

Teacher:
Ms. C. Davis

Subject Area:
Banking and Financial Services

Room No.:
C227

Chapters 7 – 10: “Laws & Regulations”
(ABA Textbook)

Lesson Date: *continued*
April 22, 2015

Ch. 7: “Personal Financial Planning”
Ch. 8: “Business & International Banking Services”
Ch. 9: “Building Relationships: Marketing, Sales, and Customer Service”
Ch. 10: “Safeguarding Customers and the Bank”
Meeting Time/Period: **Grade Levels:**
4th and 6th 12

What is the lesson objective? The student will be able to:

- **Define** terms (*investments, portfolio, stock, bonds, mutual funds, annuity, retirement accounts, estate, Gramm-Leach-Bliley Act (GLBA), cash management, capital markets, trust services, international banking, market share, cross-selling, advertising, sales promotion, CAN-SPAM Act, passphrase, authentication, security token, biometrics, fraud, whistleblower, civil money penalty (CMP), embezzlement, counterfeiting, malware, spyware, money laundering, incident response program (IRP), Bank Secrecy Act (BSA), and insider fraud*).
- **Explain** the need for financial planning services.
- **Describe** business and international banking services.
- **Discuss** how marketing, sales, and service help build customer relationships.
- **Explain** banking laws and regulations related to safeguarding customer information and protecting bank assets.

Differentiated Objective(s): The student will compare payments using various online technology tools and the internet to compare and contrast payments made by cash and checks.

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- Describe how bank security programs minimize the chance for loss, including procedures for the secure handling of cash and checks, ...
- Describe laws and regulations used to manage business operations and transactions in the banking services industry.

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- **HW Due:** Ch. 3-6 Reflections

Instructional Delivery:

- Direct Instruction
- Peer-tutoring
- Guided Practice
- Independent Practice
- Facilitator
- Quizzes & Tests

Guided Practice and Monitoring:

- **Finish** Chapters 7 – 10 Review Questions (*handout*)
- Teller Training Videos: 2 – 5 and Note taking
- LearnKey Module (*“Calming Upset Customers”, “Business Ethics on the Job”*)

Independent Practice:

- **Finish** Chapters 7 – 10 Review Questions (*handout*)
- Teller Training Videos: 2 – 5 and Note taking
- LearnKey Module (*“Calming Upset Customers”, “Business Ethics on the Job”*)

Review/Reteach/Closure:

- Review / Quizzes / Ch. 7-10 Reflections

Materials/References:

- Notebook, Computer, Internet, Flash-drive, handouts, Textbook (*ABA*), www.edmodo.com, www.kahootit.com, www.onlineexpert.com, www.1stfinancialtraining.com