



# ABA SELF-PACED MORTGAGE LENDING PROGRAMS

**Register Now!**

*A \$10.00 shipping, recordkeeping and administrative fee will be added to all self-paced enrollments.*

## Course Descriptions Below

Handling Mortgage Inquiries and Making Referrals	\$95
<b>Residential Mortgage Lending Certificate</b>	<b>\$775</b>
Banking Basics Suite	\$595
Bank Marketing: Building Customer Relationships	\$55
Bank Payment Systems and Technology	\$55
Bank Sales and Service: Expanding Customer Relationships	\$55
Banks as a Business	\$55
Banks and the Deposit Function	\$55
Banks and the Economy	\$55
Banks and Personal Wealth Management	\$55
Business and International Banking Services	\$55
Introduction to Banking	\$55
Lending as a Cornerstone of Banking	\$55
Safeguarding Bank Assets and the Nation	\$55
Safeguarding the Customer and the Bank	\$55
Appraisal Procedure	\$95
Basics of Mortgage Processing	\$95
Completing the HUD-1	\$95
Discovering FHA Programs	\$95
Effective Client Referrals	\$95
Elements of Title Insurance	\$95
Essentials of Mortgage Lending	\$95
Ethical Issues for Bankers	\$95
Explaining Loan Modifications	\$95
Gathering the Facts on Mortgage Fraud	\$95
Mortgage Customer Counseling and Prequalification	\$95
Personal Tax Return Analysis	\$95
Preparing the Closing Disclosure	\$95
Preparing the Loan Estimate	\$95
Processing and Underwriting Credit	\$95
Processing Income and Assets	\$95
Reviewing the Appraisal Report	\$95

### **Banking Basics Suite**

This suite of 12 courses is a comprehensive introduction to the banking industry. Ideal for those new to banking, completing this suite provides a deeper understanding of the changing world of financial services and the vital role that banks play in the economy. Concise, impactful lessons can be applied on the job immediately.

#### **Bank Marketing: Building Customer Relationships**

Guides you through attracting customers and building strong relationships through marketing. Explore current methodologies. Craft a market-driven strategy for product development.

After successfully completing the course, you will be able to:

- Explain how marketing helps to build customer relationships
- Describe the components of a market-driven strategy
- Outline the components of effective product development
- Explain the laws governing marketing by phone, fax, email, the Internet, and mobile devices

#### **Bank Payment Systems and Technology**

Guides you through bank payment systems. Take a deep dive into the check payment process. Explore innovations enabled by electronic banking and the electronic funds transfer system.

After successfully completing the course, you will be able to:

- Describe the use of cash in payments and its care and distribution
- Explain the check payment process and the various types of bank checks
- Outline developments in electronic processing and payment transfers
- Identify banking laws and regulations related to payment processes and electronic funds transfer

### **Bank Sales and Service: Expanding Customer Relationships**

Guides you through strategies for earning customer loyalty. Create and maintain strong bank customer and partner relationships. Meet customers' expectations by understanding their needs and decision processes. Be better prepared to offer value-add products and services.

After successfully completing the course, you will be able to:

- Describe the customer purchasing and decision process
- Understand what customers expect from bankers
- Match products and services to meet customer needs

### **Banks as a Business**

Guides you through the business of banking. Master the essentials of bank organizational structures and bank financial management, including bank assets, liabilities, income, and expenses. Learn how banks meet their financial goals.

After successfully completing the course, you will be able to:

- Describe a bank's organizational structure
- Explain how banks manage assets and liabilities to achieve objectives
- Identify primary sources of bank income and expenses
- Describe how banks maximize loan and investment returns and fee income
- Examine typical performance measures in banking and how they are used in budgeting to achieve bank objectives.

### **Banks and the Deposit Function**

Guides you through a primary function of banks - the deposit function. Learn the various deposit account types and deposit-related services.

Understand the processes for servicing consumer and business deposit accounts. Identify key regulations that govern deposit products and services.

