

Instructor Guide

Money Smart

Check It Out



NATIONAL ASSOCIATION OF FEDERAL CREDIT UNIONS

Table of Contents

Instructor Information..... 1

Before the Session.....	1
Materials and Equipment.....	1
Instructor Steps.....	2
Icons.....	3

Check It Out..... 4

Course Introduction.....	5
What Do You Know.....	7
Introduction to Check It Out.....	8
Benefits of Checking Accounts.....	10
Finding the Right Checking Account for You.....	16
Comparing Checking Accounts.....	21
Opening a Checking Account.....	24
Using Money from Your Checking Account.....	30
Adding Money to Your Checking Account.....	43
Keeping Record of Your Checking Account.....	51
Course Summary.....	60
End of Course Evaluation.....	61

Instructor Information

Note: It is suggested that participants take the *Credit Unions: Here To Serve You* course before taking *Check It Out*.

Before the Session

To properly present the *Check It Out* course, you should:

- Review all materials in the Instructor Guide and the Participant Take-Home Guide.
- Make copies of the Participant Take-Home Guide.
- Copy the slides (overheads) onto transparencies.
- When appropriate, prepare chart paper examples.
- Identify potential trouble spots in the exercises as well as hints for assisting participants.
- Select and prepare anecdotes from real-world experiences that can be used to illustrate special scenarios, generate discussions, and maintain participant interest.

Material and Equipment

- Transparency projector
- *Check It Out* transparencies
- Chart paper and easel
- Markers for chart paper and transparencies
- Pencils or pens for each participant
- Name tents
- Participant Take-Home Guides

Instructor Steps

Step-by-step directions are provided for the instructor. The text below is an example of an instructor step:

Instructor Cue	Instructions
Slide 2	<ul style="list-style-type: none">➤ Show Slide 2 (You Will Know).➤ Review course objectives.

Generally, these steps enable the instructor to ask questions, provide explanations, show slides, hand out materials, and introduce exercises.

Icons

Icons alert the instructor to discussion questions, exercises, transitions, and summaries. They appear in the left margin:



Ask questions or conduct a discussion.



Distribute a handout.



Give exercise information or record the results of a brainstorm.



Refer to activity material.



Indicate the beginning of an individual activity or exercise.



Indicate the beginning of a group activity or exercise.



Summarize an activity or check for understanding.



Summarize the course.



Transition to the next topic.

Thumbnail-sized replicas of the slides have been placed in the left column.

Check It Out

Time

90 Minutes


Note: It is suggested that participants take the *Credit Unions: Here To Serve You* course before taking *Check It Out*.


Objectives

By the end of this course, participants will be able to open and keep a checking account. To achieve this objective, participants will be able to:



- Identify benefits of using a credit union or bank versus using a check cashing service
- Identify types of checking account fees
- Compare types of checking accounts
- Open a checking account
- Write checks
- Use ATM and debit cards
- Keep records for a checking account
- Reconcile a checking account

Course Instruction





Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Before the start of the class, hand out the following materials to each participant: <ul style="list-style-type: none"> • Participant Take-Home Guide • Name tent • Pencil or pen
Slide 1	<ul style="list-style-type: none"> ➤ Show Slide 1 (Check It Out). ➤ “Welcome to <i>Check It Out!</i>” Introduce yourself (e.g., your name and experience as an instructor or credit union employee). ➤ Explain: “By taking the <i>Check It Out</i> course, you are taking a step to building a better financial future for yourself and your family. Having a checking account is convenient and can save you money.”
Slide 2	<ul style="list-style-type: none"> ➤ Slide 2 (You Will Know) ➤ Explain: “By the end of the course, you will be able to open and keep a checking account. You will know: <ul style="list-style-type: none"> • The benefits of using a credit union or bank versus using a check cashing service • The types of fees • The types of checking accounts • How to open a checking account • How to write checks • How to use ATM and debit cards • How to keep records, and • How to reconcile an account.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"><li data-bbox="565 268 1279 302">➤ Show the Participant Take-Home Guide to the class.<li data-bbox="565 344 1424 512">➤ Explain: “Each of you has a copy of the <i>Check It Out</i> Take-Home Guide which contains highlights of the course. We will be using this throughout the course. Take it home and use it as a reference.”

What Do You Know


Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Take out the last page of your Take-Home Guide, the What Do You Know form.”
	<ul style="list-style-type: none"> ➤ Explain: “The What Do You Know form lets you measure how much you have learned from the course.”
	<ul style="list-style-type: none"> ➤ Read the instructions and walk the participants through each statement. ➤ Explain: “Complete the Before-the-Course column only. You will complete the other column at the end of the course.”
	<ul style="list-style-type: none"> ➤ Provide enough time for participants to complete the What Do You Know form. (1-2 minutes) ➤ Have participants put these forms aside until the end of the course when they will complete the After-the-Course column.
	<ul style="list-style-type: none"> ➤ Transition: “Let’s get started by discussing your experience with checking accounts!”

