

**PUBLICATION UPDATE**

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# Model Teller/CSR Training Manual *with Trainer's Guide*

Publication 4780

Release 21

October 2018

## HIGHLIGHTS

**Chapter Revisions:**

**Trainer's Guide:**

- Chapter TG1—The Role of Frontline Staff
- Chapter TG4—Checks and Electronic Payments

**Editorial Revisions**

- Chapter TG1A—The Universal Teller Role
- Chapter TG7—Product Knowledge and Cross-Selling

**Chapter Revisions:**

*Chapter TG1—The Role of Frontline Staff.* Recent civil and criminal enforcement actions have prompted several agency regulators to issue guidance highlighting the need for a strong ethics and compliance culture from “top-to-bottom” at financial institutions, including community banks. Expanding upon regulatory guidance, Chapter 1 has been updated to include a summary of the key requirements for man-

agers and trainers to build a strong ethics program. A template to assist in assessing your bank’s current compliance and ethics culture has also been included. (See § TG-1.08[1].)

*Chapter TG4—Checks and Electronic Payments.* The shift away from cash and paper checks to the use of electronic payments has transformed the payments landscape for banks and financial institutions of all sizes throughout the U.S. As advancements in payment technologies continue to expand, an increasing number of banks are adopting these new and emerging payment technologies. Chapter 4 has been updated to provide an overview of electronic payment systems in the current, digital payment landscape. (See § TG-4.05.)

**Editorial Revisions:** Chapters TG1A and TG7 contain formatting and numbering revisions only. No changes have been made to the content of these chapters.

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Publication 4780, Release 21, October 2018

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