

# AMERITRAIN TERMS OF SERVICE

## General Overview

Ameritrain uses a Training, Development, Resources (TDR) approach for a "real world," affordable, support-based training system. We are an approved mortgage education course provider with the Nationwide Mortgage Licensing System (NMLS) - ID#1400015. Our methods of delivery are state of the art and utilize the most current methods of training and instruction in mortgage education and professional development including:

- Instructor-led online e-Learning
- Self-paced online e-Learning
- Live classes (*Public and Private*)
- Online and live webinar formats (*Public and Private*)

For additional information about our operations, send an email via our contact us page or call a student support specialist at 1-877-406-0333.

## Online Overview

Online courses are instructor-led, self-paced and webinar. Courses are designed to meet national and state requirements, and professional development mortgage education. Depending on national and state specific guidelines, online courses may be timed with user authentication.

Our online courses are delivered through the Ameritrain Learning Management System (ALMS), a customized e-Learning platform designed to deliver training through multiple media formats. The system utilizes "Vsecure" a time and authentication verification system designed to meet both nationwide and state regulatory requirements for delivery of online pre-license and continuing education courses.

## Online NMLS Instructor Led

NMLS requires very specific functionality for Instructor-Led online Courses. These courses require a specified start and end date. The student must participate in a virtual community and meet the time verification and authentication requirements. Students must enter the course within the first three days the course becomes available or must wait until the next available date. NMLS does not allow a self-paced format for pre-license courses. All online pre-license course formats must be managed by an instructor.

**Free Retake** - If a student fails to complete the course during the allotted time there will be a complementary reschedule to the next available class of the student's choice. If the student fails to complete the course on the second registration, there will be a 50 percent tuition charged for the third attempt. The fourth attempt will require a full tuition charge.

## **Online NMLS Self-Study**

NMLS allows a self-study format for continuing education courses. Students must meet the minimum time and content requirements; however, there is no specific minimum time to finish the class. An instructor is not required to manage the course. Students should be aware of their state(s) requirements for continuing education deadlines for license renewal. Ameritrain also provides state required broker education training under this format.

## **Online Self-Paced**

Ameritrain provides an online Self-Paced format for non-regulated national and state exam preparation and professional development mortgage training. Students are provided substantial flexibility with this course format.

## **NMLS Online/Live Webinar**

Ameritrain provides NMLS approved courses via webinar or webcast formats for national, and state specific courses, including for use by private clients. These formats include instructor-to-student(s) or instructor-to-group real time facilitation. NMLS requires active participation by students during instructional periods. Webinar and webcast formats are ideal for in-house Ameritrain certified instructors providing training to company personnel.

## **Live Classes**

Ameritrain's live classroom training is delivered at our training facility in Atlanta, Georgia or, at other venues throughout the United States. Live classes utilize Ameritrain Certified Instructors with substantial mortgage industry experience. Our classes include a comprehensive course manual delivered in a highly participatory environment. Participants can expect to receive complementary post course online supports, including multiple practice examinations at the conclusion of each course.

## **Private Class Policy**

Ameritrain provides private classes for the benefit of its clients. Private events include an Ameritrain certified instructor and course materials with the host (client) providing the facility. Private classes require special arrangements for scheduling, travel and accommodations. To ensure the highest level of client service, Ameritrain requires a minimum tuition for each event. The minimum tuition must be received at least 14 days prior to the training event.

## **Testing**

Ameritrain has developed a series of tests to prepare students for national and state pre-license mortgage loan originator exams. Our live classroom testing format includes in-class participatory quizzes and an exam simulation test structure for both NMLS national and state components. Online test formats are delivered within the ALMS platform which includes questions randomly selected from a pool

of hundreds of questions. Grading is instantaneous upon completion providing correct answers with comments to assist with students' transfer of learning.

Questions are organized into categories by main test outline topics. Students are able to receive specific grading feedback that provides an opportunity to immediately analyze competency levels in each subject area (i.e., Federal, MLO Knowledge, General Mortgage Knowledge, Ethics). If students fail an online test, they can retake the test as many times as required to pass. Many Ameritrain pre-license and exam preparation courses include a limited number of tests to compliment the course. Additional tests are available for online purchase.