Introduction to Check It Out


Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “A checking account allows you to write checks to pay bills and buy goods. Credit unions will sometimes call a checking account a share draft account. Either way, the financial institution takes the money from your account and pays it to the person or company named on the check. ➤ You can also deposit and withdraw money in other ways from your checking account. ➤ The financial institution will send you a monthly statement that lists the deposits you made, the checks you wrote, and other withdrawals that you made.”
	<ul style="list-style-type: none"> ➤ Ask: “How many of you have or have ever had a checking account?” ➤ Have the participants raise their hands.
	<ul style="list-style-type: none"> ➤ Ask: “Whether you have had a checking account or not, what comes to mind when you think about checking accounts?”
	<ul style="list-style-type: none"> ➤ Write the key ideas from their responses on the chart paper. ➤ Guide a <u>brief</u> group discussion to help you understand the participants’ experiences and feelings about checking accounts.
	<ul style="list-style-type: none"> ➤ Transition: “These words reflect your views on checking accounts. Checking accounts provide a way to pay your bills and make purchases. Checking accounts offer other benefits as well. Let’s look at some of those benefits.”



Benefits of Checking Accounts

Instructor Cue	Instructions
Slide 3	<ul style="list-style-type: none"> ➤ Show Slide 3 (Benefits of Checking Accounts). ➤ Explain: “We are going to go over each of these benefits—convenience, cost, budgeting and safety – one at a time.”
	<ul style="list-style-type: none"> ➤ Explain: “First, checking accounts are convenient because they provide you with quick and easy access to your money. Using checks or debit cards can take the place of carrying cash. When you have a checking account, you can access money by: <ul style="list-style-type: none"> • Withdrawing cash at a teller window • Withdrawing cash at a drive-up window • Withdrawing cash from Automated Teller Machines or ATMs. ATMs are computerized terminals that can dispense cash from your account, and • Cashing personal checks at the credit union, bank, grocery store, or other places where checks are accepted. ➤ Checking accounts provide convenience because checks can be used to pay bills. Some stores, credit unions, and banks also allow you to use your checking account to pay bills over the phone or by using a computer.”
	<ul style="list-style-type: none"> ➤ Explain: “Second, let’s talk about the cost benefit. Using credit union or bank services is usually cheaper than using other businesses to cash a check or to buy money orders. Check-cashing for account holders is usually free.



Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Remind the participants of the example from <i>Credit Unions: Here To Serve You</i>. ➤ Write the calculations for the following example of using a check-cashing service on the left side of the chart paper. ➤ Explain: “One of the participants in an earlier class used a check-cashing store to cash her checks. She cashed four checks a month and was charged \$5 each time. ➤ That means she paid \$20 a month (4 x \$5) or \$240 a year (\$20 x 12 months) just to cash her checks. ➤ She also had to buy money orders to pay her bills.” ➤ Write the calculations for the following example of using a checking account on the right side of the chart paper. ➤ Explain: “Another participant had an account at a bank that charged a monthly fee of \$5, which included 8 free checks per month and free use of the ATM. ➤ Additionally, ordering a box of 100 checks through the bank cost her \$18. ➤ In this case, using a checking account for one year cost her \$78 (\$5 x 12 months = \$60 + \$18 = \$78). ➤ In one year, she saved \$162 (\$240 - \$78) by using a checking account instead of a check-cashing store!” ➤ She would have saved even more at a credit union, because credit union fees are generally lower than bank fees.

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Third, using a checking account can also help you manage your money. When you use checks to pay bills, you keep a record of each check you write.” ➤ Keeping a checking account can help you establish credit. It helps build your relationship with your financial institution. If you use your checking account responsibly, your financial institution will be more likely to approve a loan when you need one. Having a checking account also helps prove you pay your bills on time.”
<p style="font-size: 2em; margin: 0;">?</p>	<ul style="list-style-type: none"> ➤ Ask: “What is the fourth benefit of checking accounts?” ➤ Answer: Safety

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Using a checking account can help you keep your cash safe. ➤ Keeping your money in a credit union or bank and using checks is safer than carrying large amounts of cash. You don’t have to worry about your cash being stolen or lost. ➤ If your checks are lost or stolen, report it as soon as possible to your financial institution. Your credit union or bank cannot protect you unless they know the checks are missing. ➤ Keeping your money in an insured financial institution means your money is safe. The basic insured amount of a depositor is \$100,000. ➤ This means if for some reason the credit union closes and cannot give its members the money they had in the credit union, the National Credit Union Association, or NCUA, will return the money to the member. ➤ Similarly, the Federal Deposit Insurance Corporation insures bank accounts.”
	<ul style="list-style-type: none"> ➤ Transition: “We have just discussed the benefits of having a checking account.”



Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “There are situations when a checking account might not be right for you.” ➤ Ask: “Can you think of any situations or reasons where this would be the case?” ➤ If participants do not report out all of the possible situations listed below, then add in what was not mentioned. ➤ Possible situations when a checking account might not be right for you: <ul style="list-style-type: none"> • You would not write many checks. • You have problems managing your money, which can lead to “bounced” checks. • You cannot find a checking account where you can maintain the minimum balance. ➤ Explain: “If you don’t think having a checking account is right for you, consider opening a share or savings account with your credit union or bank. ➤ Some institutions offer free or low-cost money orders or cashiers checks, and may allow you to cash checks, such as your payroll check, for free. You also receive dividends on your share account at a credit union. And a savings account also earns interest.”
	<ul style="list-style-type: none"> ➤ Transition: “Once you have decided to open a checking account, how do you find the right account for you?”