After successfully completing the course, you will be able to:

- Explain how the Federal Reserve determines and applies monetary policy in the economy
- Describe the types of account ownership
- List the requirements for opening deposit accounts
- Understand electronic banking for consumers and businesses
- Describe federal deposit insurance coverage

### **Banks and the Economy**

Guides you through the role of banks in the U.S. economy and the environment in which banks operate and compete. Discover who the various bank regulatory agencies are and the key banking laws and regulations you need to know. Explore future industry trends.

After successfully completing the course, you will be able to:

- Describe major bank competitors
- Identify bank regulators and major banking laws and regulations
- Discuss the evolution of the U.S. banking system and its role in the U.S. economy
- Describe the Federal Reserve monetary policy in the economy
- Identify future trends in banking

### **Banks and Personal Wealth Management**

Guides you through managing customers' personal financial assets. See the active role banks play in their communities by growing assets. Explore the services banks may offer for financial planning and wealth management. Discover trust and investment products and services that meet many financial needs.

After successfully completing the course, you will be able to:

- Explain financial planning tools and process
- Describe insurance and investment products that banks offer
- Define retirement planning considerations and products
- Explain the laws, regulations, and expectations for banks and bankers engaged in providing investment, insurance, and trust services

### **Business and International Banking Services**

Guides you through the products and services that banks provide to businesses. Explore checking, savings, and investment accounts; lines of credit and loans; cash management services; insurance products; and capital market products and services. Examine the primary laws and regulations that govern business and international banking services.

After successfully completing the course, you will be able to:

- Explain cash management services for businesses
- Describe products banks offer to businesses
- Outline bank trust services available to businesses
- Define international banking services that foster foreign trade

### **Introduction to Banking**

Guides you through the role banks play in the community. Discover various banking career tracks and become inspired to grow your banking career.

After successfully completing the course, you will be able to:

- Identify the role of bank employees
- Discover how banks serve their customer needs
- Understand the role of banks in their communities

### **Lending as a Cornerstone of Banking**

Guides you through consumer and business loan products and services. Get insight into lending processes. Identify key laws and regulations that govern the lending process.

After successfully completing the course, you will be able to:

- Identify sources of credit for consumers and businesses
- Describe lending products and services for bank customers
- List the steps in the lending process
- Understand how the bank board of directors governs loan policy

### **Safeguarding Bank Assets and the Nation**

Guides you through the role of banks and bank personnel in safeguarding assets, preventing crime, and protecting the nation's financial system. Explore the importance of employee screening, vendor management, and cybersecurity management. Understand responsibilities for helping prevent terrorist financing and money laundering.

After successfully completing the course, you will be able to:

- Describe the responsibilities of bank personnel in safeguarding bank assets and preventing crime
- Explain the important role of banks as stewards and protectors of the nation's financial system
- Outline the laws and regulations that pertain to safeguarding customer information and protecting bank assets

### **Safeguarding the Customer and the Bank**

Guides you through safeguarding customers' financial and personal information and helping prevent fraud and financial harm. Explore bank information security programs and practices. Discover customer communication requirements around protective practices. Learn what banks must demonstrate to regulators regarding information security and privacy.

After successfully completing the course, you will be able to:

- Describe the methods by which banks secure customer information
- Explain how banks identify customers
- Outline the types of fraud perpetrated against bank customers and how fraud can be prevented
- Describe the laws and regulations that pertain to safeguarding customer information and protecting bank assets

### **Appraisal Procedures**

The appraisal is an important part of the mortgage process. Understanding the appraiser's role, responsibilities and processes will help you better serve your customers and help identify and prevent mortgage fraud. In this one-hour course, you will first learn what lenders need to know about appraisers. You will learn about the qualifications one must meet to become an appraiser, review best practices of an appraiser in the field and review types of mortgage fraud and current fraud trends. Next, you will take a look at the valuation process, from defining important terms, understanding appraiser responsibilities during the process, explaining the Scope of Work Rule of USPAP and more.

