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|--|-----------------|---|--|---|--------------------------------------|------------------------------|------------------------------|---|--|--|---|
| Member Service Representative - SAMPLE | Course          | Anti-Money Laundering, It's a Matter of Privacy, Combating Cheque Fraud, Consumers and Debit Cards, Preventing Investment Fraud | Foundations of Grammar, CU04-76-C0201            | Components of Financial Statements, CU04-14-F0252 | Improving Your Image, CU04-514-P0136 | RRSP Fundamentals, CU01-RRSP | TSFA Fundamentals, CU01-TFSA | Introduction to Profitability - CU01-IP | MSR Start Series, complete 6 course offering | CUIC 185, Credit Union Products and Services | Overview of the Credit Union System - CU01-OV |
|  | COST            | Free with \$40 annual subscription  | Free with 1-year \$99 eLearning Library purchase |   |                                      | \$45.00                      | \$25.00                      | \$45.00                                 | \$295  | \$450 - paper based                          | \$45.00                                       |
|  | Time commitment | Maximum 1.5 hours each, total time of approximately 5 hours   | 2.5 hours  | 3 hours   | 3 hours                              | 2 hours                      | 45 minutes                   | 1.5 hours                               | 6 - 10 weeks                                 | Approximately 15 weeks                       | 1.5 hours                                     |

|                     |                       |   |   |  |  |   |                               |  |
|---------------------|-----------------------|---|---|--|--|---|-------------------------------|--|
| Senior MSR - SAMPLE | All FSR training plus | Sales Training, Finding the Pain You Can Cure, CU04-91-S0143(Basic Selling) | Gaining Allies, Creating Change, CU04-518-C0514 | Communicating for Results, CU04-74-C0004 | Teamwork and Results without Authority, CU04-518-C0512 | Interpersonal Communications Skills for Teams (simulation), CU04-74-C000T | CUIC 200, Credit Union System | MSR Accreditation Program                      |
|                     | COST                  | Free with 1-year \$99 eLearning Library purchase                            |   |  |  |   | \$450 - paper based           | \$450  |
|                     | Time commitment       | 3.5 hours   | 3 hours   | 5 hours                                  | 2.5 hours  | 30 minutes  | Approximately 15 weeks        | After 1-year of employment, 1 year to complete |

|                |                                      |  |  |   |  |  |  |  |   |
|----------------|--------------------------------------|--|--|---|--|--|--|--|---|
| MSR Supervisor | All MSR and Senior MSR training plus | Supervisor Orientation to the Member Service Accreditation Program, CU01-STSRACC | Teamwork and Results without Authority, CU04-518-C0512 | Building a Winning Sales Team, CU04-111-S0151 | The Fundamentals of CRM, CU04-61-R0110 | Customers, Conflict and confrontation, CU04-81-C0105 | Overcoming challenging service situations, CU04-81-C0106 | The voice of the Customer, CU04-81-C0103 | Helping Others Succeeded - ILT as offered in area |
|                | COST                                 | \$525  | Free with 1-year \$99 eLearning Library purchase       |   |  |  |  | as offered                               |   |
|                | Time commitment                      | 4 week program   | 2.5 hours  | 5.5 hours                                     | 2 hours                                | 5.5 hours  | 6 hours  | 4.5 hours                                | 1-day training                                    |