Finding the Right Checking Account for You


Instructor Cue	Instructions
	<p>➤ Explain: “When looking for a checking account, also keep cost in mind:</p> <ol style="list-style-type: none"> 1. How much money will you keep in your account? 2. Will you be charged for writing extra checks? 3. Are you willing to pay a monthly fee? 4. If so, how much? 5. Will you be charged to use the institution’s ATM? 6. Will you be charged for using other institutions’ ATMs? 7. Will you be charged for using teller services? 8. Are there ways to avoid paying fees?”
	<p>➤ Explain: “In addition to these questions, you should know about other checking account fees. Ask for a fee schedule that lists all fees related to the account. Use the fee schedule to compare the costs of each account.”</p>

Instructor Cue	Instructions
Slide 4	<ul style="list-style-type: none"> ➤ Show Slide 4 (Fee Schedule). ➤ Explain: “A fee schedule lists the fees you might be charged for certain activities. Some of the most common fees include: <ul style="list-style-type: none"> • Monthly service fee • ATM-use fee • Overdraft fee, and • Stop payment fee. ➤ Remember that banks generally charge higher fees than credit unions. ➤ This is only a partial list. Turn to page 5 in your Take-Home Guide for a more complete list of fees.”
• • •	<ul style="list-style-type: none"> ➤ Explain: “I’ll ask you a question about one of the checking account fees from the fee schedule, and you tell me the answer.” ➤ Read: “Last month, I used an ATM at Friendly Federal Credit Union five times. I also used Bank XYZ’s ATM twice.”
?	<ul style="list-style-type: none"> ➤ Ask: “Who can tell me how much Friendly Federal Credit Union will charge me for using the ATM card last month?” ➤ Answer: \$0 ➤ Explain: “I was charged \$1.50 each time I used Bank XYZ’s ATM. Friendly Federal Credit Union does not charge for using their ATMs.”


Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Read: “Last week, Patricia wrote a \$200 check to her friend, but lost the check. She wanted to make sure no one cashed that check, so she made a stop payment request.”
<p>?</p>	<ul style="list-style-type: none"> ➤ Ask: “How much did Patricia pay to request a stop payment?” ➤ Answer: \$15 ➤ Explain: “Be aware that the credit union or bank might not be able to stop the check before it is paid. You might still be charged a fee. If you need to request a stop payment, do so as soon as possible.”
	<ul style="list-style-type: none"> ➤ Read: “For the past 11 months, Pam kept at least \$600 in her checking account every day. Last month, an emergency came up, and she only had \$100 left in her account.”
<p>?</p>	<ul style="list-style-type: none"> ➤ Ask: “In the 12 month period, how much was Pam charged for her monthly service fee?” ➤ Answer: \$2 ➤ Explain: “Pam was not charged a monthly service fee for the 11 months she kept her balance over \$500. ➤ The monthly service fee is also called a maintenance fee.”
	<ul style="list-style-type: none"> ➤ Read: “Robert wrote a check for \$500 to pay his rent. He forgot he had only \$450 in his checking account, since he had not yet been paid.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Ask: “What is the name of the \$20 fee Robert had to pay to Friendly Federal Credit Union?” ➤ Answer: Overdraft fee ➤ Explain: “Overdrafts are also called insufficient funds, nonsufficient funds, or NSF. ➤ You are charged an overdraft fee when you don’t have enough money in your account to pay for the checks you wrote. To avoid these fees, remember to keep good records and know how much money you have in your checking account. ➤ Stores might also charge a fee if a bounced check is used to purchase goods or services. The fee charged is usually posted near the cashier.”
	<ul style="list-style-type: none"> ➤ Transition: “We have discussed questions for you to answer about your checking account needs and some checking account fees you may be charged. Now let’s talk about the different types of checking accounts.”

Comparing Checking Accounts


Instructor Cue	Instructions
Slide 5	<ul style="list-style-type: none"> ➤ Show Slide 5 (Types of Checking Accounts Offered at Financial Institutions). ➤ Explain: “Turn to page 7 of your Take-Home Guide, <i>Types of Checking Accounts</i>. A few types of checking accounts offered at credit unions and banks are: <ul style="list-style-type: none"> • Low-cost checking • ATM checking • Regular checking ➤ “Financial institutions sometimes refer to these accounts by different names. Before making a decision, read the materials, or disclosures, ask questions, and understand which checking account best fits your needs.”
	<ul style="list-style-type: none"> ➤ State: “Let’s go back to page 4 of your Take-Home Guide and talk about some of the questions.” ➤ Explain: “The first question asks about the number of checks you will write every month. If you don’t plan to write many checks, a low-cost checking account might be right for you. ➤ Many credit unions and banks offer low-cost checking accounts for people who don’t write a lot of checks. The charge is usually less than \$5 per month. However, there may be limits to the number of checks you can write.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Question 6 asks about your plans to use teller services.” ➤ Explain: “If you don’t plan to use teller services often, an ATM checking account might be right for you. ➤ This type of account usually offers unlimited check writing privileges. In other words, there are no additional charges based on the number of checks you write. ➤ Some credit unions and banks offer an ATM checking account at reduced cost or for free if you do all of your transactions by phone and ATM. ➤ However, with this account you may be charged for using the services of the teller. ➤ This type of account usually requires you to use direct deposit.”
	<ul style="list-style-type: none"> ➤ Explain: “With the regular checking account, there is usually a minimum balance required to waive the monthly service fee. This type of account usually offers unlimited check writing privileges.”
	<ul style="list-style-type: none"> ➤ Explain: “There are also different interest-bearing accounts, such as the Negotiable Order of Withdrawal, or NOW account, and the Money Market Account, or MMA. With these accounts, you usually need to maintain a high minimum balance in order to earn interest and avoid fees. The minimum balance is usually at least \$1,000.” Credit unions do not offer NOW accounts.