After completing this course, students will be able to:

- Understand the history of appraising and appraiser licensing
- List the particular agencies that have oversight and who are responsible for appraiser licensing and certification
- Define what an appraiser is and what an appraiser does
- List the qualifications that need to be met to become an appraiser
- Identify what an appraiser can and cannot do
- Explain which categories of appraisers are eligible to appraise various property types
- Define fraud
- Distinguish various kinds of fraud, including appraisal fraud, bank fraud, and mortgage fraud
- Explain the current trends in mortgage fraud
- Understand the valuation process
- Define terms "client" and "intended user"
- Identify how these terms affect the relationship between the lender and appraiser
- Explain the responsibilities appraisers have when appraising a property for a new client
- Explain the responsibilities appraisers have when asked to transfer a report to a new client
- Know the difference between extraordinary assumptions and hypothetical assumptions
- Understand the scope of work
- Define the Scope of Work Rule of USPAP
- Summarize the concept of "scope of work"
- List items, such as property type, that affect scope of work

### **Basics of Mortgage Processing**

The role of loan processors in the overall mortgage loan process, and strategies on how best to communicate with them are covered in this course. It also focuses on the importance of the Uniform Residential Loan Application (URLA) as a central and vital document.

After completing this course, students will be able to:

- Identify the steps in the mortgage loan process
- Recognize the roles of key people in the loan process
- Distinguish various job descriptions and best practices for processors
- Complete the Uniform Residential Loan Application
- Recognize the importance of communication

## **Completing the HUD-1**

According to www.HUD.gov, HUD is requiring that loan originators provide borrowers with a standard Good Faith Estimate that clearly discloses key loan terms and closing costs and that closing agents provide borrowers with a new HUD-1 settlement statement, in accordance with the Real Estate Settlement Procedures Act. The RESPA rules that went into effect on January 1, 2010 changed how the HUD-1 form is completed, and the form itself underwent change.

This one-hour self-study online course will review each field on the HUD-1 and HUD-1A and identify requirements for completion of each field to comply with RESPA. Focusing on the new form and its completion, this course provides a detailed explanation of each field and several examples that are designed to clarify specific loan situations.

After completing this course, students will be able to:

- Recognize each field on the HUD-1 and HUD-1A
- Identify requirements for completion of each field
- Complete the HUD-1 or HUD-1A in compliance with RESPA

## **Discovering FHA Programs**

Being competitive in today's mortgage environment requires that lenders offer loan programs that meet the unique needs of the borrowers in the communities in which they lend. To do this, many lenders are looking at programs that in the past were categorized as "non-traditional" programs. FHA programs are receiving considerable focus, as they have been taking hold of a significant segment of the market for many years.

*Discovering FHA Programs* self-study online course will review the benefits and challenges of FHA programs and reviews key characteristics of some of the most common FHA programs. Additionally, the course differentiates between Title I and Title II loans, examines insurable and uninsurable properties and identifies key differences between FHA and conventional loans. Whether you currently offer FHA financing or are exploring it as an option, this course will provide you with information on some of today's most popular FHA programs and their guidelines.

After completing this course, students will be able to:

- List the benefits and challenges of FHA loans
- Differentiate between Title I and Title II loans
- List insurable and uninsurable properties
- Identify key differences between FHA and conventional loans
- Review key characteristics of some of the more common FHA programs
- Understand how these programs might suit the needs of borrowers
- Recognize common FHA program parameters
- Consult various resources and obtain forms for FHA loan programs

## **Effective Client Referrals**

*Designed for branch or operations personnel*

*who initiate the needs assessment but are not involved in making or closing the sale.*

This program will provide participants with the skills needed to make confident and effective referrals. After successful completion of this class participants should be able to:

- identify sales and service referral opportunities
- use benefit statements to make the referral
- make the "hand off" to a specialist
- identify follow up situations and develop appropriate techniques

## **Elements of Title Insurance**

The *Elements of Title Insurance* course provides students with the essential components for a title review. The course covers title insurance terminology and identifies the key elements of title insurance. Students will utilize examples of title reports to recognize the components of a title report and to analyze the key sections of a title commitment. Additionally, the course will identify title requirements and exceptions and explain the required disclosures and closing protection letter requirements.

