

# 1 Hour GA SAFE: 2020 Advertising and Consumer Protections

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## Course Syllabus

### Course Overview

Welcome to the **1 Hour GASAFE: 2020 Advertising and Consumer Protections** course. In this document, you will learn about the scope of the course, as well as administrative specifics, such as grading and certificates.

### Course Purpose

The **1 Hour GA SAFE: 2020 Advertising and Consumer Protections** course is designed to meet NMLS continuing education requirements. Knowledge of these Georgia state laws and regulations will help mortgage professionals increase consumer protection awareness and maintain licensure.

### Course Description

The **1 Hour GA SAFE: 2020 Advertising and Consumer Protections** course meets SAFE Act continuing education requirements for licensed entities through review and analysis of the Georgia state laws and regulations related to advertising, consumer protection, and mortgage fraud prevention.

### Course Objectives

Upon completion of this course, you should be able to:

- Describe key concepts of Georgia law related to advertising.
- Define deceptive trade practices and describe the role of the Georgia Department of Law's Consumer Protection Unit as it relates to deceptive trade.
- Explain the consumer protection acts and practices prohibited under Georgia's Deceptive Trade Practices Law (Georgia's Fair Business Practices Law), including laws which pertain to deceptive advertising.
- Explain the different types of residential mortgage fraud and prohibitions under the Georgia Residential Mortgage Fraud Act.
- Describe the potential penalties for committing mortgage fraud in Georgia.

### Course Outline

#### Introduction

- Module 1—Advertising (20 minutes estimated time for completion)
  - What is an ad?
  - Recordkeeping
  - Prohibited information
  - False, misleading, or deceptive information
  - Types of false advertising
  - Misrepresentation
  - Penalties
    - Scenarios
    - Activities
    - Module summary and quiz

Module 2—Deceptive Trade and Consumer Protection (20 minutes estimated time for completion)

- Georgia consumer protection laws
- Deceptive trade practices
- Uniform Deceptive Trade Practices Act
- Fair Business Practices Act
- Case Study
  - Module summary and quiz

#### Module 3—Residential Mortgage Fraud (15 minutes estimated time for completion)

- Georgia Residential Mortgage Fraud Act
- Defining mortgage fraud
- Schemes
- Penalties
  - Module summary and quiz

#### Final Assessment: 10 minutes

### Required Course Materials

All materials required for the course are contained within the learning management system or provided via links within the course. No other materials are required. This course does not have to be completed in one sitting, but it is recommended for your learning retention that each component of the course be completed in one sitting. If you begin the course and you are timed out due to six minutes of inactivity, you will be returned to the first page of the unit of instruction within the module. If you begin the course and choose to leave the course you may re-access the course at any time without starting from the beginning. When re-entering the course, you will be asked if you would like to continue where you left off, simply answer OK to continue through the material. You must have pop-ups enabled and toolbars disabled. You may review any course materials you have already completed by using the navigation tools located in the course, menus, and course index page. You must have Adobe Reader to view the supplemental materials/handouts in the course.

### Final Course Assessment

After completing the course materials, you will need to pass a multiple-choice assessment. You must receive a score of 70 percent (70%) or better to pass.

### Instructor(s) Background

This course does not have an instructor. This course was developed through content contributions from Diane Erbeznik

### Instructor Biographies

**Diane Erbeznik** has more than 20 years of residential mortgage regulatory compliance experience, as well as secured and unsecured consumer lending. She has worked for top national lenders including Wells Fargo and First Union (The Money Store), regional banks including Bank of Hawaii and Washington Mutual, and is currently First Vice President/Regulatory Control Manager within Consumer Fair and Responsible Banking for a southeast regional bank. She received a Bachelor of Science degree in Business Management from the University of Phoenix. In addition, she is an active member of the American Bankers Association and has earned the Certified Regulatory Compliance

Manager (CRCM) professional certification. She is also an active member of the National Association of Legal Assistants and has earned the Certified Legal Assistant (CLA) professional certification. quality and fraud and was the Quality Manager for the Freddie Mac STACR initiatives. She is a Certified Fraud Examiner.

