



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.

CGI Number	TENNESSEE BANKERS ASSOCIATION - YOUR LOCAL ABA TRAINING PROVIDER	Price		Course Hours 2009	Credit Hours	
					AIB	ICB
		COURSE NAME	Member	NonMember		
AIB Certificates						
3005841	AIB Bank Service Provider Certificate	\$595	\$795		2.50	
3004975	AIB Bank Teller Certificate	\$595	\$795		3.75	
3004274	AIB Call Center Representative Certificate	\$595	\$795		4.25	
3004273	AIB Customer Service Representative Certificate	\$595	\$795		4.25	
3005840	AIB Small Business Banking Certificate	\$595	\$795		1.00	
3004272	AIB Supervisor Certificate	\$595	\$795		2.75	
3004275	AIB Team Leader Certificate	\$595	\$795		2.50	
Small Business Banking Sales Skills						
3000354	Calling on Small Business Customers	\$95	\$130	1.5	0.00	2.0 CPB
3003139	Relationship Selling to Small Business Customers	\$95	\$130	1.5	0.00	1.75 CBT,CCSR,CPB
3001227	Servicing and Growing Small Business Relationships	\$95	\$130	1	0.00	1.0 CBT,CCSR,CPB
Small Business Banking Fundamentals						
3000366	Credit Products for Small Businesses	\$95	\$130	1	0.00	1.0 CCSR,CPB
3003140	Deposit Products for Small Business	\$95	\$130	0.5	0.00	0.75 CCSR,CPB
3000364	Fundamentals of Small Business Banking	\$95	\$130	2.25	0.25	2.75 CCSR,CPB
3000363	Intro. to Analyzing Financial Statements	\$95	\$130	2.5	0.25	3.25 CLBB,CPB,CTFA
3000365	Overview of Financial Statements	\$95	\$130	2	0.25	5.0 CTFA (FP), CLBB
3000367	Retirement Products for Small Businesses	\$95	\$130	2	0.25	
3005963	Small Business Borrowing	\$95	\$130	1	0.00	1.0 CPB
Small Business Banking Curricula						
3006056	Small Business Banking Curriculum	\$295	\$450		1.00	
3006057	Small Business Banking Sales Curriculum	\$195	\$295		0.00	
3006055	Small Business Borrowing Curriculum	\$195	\$295		0.25	See parts for ICB credits
Basic Banking Knowledge						
3000368	Banking Today	\$95	\$130	2.5	0.25	3.25 CBT,CCSR,CPB
Fundamental Business Skills						
3000476	Business Etiquette	\$95	\$130	2	0.25	2.25 CBT,CCSR,CPB
3000478	Dealing Effectively with Co-workers	\$95	\$130	3	0.50	
3000479	Ethical Issues for Bankers	\$95	\$130	1.5	0.00	1.75 All
3000480	Managing Time at Work	\$95	\$130	2	0.25	
3003141	Meetings That Work	\$95	\$130	1	0.00	
3003142	Presentation Skills	\$95	\$130	2	0.25	
3003143	Telephone Etiquette	\$95	\$130	2	0.25	
3000477	Writing Bank Correspondence	\$95	\$130	3	0.50	
Management and Leadership						
3000706	Coaching for Success	\$95	\$130	2	0.25	
3000709	Corrective Action	\$95	\$130	2	0.25	
3000705	Hiring the Best	\$95	\$130	2	0.50	
3000710	Improving Productivity	\$95	\$130	3	0.25	
3000711	Managing Change	\$95	\$130	2	0.25	
3000707	Managing Employee Relations	\$95	\$130	3	0.50	
3000704	Performance Management	\$95	\$130	3	0.50	
3001638	Project Management Fundamentals	\$79	\$105		0.25	
3000708	Rewards and Recognition	\$95	\$130	2	0.50	
Retail Banking Fundamentals						
3005101	Business of BankCard Overview	\$95	\$130	1	0.00	
3001151	Consumer Credit Products	\$95	\$130	1.5	0.00	1.75 CBT,CCSR,CPB

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		Member	NonMember		AIB	ICB
3001150	Fundamentals of Consumer Lending	\$95	\$130	3	0.50	7.25 CLBB
