hours		Price	
				AIB	ICB	Member	NonMember
rc035	3003331	Electronic Funds Transfer Act (Reg E) for Call Center Representatives and Personal Bankers	1/2	0	0	\$55	\$75
rc036	3003332	Fair Credit Reporting Act (FCRA) for Call Center Representatives	1/4	0	0	\$35	\$50
rc037	3003333	Americans with Disabilities Act (ADA) for Call Center Representatives, Customer Service Representatives, Personal Bankers, and Tellers	1/4	0	0	\$35	\$50
rc038	3003334	Bank Secrecy Act (BSA) for Customer Service Representatives	1/2	0	0	\$55	\$75
rc039	3003335	Privacy for Customer Service Representatives	1/4	0	0	\$35	\$50
rc040	3003336	Expedited Funds Act (Reg CC) for Customer Service Representatives	1/4	0	0	\$35	\$50
rc041	3003337	Truth in Savings Act (Reg DD) for Customer Service Representatives	1/4	0	0	\$35	\$50
rc042	3003338	Electronic Funds Transfer Act (Reg E) for Customer Service Representatives	1/4	0	0	\$35	\$50
rc043	3003339	Community Reinvestment Act (CRA) for Customer Service Representatives, Personal Bankers, and Tellers	1/4	0	0	\$35	\$50
rc044	3003340	Bank Secrecy Act (BSA) for Personal Bankers	1/2	0	0	\$55	\$75
rc045	3003341	Privacy for Personal Bankers	1/4	0	0	\$35	\$50
rc046	3003343	Expedited Funds Availability Act (Reg CC) for Personal Bankers	1/4	0	0	\$35	\$50
rc047	3003344	Truth in Savings Act (Reg DD) for Personal Bankers	1/4	0	0	\$35	\$50
rc048	3003345	Bank Bribery Act for Personal Bankers	1/4	0	0	\$35	\$50
rc049	3003346	Fair Credit Reporting Act (FCRA) for Personal Bankers	1/4	0	0	\$35	\$50
rc050	3003347	Fair Lending for Personal Bankers	1/2	0	0	\$55	\$75
rc051	3003348	Equal Credit Opportunity Act (ECOA) for Personal Bankers	1/2	0	0	\$55	\$75
rc052	3003349	Home Mortgage Disclosure Act (HMDA) for Personal Bankers	1/4	0	0	\$35	\$50
rc053	3003350	Real Estate Settlement Procedures Act (RESPA) for Personal Bankers	1/2	0	0	\$55	\$75
rc054	3003351	Truth in Lending (Reg Z) for Personal Bankers	3/4	0	0	\$55	\$75
rc055	3003352	Bank Secrecy Act (BSA) for Tellers	1/2	0	0	\$55	\$75
rc056	3003353	Privacy for Tellers	1/4	0	0	\$35	\$50
rc057	3003354	Expedited Funds Availability Act (Reg CC) for Tellers	1/4	0	0	\$35	\$50
rc058	3003355	Electronic Funds Transfer Act (Reg E) for Tellers	1/4	0	0	\$35	\$50
rc059	3003359	Fair Lending for Consumer Lenders	1/2	0	0	\$55	\$75
rc060	3003360	Truth in Lending (Reg Z) for Consumer Lenders	1/2	0	0	\$55	\$75
rc061	3003361	Credit Practices Rule (Reg AA) for Consumer Lenders (Formerly Unfair or Deceptive Acts or Practices)	1/4	0	0	\$35	\$50
rc062	3003362	Home Mortgage Disclosure Act and Community Reinvestment Act for Consumer Lenders	1/4	0	0	\$35	\$50
rc063	3003363	Fair Credit Reporting Act (FCRA) for Consumer Lenders	1/2	0	0	\$55	\$75
rc064	3003364	Deposit-Related Regulations for Consumer Lenders (Reg E and Reg D)	1/4	0	0	\$35	\$50
rc065	3003365	Servicemembers Civil Relief Act for Consumer Lenders	1/4	0	0	\$35	\$50

