

CREDIT UNION TRAINING CATALOG

2026

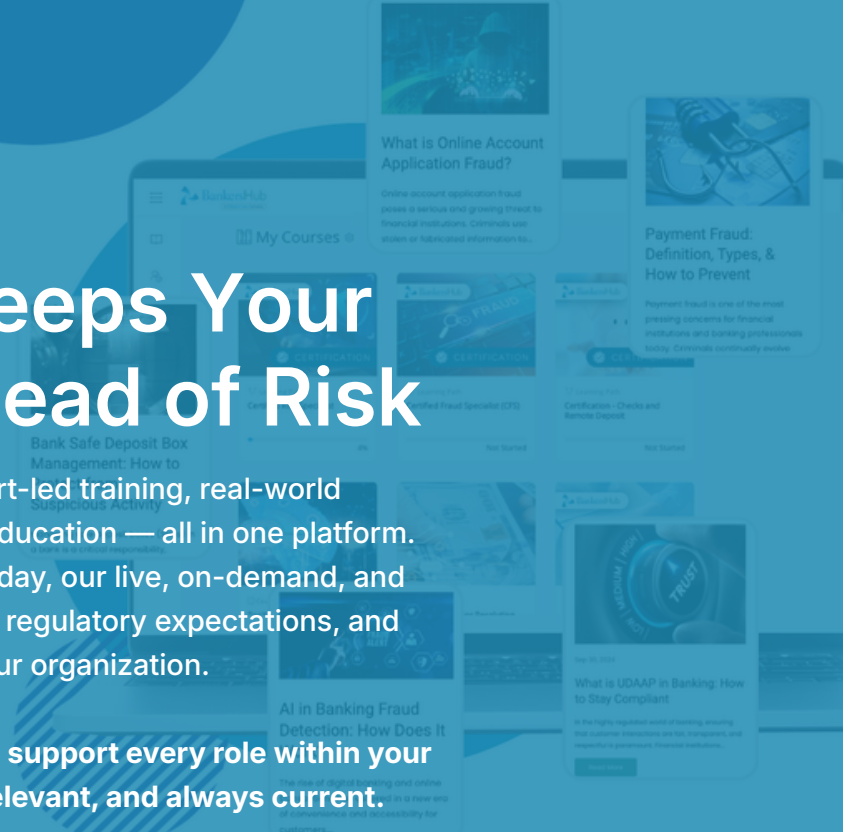
From cutting-edge fraud prevention to advanced lending, compliance, and leadership courses, BankersHub delivers trusted online training that helps credit unions build resilience and drive progress.

WWW.BANKERSHUB.COM

Training That Keeps Your Credit Union Ahead of Risk

BankersHub equips credit unions with expert-led training, real-world simulations, and role-specific compliance education — all in one platform. Built for the realities your teams face every day, our live, on-demand, and interactive programs help reduce risk, meet regulatory expectations, and strengthen operational readiness across your organization.

Explore our training programs, designed to support every role within your credit union with content that's credible, relevant, and always current.



Quarterly Series

Fraud doesn't wait for your team to catch up — so neither do we. Our quarterly training series delivers immersive, scenario-driven experiences that reflect the threats your credit union is most likely to face right now. Each release goes beyond awareness: Learners practice real decisions, build sound judgment, and develop the confidence to act when it counts. Fresh content every quarter keeps skills sharp and ensures your team is always a step ahead.



First Line of Defense™

Interactive fraud prevention simulations that help employees recognize red flags, respond effectively, and protect members from scams.



First Line of Defense™ TeleFraud

Prepare your call center and support staff to identify phone-based manipulation, slow down suspicious interactions, and escalate threats before damage occurs.



AI in Action

Equip your team to build practical, responsible AI skills at scale including prompting, data analysis, and risk mitigation.

Microlearning

Designed for busy teams, our microlearning courses provide short, targeted training that delivers quick, practical impact. In just minutes, staff can strengthen their understanding of key concepts—from industry acronyms to leadership and cybersecurity essentials.



Microlearning courses include:

- Banking/Credit Union Acronyms Decoded
- Human Resource Acronyms Decoded
- Accounting Acronyms Decoded
- Legal Acronyms Decoded
- Banking/Credit Union Leadership
- Leadership v. Management
- Cybersecurity

Learning Paths

Learning Paths combine a series of courses into cohesive programs that help employees build critical skills step by step. From foundational training for new hires to specialized topics like BSA/AML, teller training, and cryptocurrency, each path is designed to drive meaningful, role-based development.



Learning paths include:

- Teller Training
- BSA/AML
- New Hire
- Stablecoins and Cryptocurrency
- Excel

Available Accreditations

On select courses and certifications: ACFE, ASA, ABA, CPE/NASBA, CPE/NASBA - QAS, HRCI, Nacha, NCP, and SHRM.