3001152	Fundamentals of Mortgage Lending	\$95	\$130	2	0.25	5.0 CLBB, CTFA
3001157	Introduction to Financial Planning Products	\$95	\$130	4	0.25	
3005964	Introduction to IRAs	\$95	\$130	0.5	0.00	
3001156	Personal Tax Return Analysis	\$95	\$130	4	0.25	9.75 CLBB, CTFA (FP)
3001158	Referring Insurance & Annuities Customers	\$95	\$130	2	0.25	
3001159	Referring Mutual Funds & Securities Customers	\$95	\$130	3	0.25	
3001155	Referring Trust Customers	\$95	\$130	2	0.25	
3001153	Revitalizing Customer Service	\$95	\$130	2.5	0.25	3.25 CBT,CCSR,CPB
3006683	Robbery & Bank Security	\$95	\$130	0.45	0.00	1.25 CFT, CCSR, CPB
3006684	Today's Teller	\$150	\$200	6	0.50	
3003372	Understanding Bank Products	\$95	\$130	2	0.25	
3001154	Understanding Financial Planning	\$95	\$130	2	0.25	
Regulatory Compliance						
3001980	Americans with Disabilities (ADA)	\$95	\$130	1	0.00	1.0 CBT,CCSR,CPB
3001985	Bank Bribery Act	\$55	\$75	0.25	0.00	0.5 CFSSP,CPB
3001984	Bank Protection Act	\$35	\$55	0.25	0.00	
3001164	Bank Secrecy Act					1.5 CBT,CCSR,CPB,CCTS,CFSSP,CLBB,CSOP,CTFA
3004988	Bank Secrecy Act (BSA) for Lenders	\$95	\$130	2	0.00	
3003352	Bank Secrecy Act (BSA) for Tellers	\$55	\$75	0.5	0.00	
3001986	Community Reinvestment Act (CRA)	\$55	\$75	0.5	0.00	0.5 CBT,CCSR,CPB,CLBB
3004986	Completing a Currency Transaction Report	\$95	\$130	0.75	0.00	
3005965	Credit Card The New Rules	\$55	\$75	0.5	0.00	
3003361	Credit Practices Rule (Unfair or Deceptive Acts or Practices (Reg AA))	\$35	\$50	0.5	0.00	0.5 CLBB
3003364	Deposit-Related Regulations for Consumer Lenders (Reg E and Reg D)	\$35	\$50	0.25	0.00	
3001981	EFTA - Reg E	\$95	\$130	1	0.00	1.0 CFSSP
3003331	Electronic Funds Transfer Act (Reg E) for Call Center Reps and Personal Bankers	\$55	\$75	0.50	0.00	
3003338	Electronic Funds Transfer Act (Reg E) for Customer Service Representatives	\$35	\$50	0.25	0.00	
3003355	Electronic Funds Transfer Act (Reg E) for Tellers	\$35	\$50	0.25	0.00	
3001166	Equal Credit Opportunity Act -- Regulation B	\$95	\$130	1.5	0.00	2.0 CLBB
3001958	Expedited Funds Availability (Reg CC)	\$95	\$130	1	0.00	1.5 CBT,CCSR,CPB,CFSSP
3001983	Extending Credit to Bank Insiders (Reg O)	\$35	\$55	0.25	0.00	.5 CLBB
3001170	Fair Credit Reporting Act (FCRA)	\$95	\$130	1	0.00	.75 CLBB,CPB
3001979	Fair Housing Act	\$55	\$75	0.5	0.00	
3001165	Fair Lending	\$95	\$130	1	0.00	1.5 CPB,CLBB
3001982	FDIC Deposit Insurance	\$95	\$130	1	0.00	1.0 CBT,CCSR,CPB,CSOP
3001978	Flood Disaster Protection Act	\$35	\$55	0.25	0.00	.5 CLBB
3001959	Home Mortgage Disclosure Act (HMDA)	\$95	\$130	0.75	0.00	1.0 CLBB,CPB
3004987	Information Security and Red Flags	\$95	\$130	0.75	0.00	1.0 CCTS,CFSSP,CLBB,CSOP
3002030	OFAC					.5 CCSR,CPB,CCTS,CFSSP,CLBB,CSOP
3001171	Privacy for Customer Contact Personnel	\$55	\$75	0.5	0.00	
3001169	Real Estate Settlement Procedures Act (RESPA)	\$95	\$130	2	0.25	5.0 CLBB
3002818	Regulatory Compliance for Call Center Reps	\$125	\$160	TBD	0.5	
3003651	Regulatory Compliance for Consumer Lenders	\$125	\$160	TBD	0.5	

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3002816	Regulatory Compliance for Customer Service Reps	\$125	\$160	TBD	0.5	7.5 CCSR
3002815	Regulatory Compliance for Personal Bankers	\$125	\$160	TBD	0.5	12 CPB
