CUNA
Credit Union National Association

CUNA Courses

Credit union self-study training for staff, managers & volunteers

BEST SELLER Best Seller

Due to a current change in regulation, this course is being updated.

Course Title	Online
ACCOUNTING, BUDGETING & FINANCE	
Accounting for Credit Unions (3rd Edition)	S310
Asset-Liability Management for Executives (2nd Edition)	M18
Basic Accounting (3rd Edition)	S300
Budgeting and Accounting for Non-Financials	A1037
Accounting Basics	A1037A
Financial Statements	A1037B
Keeping the Books	A1037C
Monitoring Financial Performance	A1037D
Planning and Budgeting Cycle	A1037E
Credit Union Financial Analysis (3rd Edition)	S320
Credit Union Financial Management for Nonfinancial Executives (2nd Edition)	
Credit Union Investments	
Financial Analysis Tools for Decision Making	
Financial Management Made Easy: Financial Statements and Budgeting	S1200
Financial Management Made Easy: Sources and Uses of Money	S1210
Reconciling Records	A1013
Cash Accounts	A1013A
Share Draft Accounts	A1013B
Credit and Debit Cards	A1013C
ACH Payments	A1013D
Investments	A1013E
BANKRUPTCY	
Bankruptcy and Court Proceedings (4th Edition)	A1006
Bankruptcy History and Court Structure	A1006A
Bankruptcy Basic Concepts	A1006B
Bankruptcy Documents	A1006C
Bankruptcy Immediate Issues	A1006D
Bankruptcy Abuse and Recoveries	A1006E
Bankruptcy Do's and Don'ts	A1006F
BUSINESS MATH	
BEST SELLER Business Math: Lending and Credit	A1000
Basic Lending Concepts and Calculations	A1000A
Closed-End Loans	A1000B
Helping Members Compare Rates and Loans	A1000C
Loan Ratios	A1000D
Mortgage Loans	A1000E
Open-End Credit	A1000F

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CUNA **Courses** (Continued)

Course Title	Online
Business Math: Share and Deposit Accounts	A1001
Basic Math and Definitions	A1001A
Account Balances and Dividend Calculations	A1001B
Dividend Compounding and Annual Percentage Yield (APY)	A1001C
Helping Members Reach Savings Goals	A1001D
Share Account Dividends	A1001E
COLLECTIONS	
Applying Collection Practices	A1014
Credit and Collections	A1014A
Credit and Collection Policies	A1014B
Developing a Collections System	A1014C
Early Warnings and Final Actions	A1014D
Legal Action and Outsourcing Alternatives	A1014E
Best Practices	A1014F
Collections (4th Edition)	S220
Successful Collections: Balancing Member Service and Credit Union Interests	S1310
COMPLIANCE FOR ALL STAFF	
ACH Compliance and IAT Implementation: Training on Demand	FC115P
Bank Secrecy Act for Consumer Lending Staff: Training on Demand	FC121P
Bank Secrecy Act for Front-Line Staff: Training on Demand	FC102P
Bank Secrecy Act for Member Business Lending Staff: Training on Demand	FC122P
Bank Secrecy Act for New Accounts Staff: Training on Demand	FC124P
Bank Secrecy Act for Operations Staff: Training on Demand	FC120P
Bank Secrecy Act Overview: Training on Demand	FC144P
Bank Secrecy Act for Tellers: Training on Demand	FC123P
Identity Theft: Red Flags: Training on Demand	FC110P
Loss Mitigation for Real Estate Loans: Training on Demand	FC114P
Office of Foreign Assets Control: Training on Demand	FC108P
Reg CC — Availability of Funds and Collection of Checks	C101A
Reg D — Reserve Requirements	C101B
Truth in Savings — NCUA Part 707	C101C
Reg E — Electronic Fund Transfers	C101D
Reg J and UCC Article 4A	C101E
UCC Articles 3 and 4 — Law of Checking Accounts	C101F
Bank Secrecy Act	C102A
Office of Foreign Assets Control Overview: Training on Demand	FC145P
OFAC — Office of Foreign Assets Control	C102B
Right to Financial Privacy Act	C102C
Bank Bribery Act	C102D
IRS Information Reporting and Withholding Requirements	C102E
ESIGN — Electronic Signatures in Global and National Commerce Act	C102G
NCUA Privacy Regulation	C102H
UCC Article 9	C103A
Fair Debt Collection Practices Act	C103B
Business Lending Regulations	C103C
Fair Credit Reporting Act	C103D
NCUA Lending Regulations	C103E
Reg B — Equal Credit Opportunity Act	C103F
Servicemembers Civil Relief Act	C103G
Reg Z — Truth in Lending	C103H
Flood Disaster Protection Act	C104A
Homeowner's Protection Act	C104B