Course Libraries

Compliance and Regulations



Frontline Transaction Compliance

Tied to transaction and fraud risk

- Regulation CC
- Regulation E
- Bank Secrecy Act
- Bank Protection Act
- Robbery Prevention & Response
- Branch Security
- Elder Financial Abuse
- Identity Theft Red Flags and Address Discrepancies
- Customer Identification Program (CIP)
- Suspicious Activity Monitoring
- Suspicious Activity Reporting (SAR)
- Privacy of Consumer Financial Information (Regulation P)
- Right to Financial Privacy Act (RFPA)



New Accounts / Universal Banker

Tied to account opening, servicing, account holder interaction compliance

- Customer Identification Program
- Member Due Diligence
- Beneficial Ownership
- Bank Secrecy Act/Anti Money Laundering
- Regulation P
- Right to Financial Privacy Act
- Regulation D/DD
- Elder Financial Abuse
- Compliance for New Savings and Time Accounts
- Compliance for New Transaction Accounts
- Compliance for New Savings and Time Accounts
- Questions, Inquiries, and Complaints and the CFPB
- Consumer Protection for Depository Institution Sales of Insurance
- Electronic Signatures in Global and National Commerce Act (E-Sign Act)



Lending & Credit Compliance

Tied to loan origination, underwriting, credit decisioning risk, and regulatory requirements

- Regulation Z (Truth in Lending)
- Regulation B (Equal Credit Opportunity Act – ECOA)
- Fair Banking
- Fair Lending
- Fair Housing
- Unfair Deceptive or Abusive Acts or Practices (UDAAP)
- Fair Credit Reporting Act (FCRA)
- Fair and Accurate Credit Transactions Act (FACTA)
- Fair Debt Collection Practices Act (FDCPA)
- Regulation X
- Military Lending Act



Universal Compliance

Tied to compliance training for all branch staff

- Code of Conduct for Financial Institution Employees
- Information Security
- Cybersecurity Awareness Series
- Gramm-Leach-Bliley Act (GLBA)
- Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)
- Privacy of Consumer Financial Information (Regulation P)
- Right to Financial Privacy Act (RFPA)
- Workplace Violence
- OSH Act: Workplace Safety & Health
- Americans with Disabilities Act
- Recognizing Sexual Harassment



Insider & Institutional Risk Compliance

Tied to governance, insider activity, and institutional controls

- Regulation O (Loans to Insiders)
- Regulation GG (Unlawful Internet Gambling Enforcement Act)
- Office of Foreign Assets Control (OFAC)
- Gramm-Leach-Bliley Act (GLBA)

Branch Operations



Branch Fundamentals & Credit Union Knowledge

Tied to foundational understanding of credit union operations, products, and industry context

- Banking Basics
- The History and Future of Banking
- Key Issues
- Financial Terminology
- Banking Ethics
- Business Products and Services
- Consumer Products and Services



Branch Security & Risk Awareness

Tied to physical security, fraud prevention, and employee/member safety

- Branch Security
- Robbery
- Sweepstakes, Contests and Lotteries



Cash Handling & Transaction Processing

Tied to day-to-day transaction accuracy, cash controls, and negotiable instruments

- U.S. Currency
- Check Cashing
- Deposits
- Remote Deposit Capture (RDC)



Account Servicing & Ownership

Tied to account maintenance, ownership structures, and member authority

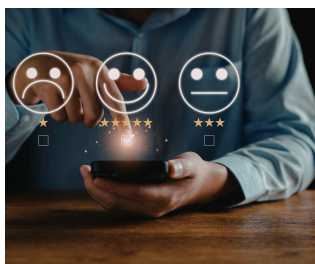
- Power of Attorney
- Trusts / Estates
- IRA
- HSA
- Death Notification Entries



Legal Orders, Claims & Regulatory Requests

Tied to legal compliance, funds restrictions, and government or third-party requests

- Garnishments
- Subpoenas
- Levies
- Law Enforcement Requests
- Reclamations



Member Experience & Relationship Management

Tied to service quality, retention, and member-facing interactions

- Member Retention



Specialized Branch Services

Tied to in-branch services that require specific procedures or certification

- Safe Deposit Box
- Notary

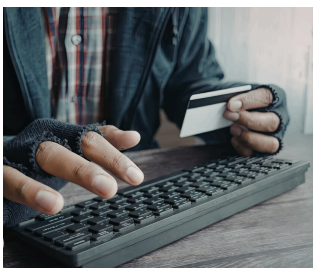


Regulatory Environment & Oversight

Tied to understanding governing bodies and supervisory frameworks

- NCUA

Fraud



- Elder Fraud
- Internal Fraud
- Debit/Credit Card Fraud
- Email Fraud
- Wire Fraud
- Loan Fraud
- Check Fraud
- ATM Fraud
- Safe Deposit Fraud
- Fraud Incident Response
- Common Fraud Schemes
- Identity Theft Red Flags

Lending/Mortgage



Lending Fundamentals & Core Concepts

Tied to foundational knowledge of lending, credit principles, and loan types

- Consumer Lending
- Commercial Lending
- Commercial and Industrial Lending (C&I)
- 5 C's of Credit
- Credit Discipline