3002817	Regulatory Compliance for Tellers	\$125	\$160	TBD	0.5	5.75 CBT
3003330	Reserve Requirements (Reg D) for Depository Institutions	\$55	\$75	0.75	0.00	0.50 CBT,CCSR
3001974	Serving your Military Customer	\$55	\$75	0.25	0.00	
3003701	Sexual Harrassment in the Workplace	\$95	\$130	1	0.00	
3003702	Sexual Harrassment in the Workplace for Managers	\$95	\$130	1	0.00	
3006898	Reg Z Adjustable Rate Mortgages	\$55	\$75	0.5		
3006908	Reg Z Advertising	\$55	\$75	0.5		
3006899	Reg Z Credit Cards	\$55	\$75	0.5		
3006906	Reg Z Higher Education Loans	\$55	\$75	0.5		
3006901	Reg Z HOEPA (Sect. 32) Loans and High Priced Mortgage Loans	\$95	\$130	1		
3006900	Reg Z Home Equity Lines of Credit	\$55	\$75	0.5		
3006902	Reg Z Installment and Home Equity Loans (Closed-End Credit)	\$55	\$75	0.5		
3006903	Reg Z Mortgages(Closed-End Credit)	\$55	\$75	0.5		
3006904	Reg Z Non Home Secured (Open-End Credit)	\$55	\$75	0.25		
3006905	Reg Z Overview	\$95	\$130	1		
3006909	Reg Z Reverse Mortgages	\$55	\$75	0.5		
3006897	Reg Z Right of Rescission	\$55	\$75	0.5		
3001977	Truth-in-Savings Reg DD				0.00	.5 CBT,CCSR,CPB,CCTS,CFSSP,C SOP
3006304	Unlawful Internet Gambling Enforcement Act (UIGEA) (Reg GG)	\$55	\$75	0.25		
3001975	USA PATRIOT Act				0.00	0.75 CBT,CCSR,CPB,CCTS,CFSSP,C SOP
		\$55	\$75	0.5		
Retail Banking Sales Skills						
3001178	Building and Retaining Customer Relationships	\$95	\$130	1.5	0.00	2.25 CBT,CCSR,CPB
3001176	Cross-Selling Deposit Products	\$95	\$130	2	0.25	2.5 CCSR,CPB
3001177	Effective Referrals	\$95	\$130	2	0.25	3.5 CFMP
3001181	Event Based Selling	\$95	\$130	1	0.00	1.25 CFMP
3001179	Introduction to Relationship Selling	\$95	\$130	2.5	0.25	3.0 CBT,CCSR,CPB
3003145	Profiling Mortgage Prospects	\$95	\$130	2	0.25	2.5 CPB
3001180	Sales Coaching in the Bank	\$95	\$130	2	0.25	
3001182	Successful Sales Campaigns	\$95	\$130	2	0.25	
3003146	Tele-consulting	\$95	\$130	1.5	0.00	2.0 CCSR,CPB
Building Trust Expertise Level 1						
3001233	Introduction to Estate Planning	\$335	\$450	7	0.50	8.25 CTFA (TAX)
3001234	Introduction to Investment Management	\$335	\$450	4	0.25	4.5 CTFA (INV)
3001232	Introduction to Trust Administration	\$335	\$450	2.75	0.25	3.25 CTFA (FID)
3006036	BTE Level 1 Curriculum	\$750	\$999	13.75		
Level 2						
3002612	Discretionary Distributions	\$160	\$215	2	0.25	2.5 CTFA (FID)
3002613	Estate Planning Overview	\$160	\$215	1.5	0.00	2.0 CTFA (FID)
3002614	Estate Planning for Marital Deduction	\$160	\$215	5	0.50	6.0 CTFA (TAX)
3002616	Federal Estate and Gift Taxes	\$160	\$215	3.75	0.25	4.5 CTFA (TAX)
3002617	Fiduciary Income Taxes	\$160	\$215	1.75	0.25	2.25 CTFA (TAX)

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3002611	Fiduciary Law	\$160	\$215	2.5	0.25	3.0 CTFA (FID)
3002618	Investments I	\$160	\$215	1.5	0.00	2.0 CTFA (INV)
3003149	Managing Trust Accounts	\$160	\$215	1.5	0.00	2.0 CTFA (FID)
3002615	Retirement Planning	\$160	\$215	3.5	0.25	4.0 CTFA (FP)
3006058	BTE Level 2 Curriculum	\$1,095	\$1,499	23		
Level 3						
3002619	Estate Planning for Lifetime Gifts	\$160	\$215	3	0.25	3.75 CTFA (TAX)
3002620	Estate Planning for Charitable Giving	\$160	\$215	3	0.25	3.75 CTFA (TAX)
