



Bank Fair Lending Act Compliance Training Sample

Issues

The Reach of the Act.

Is it possible for an employee who has nothing to do with lending, to be guilty of violating a Fair Lending Act regulation, and if yes, how?

Sample
Game
Cards

(smaller than the Actual
3 1/8" by 2 1/4" size)

The Purpose of the Act.

When it comes to complying with the various provisions of the Fair Lending regulations, which is more important?
1) Making it easy for customers to obtain credit.
2) Treating your customers with the same consistent attitude.

The Battle of Perceptions.

Does the fact that your institution has granted more loans to one ethnic group more than another prove discrimination, and why or why not?

Investigating the Limits.

A couple wants to apply for a home loan to purchase a new three bedroom home for their family of nine. You think they would be better off with a larger, older home. Is it acceptable for you to give any advice to this couple?

Working within the Act #1.

A single mother has applied for an auto loan and lists her child support and welfare as sources of income. She barely qualifies for the loan and as you are getting ready to tell her of the approval she volunteers that she only has a few more months remaining before she will no longer qualify for her welfare. What do you do upon hearing this?

Working within the Act #2.

Your institution has had an increasing number of non-performing loans in one particular neighborhood which you service. An increasing crime rate is hurting the property values in this area as well. How do you propose handling future loan applications within this neighborhood without violating the Fair Lending regulations?

Correcting Mistakes.

A customer is asking you about various home mortgage lending options. At the end of the conversation, the customer says "Well, one of your tellers warned me that I'd never get a loan in the neighborhood I live in." What do you say now and do later?

Penalties for Non-compliance.

What can happen to you personally if you are found to be guilty of violations of the Fair Lending regulations?