CUNA **Courses** (Continued)

Course Title	Online
COMPLIANCE FOR ALL STAFF (Continued)	
RESPA — Real Estate Settlement Procedures Act	C104C
Reg C — Home Mortgage Disclosure Act	C104D
Fair Housing Act	C104E
Secondary Mortgage Markets	C104F
SAFE Act & Mortgage Licensing	C104G
NCUA Overview	C105A
Federal Share Insurance Rules	C105B
Management Issues	C105C
Field of Membership Rules	C105D
Supervisory Committee Duties	C105E
CUSOs	C105G
Regulation CC: Training on Demand	FC104P
Right to Financial Privacy Act: Training on Demand	FC112P
Share Insurance Rules: Training on Demand	FC109P
CREDIT UNION ORIENTATION	
BEST SELLER Introduction to Credit Unions	A1004
The Credit Union Difference	A1004A
Member Service: The Core of Credit Unions	A1004B
What is the Credit Union Movement?	A1004C
A Tradition of Community Involvement	A1004D
You and Your Credit Union	A1004E
The Credit Union Difference: Training on Demand	FC117P
FINANCIAL COUNSELING (FICEP)	
FiCEP Part 1: Introduction to Financial Counseling (Module 1)	
FiCEP Part 1: Financial Counseling Essentials (Module 2)	
FiCEP Part 1: Special Issues in Financial Counseling (Module 3)	
FiCEP Part 1: Using Communication Skills During Financial Counseling (Module 4)	
FiCEP Part 1 Kit — Modules 1–4	
FiCEP Part 2: Taxes, Insurance, and Investments (Module 1)	
FiCEP Part 2: Controlling Living Expenses (Module 2)	
FiCEP Part 2: Money, Attitudes and Behaviors (Module 3)	
FiCEP Part 2: Retirement and Personal Financial Preparedness (Module 4)	
FiCEP Part 2 Kit — Modules 1–4	
FiCEP Recertification Module	
HR STAFFING & THE LAW	
Compensation Systems (2nd Edition)	
Difficult Human Resource Issues	A1021
Defining Difficult Human Resource Issues	A1021A
Sexual Harassment	A1021B
Addressing Performance	A1021C
Recognition, Rewards and Compensation	A1021D
Workplace Diversity	A1021E
Employment Law and Preventing Sexual Harassment	M13
Managing Today's Employees	A1020
Introduction to Managing Today's Employees	A1020A
Managing Employee Performance	A1020B
Managing Employee Success	A1020C

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CUNA **Courses** (Continued)