Credit Risk & Portfolio Management

Tied to evaluating, monitoring, and managing credit risk and loan performance

- Credit Risk
- Problem Assets
- Current Expected Credit Losses (CECL)
- Liquidity
- Working Capital
- Weather Impacts on CRE Portfolios



Underwriting & Financial Analysis

Tied to borrower evaluation, financial review, and credit decisioning

- Underwriting
- Interpreting Financial Statements
- Tax Return Analysis
- UCA Cash Flow Analysis
- Quality of Earnings Reports (QoE)



Loan Structuring & Deal Execution

Tied to how loans are structured, priced, and documented

- Loan Structuring and Documentation
- Real Estate Closing Checklist
- Business Acquisitions



Real Estate & Specialized Lending

Tied to mortgage lending, construction, and collateral-specific considerations

- Construction Lending
- Appraisal Laws



Mortgage Compliance & Servicing

Tied to regulatory requirements and ongoing mortgage loan administration

- Truth in Lending (TILA)
- Home Mortgage Disclosure Act (HMDA)
- Mortgage Servicing



Legal & Regulatory Risk in Lending

Tied to legal exposure, compliance risk, and lender responsibilities

- Lender Liability



Market & External Risk Factors

Tied to economic, environmental, and rate-driven impacts on lending

- Interest Rate Risk
- Tariffs

Payments and Treasury



Payments Fundamentals & Ecosystem

Tied to understanding payment types, rails, and how money moves through the system

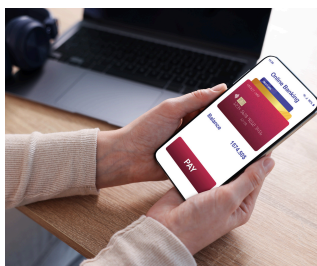
- Electronic Payments
- Payment Networks
- Treasury Management



ACH & Nacha Governance

Tied to ACH processing, rules compliance, and batch payment systems

- ACH
- Nacha Rules and Regulations



Real-Time & Emerging Payments

Tied to instant payment rails and modern payment innovations

- FedNow® Faster Payments
- RTP®
- Zelle and P2P



Cards & Consumer Payment Methods

Tied to card-based payment systems and consumer transaction behavior

- Debit Cards
- Credit Cards



Wire Transfers & High-Value Payments

Tied to large-dollar, time-sensitive, and higher-risk payment channels

- Wire Transfer



Cash, Check & Traditional Payment Processing

Tied to physical and legacy payment handling

- Cash
- Checks
- Deposits



Treasury Services & Commercial Member Management

Tied to business member services, agreements, and cash management solutions

- Treasury Agreements



Payments Compliance & Reporting

Tied to regulatory requirements, monitoring, and reporting obligations

- Currency Transaction Reporting (CTR)

AI and Innovation



- Stablecoins
- Cryptocurrency
- AI Strategy Development
- GenAI
- Agentic AI for Leadership
- AI Vendor Due Diligence
- AI Project Management
- AI Security
- AI Ethics
- Managing AI Risk & Regulation

HR & Business Skills



- Member Service
- Communication Skills
- Emotional Intelligence
- Accountability in the Workplace
- Cross-functional Collaboration
- Member Negotiation
- Conflict Management
- Technical Writing
- Business Acumen
- Harassment
- Workplace Violence
- Active Shooter
- Office Safety
- Excel
- Problem Solving
- Critical Thinking/Decision Making
- Agile Project Management
- HR's Role in Team Building
- Building a Culture of Trust
- Strategic Staffing and Scheduling
- Diversity and Inclusion
- Employee Feedback
- Training and Development

Risk Management



- Vendor Management
- Third Party Risk
- Information Security
- Exam Management
- Enterprise Risk Management
- MSBA Cybersecurity Compliance Frameworks
- Worst/Common Security Risks
- Cybersecurity Best Practices

Board of Directors



- Board of Directors Overview
- Roles and Responsibilities of the Board of Directors
- The New Board Member
- Board Reporting

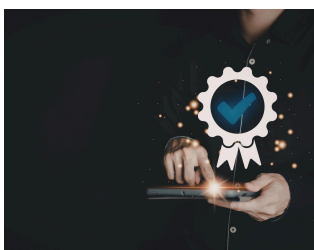
Certifications

Industry-Leading Certifications



- Certified Fraud Specialist (CFS)
- BSA AML Professional
- ACH
- AAP Exam Prep
- Certified Treasury Manager
- Channel Payments
- Debit and Credit Cards
- Wire Transfer
- eBanking Professional
- FedNow® Specialist
- RTP® Specialist
- Banking Sales Professional

Renewal Certifications



- Certified Fraud Specialist (CFS)
- BSA AML Professional
- Certified Treasury Manager
- Wire Transfer
- eBanking Professional

For information on pricing or to schedule a demo, [please visit bankershub.com](https://www.bankershuh.com).