



**ABOUT BUSINESS
CRIME SOLUTIONS,
INC.**

CREDIT UNION TRAINING PROGRAMS

The following is a summary of the types of training programs offered to Credit Unions by ABCsolutions:



CREDIT UNION ROLE-SPECIFIC PROGRAM

This program contains eight role-specific courses, each with its assigned modules and review sheets (highlights of the main points of the module in question). This program is designed for small, medium, and large credit unions.

OUR TRAINING



**ACCESSIBLE
24/7**

Have your training program accessible whenever



**CURRENT
AND UPDATED**

Have information updated as change occurs



**CONTINUOUS
TESTING**

Test employee knowledge through randomly-generated on-line exams



**KEEP
RECORDS**

Have a record of employee scores to ensure your training program is effective



PHONE: +613-283-2862
FAX: +613-283-7775



info@moneylaundering.ca



PO Box 427 Merrickville,
Ontario K0G 1N0 Canada

Support Staff Employees: Three modules and accompanying review sheets. Designed for employees that are non-member facing (e.g., human resources, accounting, marketing, information technology).

Retail Banking: Five modules and accompanying review sheets. Designed for employees that work in retail banking, including deposit taking and account opening for individual members.

Commercial Banking: Five modules and accompanying review sheets. Designed for employees that work in deposit taking, account opening for corporate businesses, including beneficial ownership.

Frontline Member Service Representative: Five modules and accompanying review sheets. Designed for employees that undertake both retail and commercial account deposits, opening, and transactions for individuals and business members.

Compliance and Internal Audit Departments: Six modules and accompanying review sheets. Very comprehensive and designed for employees that have responsibility for overseeing the AML program and risk assessments.

Board & Senior Executives: Three modules and accompanying review sheets. The main focus is on accountability and oversight risks and controls, and the basics of money laundering and terrorist financing.

Life Insurance: Four modules and accompanying review sheets. It is designed to assist life insurance brokers or agents (as a subsidiary company, associated credit union parent or holding company) to comply in part with the training component within their associated credit union's compliance program.

Wealth Management: Three modules and accompanying review sheets. It is designed to assist Wealth Management, Investment Specialists as a subsidiary company to comply in part with the training component within their associated credit union's compliance program.

Assignment: It is suggested for those smaller credit unions in which employees may cross several roles that employees be assigned to the most comprehensive role that covers the highest level to meet the compliance regulatory requirements. Some examples:

- An employee does support services and retail functions: assign the employee to retail banking, as it will contain information for support plus retail banking. It is not necessary to assign the employee to both.
- An employee does retail and commercial functions: assign the employee to the Frontline MSR course as it contains both retail and commercial requirements.



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CREDIT UNION CUSTOMIZED PROGRAM

Develop a training program that meets the specific requirements of your credit union.



ADDITIONAL COURSES

Fraud: Five modules (Background, Enablers for Committing Fraud, External and Public Sector Fraud, Internal Fraud, and Managing Risk Exposures). It is designed to assist the user with an understanding of the basics of fraud, the types of fraud (external, occupational and public sector), fundamental ways to commit fraud, the main methods in which fraud impacts an organization and/or its employees, and more.

New Payment Products and Services: Two modules focusing on four categories: prepaid cards; mobile payment services; internet-based payment services; and virtual currencies, including Bitcoin. The modules define these products and services, their vulnerabilities, the risk of money laundering and terrorist financing, mitigating measures, and more.

Elder Financial Abuse: Three modules providing information to assist practitioners to recognize the importance of the application of elder financial abuse/exploitation risk controls into their risk assessment, and how to facilitate the detection, response, and reporting of these activities within their organization.

Risks Associated with Loans & Mortgages: Three modules providing information about the risks associated with loans and mortgages for money laundering and terrorist financing.



Privacy: the *Personal Information and Electronic Documents Act (PIPEDA)*, *Alberta Personal Information Protection Act (PIPA)*, *B.C. Personal Information Protection Act (BCPIPA)*, and *Québec: an Act Respecting the Protection of Personal Information in the Private Sector*. **1 CE Credit through IAS – Advocis**

Additional Support Documents: Operational Alerts and Briefs; PEPs & HIOs obligations, Fact Sheets, Legislative Changes, Third Party Determination, Tax Havens and Creating a Secret Identity, Reasonable Measures, and more.

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