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Transition: “Turn to page 8 in your Take-Home Guide, <i>Choosing a Checking Account</i>. This checklist can help you find a checking account that is right for you.”
	<ul style="list-style-type: none"> ➤ Review the content of the checklist with the participants. ➤ Explain: “The types of checking accounts and some important questions are listed in the first column. You can list a different financial institution for each column and do a side-by-side comparison. ➤ When looking for a checking account, you can use the checklist along with the <i>Determine Your Checking Account Needs</i> worksheet.”
	<ul style="list-style-type: none"> ➤ Explain: “We are going to create a scenario where we will open a checking account. We will use this checking account throughout the rest of this course. ➤ In this scenario you are a person who only writes between two and four checks each month. You do not have a large amount of money to put into an account. You do not have direct deposit and would like the personal contact of a teller. ➤ After checking with friends and different financial institutions, you have found a low-cost checking account with a monthly fee of \$2 at Friendly Federal Credit Union. This account allows you to write four checks every month without being charged. There is no charge for using teller services and you have unlimited use of the ATM card.”


Opening a Checking Account


Instructor Cue	Instructions
	<p>➤ Explain: “Now you are ready to open a checking account at Friendly Federal Credit Union. To open an account, you will generally be asked for:</p> <ol style="list-style-type: none"> 1. Picture Identification or ID—usually a valid driver license, state ID, passport, or Permanent Residence Card. You might need more than one picture ID to open your account. 2. Social Security Number—generally used to identify you and to look up your account history. 3. Proof that you are eligible for membership at the credit union if you are not already a member. 4. Deposit—amount could range from \$0 to over \$500, depending on the checking product you choose. When you open your account, you might also be charged for the first box of checks.”
	<p>➤ Explain: “At Friendly Federal Credit Union, you provide your identification, your Social Security number, and \$200 to open the account. The credit union will then:</p> <ol style="list-style-type: none"> 1. Perform an account verification and 2. Complete a signature card.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Account verification is when financial institutions use your name, address, and other identifying information to access a system such as ChexSystems or TeleCheck. ➤ These types of systems identify your history of using checking accounts. The system keeps track of bounced checks and other negative information reported about you if you have held an account in the past. ➤ Institutions might also review your credit report to determine whether you are financially responsible. ➤ If you have a history of writing bad checks or a history of mismanaging your credit, financial institutions might not be willing to open an account.”
	<ul style="list-style-type: none"> ➤ Transition: “Once the verification has cleared, you will be asked to sign a signature card.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> <li data-bbox="565 279 1393 394">➤ Explain: “A signature card is a form you complete and sign when opening an account. This is the contract that identifies the owner of the account. <li data-bbox="565 447 1401 688">➤ For example, if you want to have a joint account with your spouse or another person, both of you will have to sign the signature card. Joint accounts can be set up to require only one signature or both signatures to write a check or to make withdrawals. <li data-bbox="565 741 1377 940">➤ If you open a joint account requiring only one signature, each account owner will be able to withdraw money from that account. Remember both account owners need to keep accurate records of transactions. <li data-bbox="565 993 1385 1119">➤ Anyone you designate can be a joint owner on your checking account, however, all joint owners will have to sign the signature card. <li data-bbox="565 1171 1401 1329">➤ The signature you provide might be used to verify your signature on checks and withdrawals. Signing the signature card means you accept the fees, terms, and conditions of the account.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> <li data-bbox="565 275 1393 436">➤ Explain: “In our scenario the credit union did the account verification and you signed the signature card. You have just opened a low-cost checking account. <li data-bbox="565 485 1409 695">➤ When opening an account, you will usually receive a checkbook, a check register, and a transaction receipt for the money you gave the credit union to open the account. The ATM card will usually be mailed to you at a later time. <li data-bbox="565 743 1409 1037">➤ The checkbook given to you will be a temporary one until the checks that have your name, address, and preprinted account number come in the mail. Some businesses will not accept temporary checks or checks with low numbers. You can request to order higher numbered checks. Talk to a member service representative at your credit union. <li data-bbox="565 1085 1409 1205">➤ In our scenario you received a receipt for the \$200 you used to open this account. The date you opened the account was February 20.”

Instructor Cue	Instructions
<p data-bbox="347 285 440 317">Slide 6</p> 	<ul style="list-style-type: none"> <li data-bbox="565 285 1013 317">➤ Show Slide 6 (Check Register). <li data-bbox="565 359 1370 436">➤ Explain: “Turn to the check register on page 9 of your Take-Home Guide.” <li data-bbox="565 478 1382 646">➤ Explain: “Any time you put money into your account or take money from your account, it is called a transaction. Each transaction you make needs to be recorded in your check register.” <li data-bbox="565 688 1349 751">➤ Show participants the columns on the slide as you explain them. <li data-bbox="565 793 1414 1003">➤ Explain: “The columns in your check register will be easier to understand as we use the check register throughout this course. I will assist you in filling in your check register. Let’s go over each column: <ol style="list-style-type: none"> <li data-bbox="610 1052 1414 1171">1. CHECK NUMBER: If you are writing a check, the check number goes here. Otherwise, leave it blank. <li data-bbox="610 1192 1382 1312">2. DATE: Record the date you wrote the check, made a deposit or withdrawal, or recorded a service fee. <li data-bbox="610 1333 1409 1501">3. DESCRIPTION OF TRANSACTION: Record who you made the check payable to, and the deposit or withdrawal source (such as ATM, debit card, direct deposit). <li data-bbox="610 1522 1398 1690">4. PAYMENT/DEBIT (-): Record the amount of checks written, ATM withdrawals, or debit card transactions. Money coming out of your account is recorded here.