After completing this course, students will be able to

- Define title insurance terminology
- Identify key elements of title insurance
- Recognize the components of the title report
- Analyze the key sections of a title commitment
- Identify title exceptions
- Explain disclosure and closing protection letter requirements

## **Essentials of Mortgage Lending**

This 90-minute course underscores the importance of compliance and shares the resources and best practices in use in the industry today. Students will learn about the basics in the life of the mortgage loan process, the production process and gain insight into secondary marketing, servicing and mortgage fraud. The course also introduces origination strategies, common loan products and essential considerations when underwriting loan risk. Throughout the course, industry experts share their knowledge and expertise with students by providing perspectives of the industry that have taken

years to acquire.

After completing this course, students will be able to:

- Define mortgage lending
- Identify the steps involved in mortgage production
- Describe the mortgage loan origination process
- List common mortgage loan products
- Analyze the underwriting process
- Examine the role of the secondary market
- Recognize servicing functions
- Explain relevant laws impacting mortgage loans
- Summarize the importance of internal controls and identification of red flags to reduce mortgage fraud

### **Ethical Issues for Bankers**

This program covers business ethics from a banker's perspective. Participants explore the importance of ethical behavior in banking from a personal and organizational perspective and focus on areas including confidentiality, conflict of interest, information security, personal transactions and accepting or giving gifts. After successfully completing this program, students should be able to:

- describe the importance of ethical practices in banking
- define the nature and elements of ethical dilemmas
- describe business practices commonly covered in financial institutions' codes of conduct
- identify the main regulatory parameters prohibiting unethical practices in banking
- use an effective approach to determining appropriate action in situations holding potential for ethics violations.

### **Explaining Loan Modifications**

The *Explaining Loan Modifications* course provides students with the information needed to identify the loan modification options available to borrowers who are at imminent risk of default. During the course, students evaluate the differences between the options and apply the options to various real-life scenarios. Additionally, this course identifies eligibility requirements and procedures for obtaining a loan modification and how to avoid falling victim to loan modification scams.

After completing this course, students will be able to

- Define Loan Modification
- Identify loan modification options
- Apply loan modifications to homeowners
- Identify fraudulent loan modification scams

### **Gathering the Facts on Mortgage Fraud**

At a time when mortgage fraud is one of the fastest growing crimes in the nation, it's never been more important to be educated on the facts of mortgage fraud. Financial institutions, including mortgage lenders and brokers, are required under the Bank Secrecy to identify and report fraud. *Gathering the Facts on Mortgage Fraud* provides students with an overview of the characteristics of mortgage fraud and examines common fraud schemes. Additionally, this course highlights common red flags that may indicate fraud and explains when fraud needs to be reported.

After completing this course, students will be able to:

- Recognize key characteristics of various types of mortgage fraud
- Identify common mortgage fraud schemes
- Distinguish red flags that may indicate fraud
- Identify the reporting requirements

### **Handling Mortgage Inquiries and Making Referrals**

Describes the primary regulatory compliance Acts that affect mortgage inquiry, counseling, and application phases. Reviews the features and benefits of the most popular mortgage programs, important elements of different purchase and refinance transactions, and techniques and sample responses to customers for your mortgage referral to the MLO.

After completing this course, students will be able to:

- Explain the phases in the mortgage origination process
- Identify the important compliance issues that affect mortgage inquiries and referrals
- Describe the features and benefits of conventional fixed rate, adjustable rate, FHA, and VA programs
- Prepare and refer mortgage loan application customers

### **Mortgage Customer Counseling and Prequalification**

This course describes mortgage counseling and the type of information and techniques to improve communication between the MLO and customer. This course reviews mortgage counseling from the transaction-oriented and mortgage program-oriented perspectives. This course explains critical areas of review for each step in the prequalification process.

After completing this course, students will be able to:

- Define mortgage counseling and describe the techniques used in a session with a customer
- Recognize your customer's key indicators to understand the customer needs profile
- Match mortgage financing options to meet customer needs
- Prequalify a customer for mortgage programs using an outline and calculations

### **Personal Tax Return Analysis**

This course provides participants with the ability to extract key information from 1040 Federal Tax Returns to determine projected income. It reviews tax returns, projected income forms, income sources, and cross-selling possibilities. Participants will learn how to explain to customers why a loan was declined due to insufficient projected income and how the different schedules were analyzed.