Course ID	CGI Number	Course Name	Course Hours*	Credit Hours		Price	
				AIB	ICB	Member	NonMember
rc067	3003367	Flood Disaster Protection Act for Consumer Lenders	1/4	0	0	\$35	\$50
rc068	3003368	Real Estate Settlement Procedures Act (RESPA) for Consumer Lenders	1/4	0	0	\$35	\$50
rc069	3003369	Extending Credit to Bank Insiders (Reg O) for Consumer Lenders	1/4	0	0	\$35	\$50
rc070	3003370	Privacy for Consumer Lenders	1/4	0	0	\$35	\$50
rc071	3003371	Bank Secrecy Act (BSA) for Managers	1	0	0	\$95	\$130
rc072	3003340	BSA for Private Bankers	1	0	0	\$55	\$75
rc073	3003651	Regulatory Compliance for Consumer Lenders	5	0.25	0	\$95	\$130
rc074	3004986	Completing a Currency Transaction Report	2	0.00	0	\$95	\$130
rc075	3004987	Information Security and Red Flags	2	0.00	0	\$95	\$130
rc076	3004988	Bank Secrecy Act for Lenders	2	0.00	0	\$95	\$130
Retail Banking Sales Skills							
rs001	3001176	Cross-Selling Deposit Products	4	0.5	0	\$95	\$130
rs002	3001177	Effective Referrals	2	0.25	0	\$95	\$130
rs003	3001178	Building and Retaining Customer Relationships	2	0.25	0	\$95	\$130
rs004	3001179	Introduction to Relationship Selling	3	0.5	0	\$95	\$130
rs005	3001180	Sales Coaching in the Bank	2	0.25	0	\$95	\$130
rs007	3001182	Successful Sales Campaigns	2	0.25	0	\$95	\$130
rs010	3003146	Tele-consulting	2	0.25	2.5	\$95	\$130
Trust & Investments							
Trust Level 1							
ti001	3001232	Building Trust Expertise-Trust Administration	6	0.5	7	\$335	\$450
ti002	3001233	Building Trust Expertise-Taxation & Estate Planning	6	0.5	7	\$335	\$450
ti003	3001234	Building Trust Expertise -- Investment Management	8	0.5	9.5	\$335	\$450
Trust Level 2							
ti004	3002611	Fiduciary Law	4	0.5	7.75	\$160	\$215
ti005	3002612	Discretionary Distributions	3	0.5	6.5	\$160	\$215
ti006	3002613	Estate Planning Overview	2	0.5	6.25	\$160	\$215
ti007	3002614	Estate Planning for Marital Deduction	4	0.5	6.0	\$160	\$215
ti008	3002615	Retirement Planning	4	0.5	8.0	\$160	\$215
ti009	3002616	Federal Estate and Gift Taxes	5	0.5	10.0	\$160	\$215
ti010	3002617	Fiduciary Income Taxes	4	0.5	8.75	\$160	\$215
ti011	3002618	Investments I	4	0.5	9.25	\$160	\$215
ti020	3003149	Managing Trust Accounts	2	0.25	2.50	\$160	\$215