Instructor Cue	Instructions
Slide 7	<p>5. FEE: Record any fees charged, such as a monthly maintenance fee or an ATM fee.</p> <p>6. DEPOSIT/CREDIT (+): Record here any deposits or automatic deposits made to your account.</p> <p>7. \$ BALANCE: In this column, add any deposits or credits and subtract any fees, payments or debits to your account.”</p> <ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register): Cover the slide with a piece of paper. Slide the paper down to reveal the first row of the register (opening deposit- \$200). ➤ Have participants fill in the same information in their check registers. ➤ Explain: “This is the money deposited into your checking account when it was opened.”
	<ul style="list-style-type: none"> ➤ Transition: “Now that we have opened a checking account, we are going to learn how to use money from our checking account.”



Using Money from Your Checking Account


Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Remember a check is a written contract between you and your financial institution. When you write a check, you are asking your credit union or bank to take money from your account and give it to someone else.” ➤ The first step before writing a check is to make sure you have enough money in your account.”
<p style="font-size: 2em;">?</p>	<ul style="list-style-type: none"> ➤ Ask: “How do you know if you have enough money in your account?” ➤ Answer: Look in your check register. ➤ Explain: “It is important to record every deposit and withdrawal in your check register, so you can rely on the amount shown.”
	<ul style="list-style-type: none"> ➤ Explain: “In our scenario, on February 26, you decided you wanted to buy a coffee maker from a store call Coffee Mart. The price is \$19.75. The tax is included.”
<p style="font-size: 2em;">?</p>	<ul style="list-style-type: none"> ➤ Ask: “How much is in you checking account now? Do you have enough money to write a check for this coffee maker?” ➤ Answer: Yes ➤ Explain: “Yes, there is enough money to write a check for \$19.75. There is \$200 in the checking account.”


Instructor Cue	Instructions
<p>?</p>	<ul style="list-style-type: none">➤ Explain: “Turn to page 11 of your Take-Home Guide for tips on writing a check. ➤ When writing a check:<ul style="list-style-type: none">• Write in ink• Write clearly, and• Record each check in your check register.”


Instructor Cue	Instructions
Slide 8	<ul style="list-style-type: none"> ➤ Show Slide 8 (Sample Check). ➤ Explain and show: “To complete you checks, you will need to fill in: <ol style="list-style-type: none"> 1. The date. 2. The Pay To The Order Of line. This is where you write the name of the person or company to whom you will give the check. After writing the name, you can draw a line to the end. This prevents anyone from adding an additional name on your check. 3. The dollar amount of the check in numbers—such as \$19.75. 4. The dollar amount of the check in words—such as nineteen and 75/100. Start writing at the beginning of the line, and after writing out the amount of the check, draw a line to the end. This prevents anyone from adding an additional amount to what you have written. 5. The memo section. This area is optional. You can use this area to remind yourself why you wrote the check or to record the account number of the bill you are paying. 6. The signature line.”

Instructor Cue	Instructions
	<p>➤ Explain: “Checks contain other preprinted information:</p> <p>7. Your name and address. Your phone number is sometimes included.</p> <p>8. The check number. The number is used to identify each check written.</p> <p>9. Codes for the state where the financial institution is located and the regional Federal Reserve Bank that will handle this check.</p> <p>10. Your institution’s name and branch.</p> <p>11. Routing numbers. The institution and state computer routing numbers and your account number.”</p>
Slide 9	<p>➤ Show Slide 9 (The Back of a Check).</p> <p>➤ Explain: “The back of the check has an indorsement area. Indorsing a check means to sign the back of the check to make it cashable. For example, if you write a check to your friend, your friend would indorse the check to get the cash or to deposit it into his or her account.</p>

Instructor Cue	Instructions
<p>Slide10</p> 	<ul style="list-style-type: none"> ➤ Show Slide 10 (Sample Checks). ➤ Explain: “Turn to the sample checks on page 12 of your Take-Home Guide.” ➤ Explain: “We are now going to write a check on February 26 for \$19.75 to the Coffee Mart store for the coffee maker.” ➤ Point out the correct way to fill out a check on the slide. ➤ Have participants follow your example and fill in the first check in their Take-Home Guide. ➤ Answer: <ul style="list-style-type: none"> • Date: 2/26 • Pay to the order of: Coffee Mart • \$: 19.75 • Dollars: Nineteen and 75/100----- • Memo: coffee maker • Signature: Your signature
	<ul style="list-style-type: none"> ➤ Walk around the room to see that the participants have filled in their checks correctly. ➤ Correct participants’ mistakes.