### **Preparing the Loan Estimate**

The Preparing the Loan Estimate course addresses the preparation of each field of the Loan Estimate, illustrating similarities between the Loan Estimate and the Closing Disclosure, and addressing common and situational questions regarding the Loan Estimate.

The Loan Estimate form is required to be used on all loans that are subject to the TILA-RESPA Integrated Disclosure Rule for loan applications taken on or after October 3, 2015. This course will help mortgage lending personnel understand the delivery and receipt requirements of the disclosure as well as the information provided in each field on the form.

After completing this course, students will be able to:

- Recognize the requirements for disclosure and reissuance
- Identify the requirements for the fields on each page of the Loan Estimate

### **Preparing the Closing Disclosure**

The Preparing the Closing Disclosure course addresses the preparation of each field of the Closing Disclosure, illustrating similarities between the Closing Disclosure and the Loan Estimate, and addressing common and situational questions regarding the Closing Disclosure.

The Closing Disclosure form is required to be used on all loans that are subject to the TILA-RESPA Integrated Disclosure Rule for loan applications taken on or after October 3, 2015. This course will help mortgage lending personnel understand the disclosure and re-disclosure requirements as well as the information provided in each field on the form.

### **Learning Objectives**

After completing this course, students will be able to:

- Identify the requirements for the fields on each page of the Closing Disclosure
- Recognize the requirements for disclosure and re-disclosure

### **Processing and Underwriting Credit**

The *Processing and Underwriting Credit* course provides students with a foundational knowledge of processing and underwriting credit. The credit report is one of the most essential factors needed to qualify borrowers for loan products, as there are many elements that can affect borrower eligibility and loan quality. Credit reports are packed with information key to qualifying borrowers for loan products. This course will help you unravel that wealth of information contained in credit reports, while also providing a methodology for reconciling credit and handling credit problems that may be uncovered in your analysis.

After completing this course, students will be able to:

- Review information contained in a credit report more effectively
- Recognize the characteristics of a credit report
- Gain an effective methodology for reconciling the information within a credit report
- Gain an effective methodology for handling credit problems
- Distinguish how to handle identity and fraud alerts
- Identify the characteristics of nontraditional credit
- Differentiate the factors of credit risk analysis

### **Processing Income and Assets**

When a lender extends a mortgage loan to a consumer, it is done so with the acceptance of a certain level of risk based on the borrower's willingness and ability to repay a loan. This willingness is largely determined through a consumer's credit history. The ability is driven by the consumer's income and assets. Knowing how to determine and document a borrower's income and available assets will ensure that both the lender and borrower are at an acceptable level of risk at consummation.

This one-hour self-study online course is designed to provide a basic education of the income and asset documentation and underwriting requirements of a conforming residential mortgage loan. The course will also provide tips on preparing a quality loan for submission to underwriting.

After completing this course, students will be able to:

- Distinguish the risk factors of a mortgage loan
- Identify employment documentation requirements
- Calculate stable monthly income

- Calculate qualifying ratios
- Calculate funds needed to close
- Recognize documentation requirements and acceptable sources of fund

### **Reviewing the Appraisal Report**

As an underwriter or compliance professional, when you are asked to formally review the Uniform Residential Appraisal Report (URAR) Form, it will be necessary to reference USPAP standards, industry standards (Fannie Mae, Freddie Mac, FHA, VA) or even your company's own lending standards. You'll also need to identify if the appraisal meets standards for special loan programs such as the Rural Housing Service or some sort of assisted housing during your review. This one-hour self paced course will help clarify these standards and teach you how to work with the URAR. This course focuses on the URAR, also known as Fannie Mae form 1004 (March 2005 version). Common areas of weakness will be illustrated, and hints and tips will be dispensed, section by section of the form. You will learn what to look for and how to judge the adequacy and accuracy of the report.

After completing this course, students will be able to:

- Recognize unacceptable appraisal practices
- Be familiar with requirements for completing the URAR
- Identify common appraisal deficiencies
- Understand what Fannie Mae determines to be "unacceptable appraisal practices"
- Know how to complete the various parts of the URAR
- Identify danger areas in the URAR that may indicate fraudulent activities