3002621	Estate Planning for the Business Owner	\$160	\$215	4.5	0.50	5.0 CTFA (2.5 FP, 2.5 TAX)
3002622	Estate Planning Case Study	\$160	\$215	0.5	0.00	0.75 CTFA (TAX)
3002624	Financial Planning Skills	\$160	\$215	1.75	0.25	2.25 CTFA (FP)
3002625	Generation Skipping Transfer Tax	\$160	\$215	2	0.25	2.5 CTFA (TAX)
3002626	Investments II	\$160	\$215	1.75	0.25	2.0 CTFA (INV)
3002623	Life Insurance and Annuities	\$160	\$215	4	0.25	5.0 CTFA (FP)
3006059	BTE Level 3 Curriculum	\$995	\$1,299	20.5		
Case Studies/Assessments						
3003681	ABA Case Study for Wealth Advisors: The Corporate Executive	\$150	\$190	1	0.00	1.00
Microsoft Desktop ACCESS						
3004119	Microsoft Access 2003: Level 1	\$39	\$52	4	N/A	N/A
3004120	Microsoft Access 2003: Level 2	\$39	\$52	4	N/A	N/A
3004121	Microsoft Access 2003: Level 3	\$39	\$52	4	N/A	N/A
	Microsoft Access 2003: Level 4	\$39	\$52	4	N/A	N/A
3004996	Microsoft Access 2007: Level 1	\$39	\$52	4	N/A	N/A
3004997	Microsoft Access 2007: Level 2	\$39	\$52	4	N/A	N/A
3006730	Microsoft Access 2010: Level 1	\$39	\$52	4	N/A	N/A
3006731	Microsoft Access 2010: Level 2	\$39	\$52	4	N/A	N/A
3006732	Microsoft Access 2010: Level 3	\$39	\$52	4	N/A	N/A
EXCEL						
3004122	Microsoft Excel 2003: Level 1	\$39	\$52	4	N/A	N/A
3004123	Microsoft Excel 2003: Level 2	\$39	\$52	4	N/A	N/A
3004998	Microsoft Excel 2007: Level 1	\$39	\$52	4	N/A	N/A
3004999	Microsoft Excel 2007: Level 2	\$39	\$52	4	N/A	N/A
3005000	Microsoft Excel 2007: Level 3	\$39	\$52	4	N/A	N/A
3006733	Microsoft Excel 2010: Level 1	\$39	\$52	4	N/A	N/A
3006734	Microsoft Excel 2010: Level 2	\$39	\$52	4	N/A	N/A
3006735	Microsoft Excel 2010: Level 3	\$39	\$52	4	N/A	N/A
OUTLOOK						
3004125	Microsoft Outlook 2003: Level 1	\$39	\$52	4	N/A	N/A
3004126	Microsoft Outlook 2003: Level 2	\$39	\$52	4	N/A	N/A
3006427	Microsoft Outlook 2003: Level 3	\$39	\$52	4	N/A	N/A
3005001	Microsoft Outlook 2007: Level 1	\$39	\$52	4	N/A	N/A
3005002	Microsoft Outlook 2007: Level 2	\$39	\$52	4	N/A	N/A
3005003	Microsoft Outlook 2007: Level 3	\$39	\$52	4	N/A	N/A
3006736	Microsoft Outlook 2010: Level 1	\$39	\$52	4	N/A	N/A
3006737	Microsoft Outlook 2010: Level 2	\$39	\$52	4	N/A	N/A
3006738	Microsoft Outlook 2010: Level 3	\$39	\$52	4	N/A	N/A
POWERPOINT						

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	COURSE NAME					
3004127	Microsoft PowerPoint 2003: Level 1	\$39	\$52	4	N/A	N/A
3004128	Microsoft PowerPoint 2003: Level 2	\$39	\$52	4	N/A	N/A
3005004	Microsoft PowerPoint 2007: Level 1	\$39	\$52	4	N/A	N/A
3005005	Microsoft PowerPoint 2007: Level 2	\$39	\$52	4	N/A	N/A
3006739	Microsoft PowerPoint 2010: Level 1	\$39	\$52	4	N/A	N/A
3006740	Microsoft PowerPoint 2010: Level 2	\$39	\$52	4	N/A	N/A
	WORD					
3004129	Microsoft Word 2003: Level 1	\$39	\$52	4	N/A	N/A
3004130	Microsoft Word 2003: Level 2	\$39	\$52	4	N/A	N/A
3004131	Microsoft Word 2003: Level 3	\$39	\$52	4	N/A	N/A
3005006	Microsoft Word 2007: Level 1	\$39	\$52	4	N/A	N/A
3005007	Microsoft Word 2007: Level 2	\$39	\$52	4	N/A	N/A
3005008	Microsoft Word 2007: Level 3	\$39	\$52	4	N/A	N/A
3006729	Microsoft Word 2010: Level 1	\$39	\$52	4	N/A	N/A
3006741	Microsoft Word 2010: Level 2	\$39	\$52	4	N/A	N/A
3006742	Microsoft Word 2010: Level 3	\$39	\$52	4	N/A	N/A