

retirement? Statements
budgeting? legal? balancing
Financial Counseling
savings? taxes? expenses
mortgage? ? debt?

How will you help your
members reach their
financial goals?



Credit Union
National Association

Your Trusted Resource



Confidently with FiCEP.

How will you help your
members reach their
financial goals?



CUNA

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National Association



AMERICA'S
CREDIT UNIONS

Your Trusted Resource



Join more than 200 credit unions that use FiCEP, CUNA's Financial Counseling Certification Program, to enable all credit union staff to become more confident in helping members build a stronger financial future.

Visit: training.cuna.org and
choose *Self-Study Certificate Programs*

How does FiCEP build service confidence?

- ▶ **Proven financial counseling skills** become a part of your credit union's culture
- ▶ **Written for all staff levels** so anyone can offer financial counseling during every member interaction
- ▶ **Certification satisfies members' needs** as they continually look for the value of your credit union
- ▶ **Differentiates your credit union** with certified financial counselors on your team
- ▶ **Helps members transform** the way they deal with money through real-world counseling



Order today!

- Visit training.cuna.org and choose *Self-Study Certificate Programs*
- Call **800-356-8010, press 3**

FiCEP self-study options

Earn your financial counseling certification right at your credit union!

Get ready to assist your members in reaching their financial goals by learning at your own pace with the print-based modules below.

Each FiCEP module includes one exam.

FiCEP Part 1

Introduction to Financial Counseling (Module 1)

Understand the basic components of financial counseling; what it is and what it isn't. This module provides an overview of the financial attitudes and behaviors that contribute to problems with spending, saving, and debt. The basics of financial counseling are introduced, along with the importance of offering hope to members who may be overwhelmed by their current financial problems.

Stock #27564-BR9

\$70

Financial Counseling Essentials (Module 2)

Get the tools and information needed to help members change their financial practices and rebuild their financial future. Learn how to dive into the role of a credit union financial counselor, including the essential work of analyzing spending, savings, and debt.

Stock #27565-BR9

\$70

Special Issues in Financial Counseling (Module 3)

In this module, you will be provided a framework for designing and implementing a financial counseling program that includes case studies of credit union counseling services. In addition, learn more about the legal rights of the member and his or her creditors as well as options for negotiating with creditors and dealing with severe financial issues such as eviction, repossession, and bankruptcy.

Stock #27566-BR9

\$70

Using Communication Skills During Financial Counseling (Module 4)

Communication skills are an essential part of delivering effective financial counseling. Concepts and strategies that enhance communications with the member are covered in this module. Members in financial trouble often need referrals to other sources of assistance within your community. This module also provides information about networking with these agencies for effective member referrals.

Stock #27567-BR9

\$70

Get all four Part 1 modules for just \$260!

Order #27568K-BR9

FiCEP Part 2

Taxes, Insurance, and Investments (Module 1)

Helping members create a sound financial future requires directing them toward practices to build long-term financial health. Among these practices is a careful examination of the amounts devoted to taxes, insurance, and investments. This module examines these topics to help the member better use his or her income to stay financially healthy.

Stock #27569-BR9

\$70

Controlling Living Expenses and Understanding Consumer Credit (Module 2)

A financial crisis can be caused by a variety of circumstances: a job change, an illness, a major life upheaval such as divorce or the death of a spouse, or simply the lack of financial skills. This module provides information that can be used to help the member learn to manage his or her expenses to survive a financial crisis.

Stock #27570-BR9

\$70

Matching Values to Money (Module 3)

Many people who find themselves in a financial crisis have never stopped to examine their financial values and beliefs. This module will help you work with members to understand their values and beliefs about money. In addition, this module will equip financial counselors and other employees to recognize fraudulent activity and educate members for fraud prevention.

Stock #27571-BR9

\$70

Retirement and Special Issues (Module 4)

Retirement is often the ultimate goal of members' financial planning. Yet, many financial issues can undermine a member's dream of a financially secure retirement. By addressing spending and debt habits and educating members, credit unions can help members extend their financial security throughout their retirement years.

Stock #27572-BR9

\$70

Get all four Part 2 modules for just \$260!

Order #27573K-BR9

Any credit union employee can become a Certified Financial Counselor by completing the proctored exams for all eight print modules or attending CUNA Certified Financial Counselor Schools.

With every member interaction, FiCEP can help you and your credit union become a certified success in service.

For more information

- Visit: training.cuna.org and choose *Self-Study Certificate Programs*
- E-mail: elearning@cuna.coop
- Call: 800-356-9655, ext. 4249





Credit Union National Association

PO Box 431 | Madison, WI 53701-0431



FiCEP certification builds the skills you need to confidently tackle today's tough financial counseling issues.

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