Instructor Cue	Instructions
<p>Slide10</p>	<ul style="list-style-type: none"> ➤ Show Slide 10 (Sample Checks). ➤ Explain: “If you make a small mistake, such as starting to write the dollar amount in the Pay To The Order Of area, cross out the incorrect information and write your initials above what you crossed out. Then write the correct information. ➤ Some stores will not accept checks with cross-outs. ➤ If you make a large mistake, write ‘VOID’ across the check or tear up the check. A check with VOID across it is no longer usable.” ➤ On the slide, write VOID across the check.
<p>Slide 7</p> 	<ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register). ➤ Explain: “You need to record each check you write in your check register. We are now going to record the check we just wrote.” ➤ Show the correct transaction on the slide. ➤ Have participants fill out their own check registers. ➤ Answer: <ul style="list-style-type: none"> • Check number: 105 • Date: 2/26 • Description of Transaction: Coffee Mart • Payment/Debit (-): -\$19.75

Instructor Cue	Instructions
<p style="text-align: center; font-size: 2em;">?</p>	<ul style="list-style-type: none"> ➤ Ask: “What is the amount left in your checking account after subtracting the \$19.75 check from your account?” ➤ Answer: \$180.25 ➤ If needed, show the calculation on chart paper. $\mathbf{\\$200 - \\$19.75 = \\$180.25}$ ➤ Explain: “The amount in your checking account is also referred to as the balance. This is recorded in the BALANCE column of your checkbook.”
<p style="text-align: center;">Slide 7</p> 	<ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register). ➤ Slide paper down to reveal the \$180.25 in the BALANCE column. ➤ Have participants write the transaction in their check registers.




Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “You can also use a check to get cash from your account. You can write ‘CASH’ or your name, instead of writing the name of a store or a business on your check. ➤ Be careful with a check you write out to cash because anyone can endorse the back of this check and receive the money.”
	<ul style="list-style-type: none"> ➤ Transition: “Now that we have used money by writing a check, we will discuss using money by Electronic Fund Transfers, or EFT.”
	<ul style="list-style-type: none"> ➤ Explain: “EFT uses computers to move money to and from your account instead of using checks or other paper. ➤ EFTs include: <ul style="list-style-type: none"> • Debit card transactions • Electronic bill payments, and • ATM transactions”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “A debit card is similar to an ATM card but has more functions. ➤ In addition to accessing cash from ATMs, debit cards allow you to make purchases at retail locations that accept Mastercard or Visa credit cards—such as department stores or gas stations. ➤ Unlike credit cards, which allow you to make purchases now and pay for them later, debit cards deduct the amount from your account as soon as you make the purchase.”
	<ul style="list-style-type: none"> ➤ Explain: “Electronic Bill Pay is a service that automatically takes money from your account each month to pay your bills. For example, if you have a monthly car insurance bill, you can sign up to have it deducted each month. ➤ One benefit is that you do not have to pay for postage. You also do not have to worry about late payments. However, you should make sure you have enough money in your account to cover the bills and make sure you record this debit in your check register.”


Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “An Automated Teller Machine, or ATM, is a computerized terminal that can dispense cash from your account. ➤ With the use of your ATM card and Personal Identification Number, or PIN, most ATMs give you access to your account 24 hours a day. Do not write your PIN on your card! ➤ Most people use ATMs to get cash. Other popular uses of ATMs are to check account balances and to transfer money between savings and checking accounts. ➤ Remember to record all ATM transactions and fees in your check register to avoid overdrawing your account.”
Slide 11	<ul style="list-style-type: none"> ➤ Show Slide 11 (ATM). ➤ On the ATM, point to: <ol style="list-style-type: none"> 1. The slot where the card will be inserted. 2. The ATM screen that will prompt you through taking out this money. 3. The ATM keys used to respond to the ATM’s prompts. 4. The slot where the money will come out of the machine. ➤ Explain: “Not all ATMs will look exactly like this one. Financial institutions provide instructions on their ATM machines. If you need help using the ATM, ask for assistance when you open the account.”



Instructor Cue	Instructions
	<ul style="list-style-type: none"><li data-bbox="565 277 1360 352">➤ Explain: “Let’s go back to our scenario and take out \$100 from the ATM on March 12.<li data-bbox="565 394 1409 562">➤ The ATM screen will prompt you to enter information to make your transaction. You would follow the prompt to withdraw \$100 from your checking account.<li data-bbox="565 604 1383 680">➤ After entering the correct information, the ATM will give you the \$100 and your ATM card back.<li data-bbox="565 722 1403 890">➤ If you make any mistakes when entering the information prompted by the ATM, you can press ‘Cancel’ and start over. If there is any problem with the machine, call your credit union or bank.”



Instructor Cue	Instructions
	<p>➤ Explain: “It is important to get receipts for your records, and also to record all transactions in your check register.</p> <p>➤ You can get printed receipts of any deposit or withdrawal from an ATM. You can also get a receipt when you buy goods using a debit card. Printed receipts generally include:</p> <ul style="list-style-type: none"> • The amount of the transaction • Any surcharges or extra fees charged • The date the transaction was made • The type of transaction, for example, deposit or withdrawal • An identification number or code for your account or ATM card • The ATM location or an identification number or code for the terminal, and • The name of the merchant or store”

Instructor Cue	Instructions
<p>Slide 7</p> 	<ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register). ➤ Show the ATM transaction on the check register so participants can follow along. ➤ Have participants fill out their check registers. ➤ Answer: <ul style="list-style-type: none"> • Date: 3/12 • Description of transaction: ATM • Payment/debit: \$100
	<ul style="list-style-type: none"> ➤ Ask: “What is the balance?” ➤ Answer: \$80.25 ➤ Slide paper on screen to show answer on check register slide. ➤ Have participants fill in the balance in their check registers.
	<ul style="list-style-type: none"> ➤ Transition: “Now that we have just learned to withdraw money from your account. We will now discuss adding money to your checking account.”

