



Case Study: Wells Fargo Dealer Services

At Banker's Academy we firmly believe that the greatest resource of any organization is the potential of its people — so call us today and let us help you maximize your training efforts!

WHO IS BANKER'S ACADEMY

With over 25 years' experience, Banker's Academy is a leading global provider of training solutions to the financial services industry.

We have partnered with over 2,500 clients worldwide, with a focus on banks, credit unions, and money service businesses.

Our innovative programs and sophisticated technology combine to give your employees an unparalleled educational experience.

OUR TRAINING SPECIALTIES

Our tailored curriculum options cover many topics, which fall under four core categories:

- Compliance & Regulatory
- Banking & Financial Skills
- Professional Skills
- Systems Simulation Training

OUR SERVICES

Our flexible service options cover:

- Exceptional, ready-to-deploy content.
- Custom content development.
- Full spectrum of delivery methods.
- World-class consulting.

For more information on any of our products or services please visit us on the Web at:

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The Challenge

Wells Fargo Dealer Services—Auto and Finance Division developed an internal Collections and Recovery System (CARS) for employees. CARS was an upgrade to an existing collections program, and was completely new to those in the recovery group. Wells Fargo needed to train a large group of employees for both collections and recovery practices, using CARS. Wells Fargo realized that given such a daunting task, especially with employees spread across the country, it needed help implementing CARS in the most efficient and innovative way possible.

The Banker's Academy Solution

We delivered our Systems Simulation Training (SST) program to help implement CARS. With SST, Wells Fargo was able to easily train all role-specific employees in CARS efficiently and effectively within a fluid, self-sustaining model, from an end-user perspective.

High-impact Results

- Employees were able to train at their convenience, resulting in minimal disruption of the daily workflow.
- With the program now established, Wells Fargo can easily offer refresher training.
- Wells Fargo saved considerable time, money, and resources.



Added value for your organization

- ◆ Comprehensive training at an affordable price.
- ◆ Elimination of travel time and expenses.
- ◆ Reduced training time.
- ◆ Consistent message across your footprint.
- ◆ Engaging and informative training experience.
- ◆ Improved retention of key learning objectives.

Banker's
Academy
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Leading the way with training solutions for the global financial services industry.

2,500 clients | 25+ years of experience | A partner you can count on