Course Title	Online
HR STAFFING & THE LAW (Continued)	
Building Your Bench	A1020D
Employee Retention	A1020E
HR Law and Today's Employees	A1020F
Money and Negotiable Instruments Refresher: Training on Demand	FC140P
Recruiting Today's Employees	A1019
Challenges of Recruiting in the 21st Century	A1019A
Employment Law	A1019B
Preparing for Recruiting	A1019C
Preparing for the Interview	A1019D
Conducting the Interview	A1019E
Candidate Evaluation and Selection	A1019F
Preventing Sexual Harassment at Your Credit Union: Training on Demand	FC139P
Sexual Harassment: Training on Demand	FC106P
Training and Orienting Employees (2nd Edition)	M04
Workplace Diversity (2nd Edition)	A1035
Demographics, Diversity, and Workplace Inclusion	A1035A
Looking Inward: Where Inclusion Begins	A1035B
Diversity, Compliance, and Credit Unions	A1035C
Teamwork in a Diverse Workplace	A1035D
Diversity in Action	A1035E
Workplace Violence Recognition and Prevention: Training on Demand	FC130P
INTERPERSONAL SKILLS & CAREER BUILDING	
Alternative Forms of Identification and Documentation	FC127P
Appropriate Behavior in the Workplace: Training on Demand	FC154P
BEST SELLER Business Communication Skills	A1003
Basic Communication Concepts	A1003A
Communicating the 3 Cs	A1003B
Advanced Verbal and Nonverbal Skills	A1003C
Telephone Communication Skills	A1003D
Communicating Effectively with Difficult People	A1003E
Business Writing: Training on Demand	FC158P
Career Mapping for You and Your Staff	
Communication and Telephone Skills	S1303
Develop a Career Plan	S1000
Helping Members Understand and Solve Problems	S1110
Hispanic Immigration: Training on Demand	FC126P
Interpersonal Skills: Understanding Your Effect on Others	M15
Interpersonal Skills: Understanding Your Impact on Members (2nd Edition)	S520
Introduction to Credit Union Ethics: Training on Demand	FC118P
Make Work Manageable	S1020
Providing Feedback to Coworkers: Training on Demand	FC155P
Subject Matter Expert to Trainer: Training on Demand	FC105P
Transitioning from Staff to Management	S1302
Transitioning to Trainer	A1018
Introduction to the Adult Learner	A1018A
Designing a Curriculum for Learning	A1018B
Designing Active Learning	A1018C
Learner-Centered Learning Strategies	A1018D
Honing Your Presentation Skills	A1018E
A Blended Approach to Learning	A1018F
Transitioning to Trainer II	A1028
Revisiting and Revising Your Training Plan	A1028A
Multi-Sensory Learning	A1028B
Levels of Learning	A1028C

CUNA **Courses** (Continued)

Course Title	Online
INTERPERSONAL SKILLS & CAREER BUILDING (Continued)	
Learner Retention and Motivation	A1028D
Fine-Tuning Your Presentation Skills	A1028E
The Art of Facilitation	A1028F
Working Effectively with Difficult Members and Staff	S1100
Write Effectively	S1010
LENDING & LOAN PROCESSING	
Consumer Lending	A1034
Characteristics of Credit	A1034A
Laws and Regulations	A1034B
The Lending Process	A1034C
Consumer Lending Products	A1034D
Building Lending Relationships	A1034E
Home Equity Lending	
Lending Products and Regulations (5th Edition)	S210
Loan Interviewing (2nd Edition)	S700
Loan Marketing (3rd Edition)	S420
Loan Pricing	
Loan Servicing	S720
Loan Underwriting	S710
Maintaining Loan Documents	A1012
Basic Record Filing and Maintenance	A1012A
Loan Documents Overview	A1012B
File Retention Policies and Procedures	A1012C
Loan Documents as Member Service Tools	A1012D
Loan Auditing	A1012E
Mortgage Lending (4th Edition)	S410
Preparing Loan Documents	A1011
The Lending Process	A1011A
Laws and Regulations	A1011B
Interview and Application	A1011C
Loan Underwriting	A1011D
Loan Decisions and Closing	A1011E
Providing Loans to Small Businesses	
SAFE Act & Mortgage Licensing	C104G
Servicing Mortgage Loans	A1010
Types of Mortgage Loan Programs	A1010A
Regulatory Compliance	A1010B
Loan Servicing	A1010C
Servicing Payments	A1010D
Insurance, Taxes, and Escrow Accounts	A1010E
Collections and Delinquent Loans	A1010F
The Lending Process (5th Edition)	S200
MANAGEMENT SKILLS & MANAGING EMPLOYEE PERFORMANCE	
Aligning Your Department With CU Strategy	A1023
Introduction to the Bigger Picture	A1023A
Problem Solving and Decision Making	A1023B
Scheduling and Delegation	A1023C
Process Improvement	A1023D
Teamwork	A1023E

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CUNA **Courses** (Continued)