### **Shipping**

All online store purchases are downloaded or shipped generally within 48 hours of placing an order. Shipped items carry a shipping charge based on size, weight and method of delivery. Shipping charges will be identified when the order is processed.

### **Payments**

All course enrollments require prepayment. Payments may be made online or through the assistance of Ameritrain Enrollment Advisors. Payments made by check must be received 5 days prior to the event.

### **Returns/Refunds/Cancelation**

**Products** – Any product may be returned for a full refund if unopened and returned within 10 days of receipt. If an item is damaged in shipping it may be returned for exchange at no cost to the purchaser.

**Online Courses** - No refunds are available for online classes once the class has been entered. Students may receive credit towards another course or product.

**Private events**- For private class, the cancellation fee is 50 percent of the minimum tuition. There is no refund within 5 days of the event. All private class cancellations are subject to a minimum cancellation fee of 10 percent of the tuition received. Ameritrain, at its discretion, may choose to waive all or part of the cancellation fees when an event is rescheduled. Corporate partners utilizing their own internal Ameritrain NMLS certified instructor are exempt from the cancellation fee policy.

**Live class** - Class registration must be completed by the fourth business day before a scheduled class. All cancellations are charged a 10 percent processing fee, unless the cancellation was a result of Ameritrain. Students may cancel a paid registration for a class up to seven business days before a scheduled class for a full refund subject to the processing fee. Cancellations after the full refund period and before the scheduled class begins will result in a credit towards a future class. No refunds are given for cancellations or no shows after the course has started.

Live class change request will be honored at no cost for all students that contact Ameritrain three business days prior to the class start date. Change requests within three business days of the start date will be subject to the processing fee penalty.

Ameritrain reserves the right to cancel a class due to insufficient enrollment or instructor illness. If a class is cancelled, the student will be contacted by email and telephone to reschedule or arrange for a refund and/or credit. Ameritrain is not responsible for any losses incurred as a result of a course cancellation including any late fees or charges required by any licensing or regulating authority. Cancellations as a result of weather conditions are subject to reschedule only.

### **Content Disclaimers**

While Ameritrain makes every attempt to provide accurate and up-to-date information on this site and in published materials, errors may occur. Ameritrain is not responsible for any damages or losses related to accuracy, completeness or timeliness of the content.

### **Property Rights**

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### **Security**

Ameritrain takes every precaution to protect your information. Our website is authenticated through Verisign for the security of our customers. When a student submits sensitive information via the website, the information is protected both online and offline. Sensitive account numbers and other non-public information are not retained and will require resubmission for each transaction. Our secure server environment protects the integrity of your information and we retain sensitive information in a secure environment. Only employees who need the information to perform a specific job (i.e. accounting and customer relations) are granted access to personal information. All information is password protected to avoid unauthorized access.

### **Privacy Policy**

Respecting and protecting the privacy of participants is vital to our business. By explaining our **privacy policy**, we trust that students will better understand how we keep our participant information private and secure. Keeping participant information secure is a priority and we are disclosing our policies to help educate our customers about how we handle their personal information.

**The Privacy Policy explains the following:**

- Protecting the confidentiality of participant information
- Who is covered by the privacy policy
- How we gather information
- Opting Out

**Protecting the Confidentiality of Participant Information**

Our responsibility to protect our client privacy and confidentiality is taken very seriously. From time to time we enter into agreements with other companies to provide services to us or make products and services available. Under these agreements, companies may receive information about our clients. They agree to safeguard this information and not use it for any other purpose.

**Who is covered by the Privacy Policy**

We provide our privacy policy to participants when they conduct business with our company. If we change our privacy policies to permit us to share additional information we have about you, as described below, or to permit disclosure to additional parties, you will be notified in advance. This privacy policy applies to current and former participants.

**How we Gather Information**

As part of providing you with mortgage training, we obtain information about you via our website or in person.

**Information We Share**

We do not share your information with any company whose products and services are being marketed unless you authorize us to do so. These companies are not allowed to use this information for purposes beyond specific authorization. We also may share information about you within our corporate family.