## Course Administration

### Rules of Conduct

As an individual completing either pre-licensure education (PE) or continuing education (CE), I agree to abide by the following rules of conduct:

1. I attest that I am the person who I say I am and that all my course registration information is accurate.
2. I acknowledge that I will be required to show a current government-issued form of identification prior to, and during the course, and/or be required to answer questions that are intended to verify/validate my identity prior to and during the course.
3. I understand that the SAFE Act and state laws require me to spend a specific amount of time in specific subject areas. Accordingly, I will not attempt to circumvent the requirements of any NMLS-approved course.
4. I will not divulge my login ID or password or other login credential(s) to another individual for any online course.
5. I will not seek or attempt to seek outside assistance to complete the course.
6. I will not give or attempt to give assistance to any person who is registered to take an NMLS-approved pre-licensure or continuing education course.
7. I will not engage in any conduct that creates a disturbance or interferes with the administration of the course or other students' learning.
8. I will not engage in any conduct that would be contrary to good character or reputation or engage in any behavior that would cause the public to believe that I would not operate in the mortgage loan business lawfully, honestly, or fairly.
9. I will not engage in any conduct that is dishonest, fraudulent, or would adversely impact the integrity of the course(s) I am completing and the conditions for which I am seeking licensure or renewal of licensure.

I understand that NMLS-approved course providers are not authorized by NMLS to grant exceptions to these rules and that I alone am responsible for my conduct under these rules. I also understand that these rules are in addition to whatever applicable rules my course provider may have.

I understand that the course provider or others may report any alleged violations to NMLS and that NMLS may conduct an investigation into alleged violations and that it may report alleged violations to the state(s) in which I am seeking licensure or maintain licenses, or to other states.

I further understand that the results of any investigation into my alleged violation(s) may subject me to disciplinary actions by the state(s) or the State Regulatory Registry (SRR), including removal of any course from my NMLS record, and/or denial or revocation of my license(s).

Any violation of this standard could lead to automatic withdrawal from the course without credit or refund. Course should be taken in a quiet, distraction free area. NMLS has established a mandatory

automatic log-out, and after six minutes of inactivity, you will be logged out of the course. On logging back in, you will return to either the page where inactivity was detected or the start of the unit of instruction. Units of instruction are indicated in the Course Outline section of this syllabus.

## Course Deadline

Students have until December 31 in the year in which the course is purchased to complete the course. You may complete the course at any time during this period. However, course providers are afforded seven calendar days to credit the student's NMLS account following successful completion of the course. It is strongly advised that you complete the course at least one week prior to the December 31 deadline.

## Grading Policy

Successfully complete the course and receive CE credit with the NMLS for this course, students must:

- Review the syllabus
- Complete the course
- Pass the Final Assessment with a score of 70 percent or better
- Receive (download) the Certificate of Completion

## Successfully completing a module

This course is broken into modules. Each module contains activities such as scenarios, videos, review questions, and a module quiz. Students must successfully complete these activities and pass the module quiz with a grade of 70 percent or better to complete that module.

## Course Evaluation

After you have completed the course and final assessment, please take a moment to complete the course evaluation. Your feedback will help us improve our courses and develop new offerings.

## Technical Requirements/Support

### Computer and internet requirements

Students must have an Internet connection. For best performance, an ethernet connection is preferred rather than Wi-Fi. The most recent versions of the following browsers are acceptable: Chrome, Edge, Internet Explorer, or Firefox. You must have Adobe Reader to view the supplemental materials/handouts in the course. Make sure you disable toolbars in your browser and enable popups.

If you can't find what you are looking for, contact our support staff at (800) 848-4904 Monday–Friday, 8:00 a.m.–5:00 p.m. Central Time.

## Help and Contact Information

Please feel free to contact our industry experts by submitting a case to our support team, please visit the [Resource Center](#). Need access? [Start here](#). Please include the course title and related slide number(s) in your communication.

## Continued Learning

After completing this course, you may be interested in other courses to enhance your knowledge. Visit <http://elliemae.com/education/continuing-education> for a list of all course offerings. In addition to self-paced online courses, AllRegs by Ellie Mae offers instructor-led, onsite classroom courses;



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instructor-led virtual classroom courses; and single session webinars on key issues impacting the mortgage industry. AllRegs by Ellie Mae also may be able to meet your customized training needs.