Course Title	Online
MANAGEMENT SKILLS & MANAGING EMPLOYEE PERFORMANCE (Continued)	
Delegating for Results (2nd Edition)	M05
Developing Exceptional Leadership	M09
Encouraging and Instilling Member Service in Others	A1022
Member Service in Today's Environment	A1022A
Building Teams through Communication and Trust	A1022B
Creating Enthusiasm for Learning and Improvement	A1022C
Encouraging Cooperation in Others	A1022D
Motivating Service Excellence in Others	A1022E
Fundamentals of Management (2nd Edition)	M01
Leading Your Team	A1031
Leaders and the Teams They Lead	A1031A
Life Skills for Leaders	A1031B
Leadership for the 21st Century	A1031C
Leading Through Change and Conflict	A1031D
Developing Leaders Around You	A1031E
Managing Change	M19
Managing Employee Performance (2nd Edition)	M06
Managing Teamwork	M07
Managing the Problem Employee (2nd Edition)	
Managing Through Motivation	
Project and Time Management: Training on Demand	FC137P
Process Improvement: Achieving Quality Together	M08
Resolving Employee Conflict	A1016
The Nature of Conflict	A1016A
Types of Conflict	A1016B
Organizational Culture and Conflict	A1016C
Acting to Resolve Conflict	A1016D
Applying Conflict Prevention Tools	A1016E
Strategic Thinking and Planing (2nd Edition)	M10
MARKETING	
Community Involvement and Outreach	
Credit Union Marketing Fundamentals	A1033
Introduction to Credit Union Marketing	A1033A
The Marketing Mix	A1033B
Market Research	A1033C
Marketing Communications	A1033D
In Marketing, Money Matters	A1033E
Marketing Collaboration	A1033F
Developing Retail Marketing	
Managing Advertising Guidelines	
Marketing Management	
Social Media for Credit Unions: Training on Demand	FC128P
MEMBER SERVICES & ACCOUNTS	
The Angry Member: Training on Demand	FC157P
Balancing the Drawer: Training on Demand	FC113P
Balancing the Drawer Refresh and Review: Training on Demand	FC141P
Call Center Service Skills	A1027

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CUNA **Courses** (Continued)

Course Title	Online
MEMBER SERVICES & ACCOUNTS (Continued)	
Today's Call Center	A1027A
Positive Communication Skills	A1027B
Dealing with Repetitive Tasks	A1027C
Tools and Technology	A1027D
Handling Special Situations	A1027E
Call Center Coaching	A1027F
Elder Abuse Awareness and Prevention: Training on Demand	FC138P
Financial Counseling for Members	S1301
Frontline Basics	A1025
Today's Professional Teller	A1025A
Credit Union Basics	A1025B
Managing the Teller Station	A1025C
The Balancing Act	A1025D
Handling Negotiable Instruments	A1025E
Frontline Basics Refresh: Training on Demand	FC142P
Guiding Members Through Economic Challenges	A1029
Individual Retirement Accounts (2nd Edition)	
Investment Choices for Members	S820
Member Identification Program: Training on Demand	FC146P
Member Due Diligence Program: Training on Demand	FC147P
Member Relations (4th Edition)	S20
Member Service: Exceeding Expectations	S1300
Money and Negotiable Instruments (2nd Edition)	A1024
Currency Facts and Features	A1024A
Handling and Organizing Cash	A1024B
Checks and Share Drafts	A1024C
Detecting Bad Checks and Drafts	A1024D
The Clearing Process	A1024E
Additional Negotiable Instruments	A1024F
Money and Negotiable Instruments: Training on Demand	FC107P
Offering Business Services to Members: Training on Demand	FC129P
Opening New Accounts (2nd Edition, revised)	S800
BEST SELLER Professional Member Service	A1005
What is Member Service?	A1005A
Not for Profit, Not for Charity, But for Service	A1005B
Building Member Service Skills	A1005C
Technology as a Member Service Tool	A1005D
Member Service Challenges	A1005E
Serving Credit Union Members	A1030
Supporting Your Credit Union's Professional Image	A1030A
Professional Service Basics	A1030B
Handling Members' Financial Business	A1030C
Using Technology to Provide Member Service	A1030D
Relating to Diverse Members	A1030E
Resolving Conflicts	A1030F
Your Role in Growing Membership	A1032
The Importance of Growing Membership	A1032A
The Role of Branch Employees in Growing Membership	A1032B
The Role of Call Center Employees in Growing Membership	A1032C
Membership Growth is Everyone's Job: A Role for Every Department	A1032D
Leading for Membership Growth: The Role of the Executive Team	A1032E
Membership Growth Strategies for the Future	A1032F