Adding Money to Your Checking Account

Instructor Cue	Instructions
	<ul style="list-style-type: none">➤ Explain: “To add money to your account, you need to make a deposit. When making a deposit, you will fill out a deposit slip to let the teller know how much you are depositing.➤ Deposit slips are included with your checkbook and have your account number printed on them.➤ Turn to the practice deposit slips on page 13 of your Take-Home Guide.➤ In our scenario, on March 22, we are going to add \$30 cash to your checking account.”

Instructor Cue	Instructions
<p>Slide 12</p> 	<ul style="list-style-type: none"> ➤ Show Slide 12 (Sample Deposit Slips). ➤ When explaining the following information, point to it on the slide. Have participants follow along and fill out the deposit slip in their Take-Home Guides. ➤ Explain: “This is how you would deposit cash at the credit union. We will discuss check deposits later. <ul style="list-style-type: none"> • Make sure the deposit slip has your correct account and address information. • Write in the transaction date. For our scenario, it is March 22. • Add up the total of paper money and place the amount in the box marked “Cash” or “Currency.” For our scenario it is \$30. • Add up the coins you wish you wish to deposit and place the amount in the box marked “Coin.” • The Net Deposit should be \$30.” ➤ Explain: “You would then give the teller your deposit slip and your cash. The teller will also count the money you gave him or her and give you a transaction receipt.”
	<ul style="list-style-type: none"> ➤ Check the participants’ deposit slips. ➤ Correct any mistakes.

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “If you run out of deposit slips, you can get blank deposit slips at your credit union or bank. Make sure to write your account number on the deposit slip, so your money goes into your account and not another account.”
<p>Slide 7</p> 	<ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register). ➤ State: “Now you need to record your deposit in your check register.” ➤ Show the transaction on the register. Have the participants write the transaction in their Take-Home Guides. ➤ Answer: <ul style="list-style-type: none"> • Date: 3/22 • Deposit/Credit(+): \$30.00 • Balance Forward: \$110.25 ➤ Correct any mistakes
	<ul style="list-style-type: none"> ➤ Transition: “Now that we have made a cash deposit, let’s look at depositing checks at the credit union or bank.”
	<ul style="list-style-type: none"> ➤ Explain: “To deposit checks into your checking account you must indorse each check you wish to deposit.”

Instructor Cue	Instructions
Slide 9	<ul style="list-style-type: none"> ➤ Show Slide 9 (Back of a Check). ➤ Explain: “If you want to deposit the entire check into your account, write ‘For Deposit Only,’ your account number, and your signature.” ➤ Write on the slide “For Deposit Only” and sign your name. ➤ Explain: “By writing ‘For Deposit Only’ you prevent others from cashing your check. It also prevents you from receiving cash back when you make the deposit.”
Slide 13	<ul style="list-style-type: none"> ➤ Show Slide 13 (Sample Deposit Slips). ➤ Explain: “You also need to fill out a deposit slip when depositing checks into your checking account.” ➤ In our scenario, on March 23, you are going to deposit a \$50 check and ask for \$25 cash back from the deposit.”



Instructor Cue	Instructions
Slide 13	<ul style="list-style-type: none"> ➤ Show on the slide as you explain. ➤ Explain: “If you deposit more than one check, make sure you correctly indorse each check and write the amount of each check on your deposit slip. Use a separate line on the deposit slip to list the amount of each check. ➤ If you have more than a few checks, you can use the back of the deposit slip. Make sure to list the total from the back onto the front in the box marked ‘Total From Reverse.’ ➤ For our example, you are only depositing one check for \$50.”
	<ul style="list-style-type: none"> ➤ Explain: “You can generally get cash back from your deposit, as long as it is less than the deposit amount. In the box marked ‘Less Cash Received,’ write the amount of cash you want back. For this example, we want \$25 back. ➤ When you request cash back from your deposit, you also need to sign on the line ‘sign here if cash received from deposit.’”
	<ul style="list-style-type: none"> ➤ State: “Write the total of your deposit, \$25, in ‘net deposit.’” ➤ Explain: “Net deposit means the amount that is going into your account. It does not include the cash you receive.”


Instructor Cue	Instructions
Slide 7	<ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register). ➤ State: “Now we need to record your deposit in your check register.” ➤ Show the transaction on the register. Have the participants write the transaction in their Take-Home Guides. ➤ Answer: <ul style="list-style-type: none"> • Date: 3/23 • Deposit/Credit(+): \$50.00 • Balance Forward: \$160.25 • Date: 3/23 • Payment/Debit: \$25.00 • Balance Forward: \$135.25 <p>You can also record as one combined transaction:</p> <ul style="list-style-type: none"> • Date: 3/23 • Payment/Debit: \$25.00 • Deposit/Credit(+): \$50.00 • Balance Forward: \$135.25 ➤ Correct any mistakes.
	<ul style="list-style-type: none"> ➤ Explain: “Keep in mind that when you deposit a check it might take a few days before you can access your money, since it can take a few days to process. When you make a deposit, ask the teller when your funds will be available. Be careful not to take out cash or write checks until the money you deposited is available.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “You can also deposit checks through your credit union’s ATM. Always get your receipt so you have proof of the deposit made. ➤ ATMs have special envelopes to make deposits. The envelopes are found in a slot by the ATM. ➤ Deposit slips are not always required when making ATM deposits, but you need to fill in the information listed on the envelopes. This information can include: <ul style="list-style-type: none"> • Name • Phone number • Account Number • Amount to be deposited, and • The type of account ➤ Making an ATM deposit is similar to making an ATM withdrawal. The ATM will prompt you through the questions needed to make the deposit into your checking account.”


