

# Certification: Modern Banking Representative (MBRC)

## Overview:

As a modern certification in today's business world, the Modern Banking Representative (MBRC) covers updated material that allows those new, entry-level employees to develop in their career and equips them to take on modern banking challenges with knowledge, confidence and skill.



## Instructor Materials:

Instructor materials have been developed for each course of this certification to provide instructors with key topics and points to emphasize to assist students with gaining accurate knowledge for this exam.

## Course Requirements:

**Banking Today (2019)** (Also available to be taught in-house)

This course provides participants with the fundamental information they need to understand the business of banking and how they, as an employee of a financial institution, fit into the overall business.

**Legal Foundation in Banking (2018)** (Also available to teach in-house)

Learn the underlying legal structure for conducting the business of banking, the core language that must be understood as well as the key legal requirements affecting banking in today's world.

**Quality Service formerly Customer Service (2019)** (Also available to teach in-house)

It's more than a friendly smile and being fast. When an organization puts the customer at its core, outstanding interactions are created. From the first interaction to a lifelong relationship, a connection is built by developing service skills that encourage customers to return.

**Fighting Fraud: Top 10 Scams Targeting Our Nations Seniors (2019)** **Free Course**

The United States Senate Aging Committee hotline has held hearings on seven out of the ten scams discussed in this course. This course is a resource to learn more about common scams targeting seniors and how to avoid them.

## Application, Exam and Status:

A certification application may be submitted with employer recommendation for \$100. Certification will last for 5 years and require an exam retake of \$25 or taking another CFTEA class within that timeframe to maintain certification. The exam will be a timed, online test. Upon successful completion of the exam, students will receive a digital badge used to document and share certification status.

# Certification Application (2019) Modern Banking Representative

C5061



Name of Candidate: \_\_\_\_\_

(As It Should Appear On Certification)

Date of Birth: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Organization Name and Address:

\_\_\_\_\_  
\_\_\_\_\_

Why Seeking Certification?

Application, Exam and Status:

Application completed and sent to [info@cfta.org](mailto:info@cfta.org) for processing.

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The exam will be a timed, online test. Upon successful completion of the exam, students will receive a digital badge used to document and share certification status.

Student Signature: \_\_\_\_\_

Signature of Approval: \_\_\_\_\_

Print Name of Approver: \_\_\_\_\_