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CUNA **Courses** (Continued)

Course Title	Online
PERSONAL FINANCE FOR STAFF	
Checking Accounts	PF1003
Checking Accounts (Spanish Version)	PF1010
Couples and Money	PF1005
Couples and Money (Spanish Version)	PF1013
Credit Management	PF1004
Credit Management (Spanish Version)	PF1011
Home Buying	PF1002
Home Buying (Spanish Version)	PF1009
ID Theft	PF1007
ID Theft (Spanish Version)	PF1012
New Car Buying	PF1000
New Car Buying (Spanish Version)	PF1006
Used Car Buying	PF1001
Used Car Buying (Spanish Version)	PF1008
POLITICAL AFFAIRS	
Campaign Involvement	PA1002
Communicating the Credit Union Difference	PA1000
Direct Lobbying at the Grassroots Level	PA1001
Public Affairs and Communication Strategies	PA1003
SALES	
BEST SELLER Credit Union Sales	A1002
Introduction to Sales	A1002A
Plan for Successful Sales	A1002B
Recognize Needs	A1002C
Inquire and Listen	A1002D
Describe Benefits	A1002E
Expedite the Sale	A1002F
Cross-Selling (5th Edition)	S120
CU Sales: Inquiring and Listening: Training on Demand	FC103P
Improving and Maintaining Quality Service	S500
Leading and Managing Credit Union Sales	
Managing Financial Education Programs	
Spotting Referrals: Training on Demand	FC156P
SECURITY	
ATM Security: Training on Demand	FC153P
Avoiding False Identification, Counterfeiting and Other Scams: Training on Demand	FC116P
Hostile Robbery Simulation: Training on Demand	FC132P
Note Pass Simulation: Training on Demand	FC131P
Hostile Robbery Simulation: Training on Demand	FC132P
Online Security	
Preventing Fraud (2nd Edition)	S900
Plastic Card Fraud: Training on Demand	FC111P
Recognizing Emerging Fraudulent Practices	A1015
Introduction to Recognizing Emerging Fraudulent Practices	A1015A
Cyber Fraud	A1015B
Plastic Card Fraud	A1015C
Other Types of Fraud	A1015D
Security Technology	A1015E
Best Practices	A1015F
Robbery: Actions, Reactions and Coping Skills: Training on Demand	FC101P
Robbery Prevention and Preparation	S1320
Security (5th Edition)	S30

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CUNA **Courses** (Continued)

Course Title	Online
SECURITY (Continued)	
Security Administration (2nd Edition)	M24M
Security Issues (1st Edition, revised)	S910
BEST SELLER Security Procedure Protocol	A1008
Introduction to SecurityA1008A	
Security Regulations	A1008B
Physical Security	A1008C
Robbery Response	A1008D
Security Measures to Prevent Fraud	A1008E
SPANISH	
Credit Union Spanish: Applying the Basics	A1017
Building Blocks	A1017A
Using Verbs	A1017B
Gathering Information	A1017C
Using Object Pronouns	A1017D
Present Perfect Tense	A1017E
Exploring Immigrant Cultures: Training On Demand	FC125P
Spanish for Tellers	A1007
The Latino Culture and Your Credit Union	A1007A
Spanish Foundations and Member Greetings	A1007B
Basic Credit Union Terms and Phrases	A1007C
The Spanish Calendar	A1007D
Numbers, Coins, and Currency	A1007E
Transactions with Spanish-Speaking Members	A1007F
TECHNOLOGY	
Credit Union Technology	S600
Managing Technology	
Serving Members with Technology (2nd Edition)	S620
The Critical Role of Technology in Credit Unions	A1009
Recognizing the Importance of Technology	A1009A
Putting Members at the Center of Their Finances	A1009B
Using 21st Century Lending Centers	A1009C
ATMs, Debit Cards, and Credit Cards	A1009D
Understanding Internet Financial Services	A1009E
Keeping Pace with Innovation	A1009F
Using Technology to Improve Member Service	S1120
VOLUNTEERS	
10 Ratios Every Volunteer Should Know: Training on Demand	VC106P
A Board Governance Approach: What to do When Things Go Wrong: Training on Demand	VC102P
Assessing the CEO: Training on Demand	VC107P
Asset-Liability Management for Directors (2nd Edition)	V415
Auditing I (6th Edition)	
Auditing 2 (6th Edition)	
Bankruptcy (3rd Edition)	
Bank Secrecy Act for Volunteers (2nd Edition)	
Bank Secrecy Act for Volunteers: Training on Demand	VC101P
Basics of Internal Control	
Board of Directors: Duties and Responsibilities (5th Edition)	
Board Policies (6th Edition)	
Board Reports (2nd Edition)	