Course ID	CGI Number	Course Name	Course Hours*	Credit Hours		Price	
				AIB	ICB	Member	NonMember
Trust Level 3							
ti012	3002619	Estate Planning for Lifetime Gifts	3	0.25	3.25	\$160	\$215
ti013	3002620	Estate Planning for Charitable Giving	9	0.5	8.5	\$160	\$215
ti014	3002621	Estate Planning for the Business Owner	10	0.5	10.75	\$160	\$215
ti015	3002622	Estate Planning Case Study	2	0.25	2.5	\$160	\$215
ti016	3002623	Life Insurance and Annuities	9	0.5	10.0	\$160	\$215
ti017	3002624	Financial Planning Skills	6.5	0.5	6.75	\$160	\$215
ti018	3002625	Generation Skipping Transfer Tax	8.5	0.5	7.5	\$160	\$215
ti019	3002626	Investments II	9	0.5	9.25	\$160	\$215
Case Studies/Assessments							
ti021		ABA Case Study for Wealth Advisors: The Corporate Executive	1	0	0.00	\$150	\$190
Microsoft Desktop ACCESS							
ms220	3004119	Microsoft Access 2003: Level 1	4	N/A	N/A	\$39	\$52
ms221	3004120	Microsoft Access 2003: Level 2	4	N/A	N/A	\$39	\$52
ms222	3004121	Microsoft Access 2003: Advanced	4	N/A	N/A	\$39	\$52
ms320	B3004121	Microsoft Access 2007: Level 1	4	N/A	N/A	\$39	\$52
ms321	C3004121	Microsoft Access 2007: Level 2	4	N/A	N/A	\$39	\$52
EXCEL							
ms230	3004122	Microsoft Excel 2003: Level 1	4	N/A	N/A	\$39	\$52
ms231	3004123	Microsoft Excel 2003: Level 2	4	N/A	N/A	\$39	\$52
ms232	3004124	Microsoft Excel 2003: Advanced	4	N/A	N/A	\$39	\$52
ms330	B3004124	Microsoft Excel 2007: Level 1	4	N/A	N/A	\$39	\$52
ms331	C3004124	Microsoft Excel 2007: Level 2	4	N/A	N/A	\$39	\$52
ms332	D3004124	Microsoft Excel 2007: Level 3	4	N/A	N/A	\$39	\$52
OUTLOOK							
ms240	3004125	Microsoft Outlook 2003: Introduction	4	N/A	N/A	\$39	\$52
ms241	3004126	Microsoft Outlook 2003: Advanced	4	N/A	N/A	\$39	\$52
ms340	B3004126	Microsoft Outlook 2007: Level 1	4	N/A	N/A	\$39	\$52
ms341	C3004126	Microsoft Outlook 2007: Level 2	4	N/A	N/A	\$39	\$52
ms342	D3004126	Microsoft Outlook 2007: Level 3	4	N/A	N/A	\$39	\$52
POWERPOINT							
ms250	3004127	Microsoft PowerPoint 2003: Introduction	4	N/A	N/A	\$39	\$52
ms251	3004128	Microsoft PowerPoint 2003: Advanced	4	N/A	N/A	\$39	\$52
ms350	B3004128	Microsoft PowerPoint 2007: Level 1	4	N/A	N/A	\$39	\$52
ms351	C3004128	Microsoft PowerPoint 2007: Level 2	4	N/A	N/A	\$39	\$52

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				AIB	ICB	Member	NonMember
WORD							
ms260	3004129	Microsoft Word 2003: Level 1	4	N/A	N/A	\$39	\$52
ms261	3004130	Microsoft Word 2003: Level 2	4	N/A	N/A	\$39	\$52
ms262	3004131	Microsoft Word 2003: Advanced	4	N/A	N/A	\$39	\$52
ms360	B3004131	Microsoft Word 2007: Level 1	4	N/A	N/A	\$39	\$52
ms361	C3004131	Microsoft Word 2007: Level 2	4	N/A	N/A	\$39	\$52
ms362	D3004131	Microsoft Word 2007: Level 3	4	N/A	N/A	\$39	\$52

*Course lengths. These are self-paced courses and the time required to complete them will depend on your background, how quickly you read, and how much you review. However most of the courses can be completed in 2 to 4 hours. Exceptions to this general rule are the Trust courses which are more technical in nature and may take longer. Also the compliance courses designed for specific job and a specific regulation (such as Bank Secrecy Act for Tellers) are much shorter. Most can be completed in less than an hour. The job specific compliance courses that cover all relevant regulations in a single course (such as Regulatory Compliance for Tellers) will take longer, typically 2 to 4 hour.

NOTE: ALL COURSES AND PRICES ARE SUBJECT TO CHANGE PER ABA