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CUNA **Courses** (Continued)

Course Title	Online
VOLUNTEERS (Continued)	
Board/CEO Relations (4th Edition)	
Budgeting Basics for Directors	
Business Continuity Planning for Volunteers: Training on Demand	VC120P
Business Recovery Plans and Policies	
CEO and Board Succession Planning	
CEO Compensation (2nd Edition)	
CEO Performance Appraisal and Goal Setting (2nd Edition)	
Collections (5th Edition)	
Communications Strategies for High Performing Volunteers: Training on Demand	VC118P
Credit Committee: Duties and Responsibilities (4th Edition)	
Credit Union Examinations (4th Edition)	
CUNA Board Financial Literacy Certificate Kit	
Developing, Writing, and Implementing Policies (2nd Edition)	
Directing Effective Teams	
Directors' Liability (4th Edition)	
Credit Union Growth Strategies: Training on Demand	VC109P
Electronic Fraud and Security (3rd Edition)	
Effective Governance: An Overview: Training on Demand	VC116P
Financial Management (3rd Edition)	V409
Financial Reports for Volunteers (5th Edition)	V02
Growth Strategies: Pathways to Success (2nd Edition)	
History and Philosophy for Volunteers (4th Edition)	V01
How to Think About Strategic Planning: Training on Demand	VC119P
Introduction to Mortgage Lending	
Investment Essentials for Directors	
Loan Granting (5th Edition)	
Local Involvement: Marketing Strategy and Community Benefit: Training on Demand	VC112P
Managing Risk for Volunteers (6th Edition)	V03
Marketing (5th Edition)	
Marketing to Generations and Target Groups	
Maximizing Board Performance (2nd Edition)	
Member Business Lending	
Offering Credit Union Youth Programs	
Online Policies and Internet Use	
Overseeing the Annual Audit by Outside Parties	
Overseeing the Annual Audit by Outside Parties: Training on Demand	VC114P
Political Involvement	
Planning (4th Edition)	
Recruiting, Orienting, and Retaining Board Members	
So, You Have a Community Charter…Now What?: Training on Demand	VC110P
Speaking Out: The Director as Credit Union Advocate	
Strategic Credit Union Leadership	
Strategic Planning (4th Edition)	
Supervisory Committee: Duties and Responsibilities (6th Edition)	
The Basics of Internal Controls: Training on Demand	VC111P
The Basics of Risk Assessment for Volunteers	V305
The Basics of Risk Assessment: Training on Demand	VC104P
The Directors' Role When Complaints are Filed Against Senior Management: Training on Demand	VC108P
The Supervisory Committee's Role in Due Diligence	
The Supervisory Committee's Role in Finding Fraud	
The Supervisory Committee's Role in Finding Fraud: Training on Demand	VC105P

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CUNA **Courses** (Continued)

Course Title	Online
VOLUNTEERS (Continued)	
The Volunteer's Role in Managing 3rd Party Relationships: Training on Demand	VC103P
Understanding the Audit Report (2nd Edition)	V428
Understanding the Audit Report: Training on Demand	
Understanding Regulations (2nd Edition, revised)	
Volunteer Self-Evaluations	
Volunteer Self-Evaluations: Training on Demand	VC117P
What Credit Union Volunteers Need to Know About Harassment in the Workplace: Training on Demand	VC121P

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