Instructor Cue	Instructions
	<ul style="list-style-type: none"> <li data-bbox="565 277 1416 478">➤ Explain: “You can also make deposits by mail. You can deposit your checks by mailing your check and a deposit slip to your credit union or bank. However, you should never send cash through the mail. <li data-bbox="565 529 1416 814">➤ Sometimes companies offer direct deposit for paychecks. Direct deposit is the electronic transfer of your paycheck or your benefit check into your account. You will not receive the actual check; it will automatically be added to your account. Your pay or benefit statement will be hand-delivered or mailed to your home address. <li data-bbox="565 865 1416 1159">➤ Using direct deposit saves you time, so you don’t have to make a special trip to deposit your check. You won’t have to worry about lost or stolen checks. Money that is direct-deposited is available to you on the day of the payment date. You can sign up for direct deposit by asking your employer or the agency that provides your benefits.”
	<ul style="list-style-type: none"> <li data-bbox="565 1201 1416 1276">➤ Explain: “Always remember to record the amount deposited in your check register.”

Keeping Record of Your Checking Account

Instructor Cue	Instructions
Slide 7	<ul style="list-style-type: none"> ➤ Show Slide 7 (Check Register). ➤ Explain: “Record fees, as applicable. These fees may include monthly maintenance fees, per check fees, and overdraft fees. Monthly maintenance fees are taken out the same time each month. ➤ In our scenario, the checking account we opened at Friendly Federal Credit Union had a \$2 maintenance fee.”
	<ul style="list-style-type: none"> ➤ Show how to record the fee on the register. <ul style="list-style-type: none"> • FEE, if an (-): \$2.00 • \$ balance: \$133.25
	<ul style="list-style-type: none"> ➤ Have participants fill out their check registers. ➤ Explain: “If your checking account gives you dividends or interest, it is also recorded in the Deposit/Credit (+) column of your check register. You will know how much in dividends or interest to add from your monthly checking account statement.”
	<ul style="list-style-type: none"> ➤ Transition: “We have recorded all of our transactions. We are ready to receive our monthly checking account statement and balance our checkbooks.”

Instructor Cue	Instructions
<p data-bbox="337 268 451 300">Slide 14</p> 	<ul style="list-style-type: none"> <li data-bbox="565 268 1206 300">➤ Show Slide 14 (Checking Account Statement). <li data-bbox="565 342 1393 426">➤ “Turn to the checking account statement on page 14 of your Take-Home Guide.” <li data-bbox="565 468 1380 636">➤ Explain: “Each month you will be receiving your checking account statement. The statement will include a listing of all transactions that occurred within that month. These transactions include: <ul style="list-style-type: none"> <li data-bbox="613 678 946 709">• Checks you wrote <li data-bbox="613 741 1092 772">• All withdrawals or deposits <li data-bbox="613 804 800 835">• Any fees <li data-bbox="565 909 1312 1035">➤ Checking account statements vary from institution to institution. If you have any questions, ask your service representative.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Show each item on the Checking Account Statement as listed on the slide. ➤ Explain: “Most checking account statements show: <ol style="list-style-type: none"> 1. Your institution’s name and address. 2. The time period covered by the statement. 3. Your account number. 4. Your name and address. 5. A list of all transactions by date, including: <ul style="list-style-type: none"> • All cashed checks • All deposits credited to your account for the time period of the statement, and • Any fees charged, withdrawals, or dividends or interest earned 6. A list of all cashed checks, in numerical order by check number. Some institutions do not provide this. 7. A summary of account activity for the month.”

Instructor Cue	Instructions
<p data-bbox="337 268 446 300">Slide 15</p> 	<ul style="list-style-type: none"> <li data-bbox="565 268 1177 300">➤ Show Slide 15 (Reconciling Your Account). <li data-bbox="565 342 1323 426">➤ “Turn to page 15 of your Take-Home Guide, <i>Reconciling Your Account.</i>” <li data-bbox="565 468 1372 678">➤ Explain: “When you get your monthly statement, there will usually be a difference between the statement balance and your check register balance. Reconciling your account just means finding those differences. <li data-bbox="565 720 1404 930">➤ We have been balancing our checkbooks throughout this exercise. Balancing refers to keeping your check register updated. Reconciling is just another way of making sure you know how much is in your account. <li data-bbox="565 972 1372 1098">➤ A chart and instructions are usually included on the back of your statement to help you reconcile your account. <li data-bbox="565 1140 1323 1266">➤ If you need assistance, ask a member service representative. We are going to practice reconciling your account.” <li data-bbox="565 1308 1421 1381">➤ Show the slide and have participants follow along and write on the <i>Reconciling Your Account</i> in their Take-Home Guides. <li data-bbox="565 1423 1404 1549">➤ Explain: “Step 1: Write the balance on the back of the statement on the line by ‘Balance shown on this statement.’” <li data-bbox="565 1591 1372 1665">➤ Show \$78.25 on the slide on the line for ‘Balance shown on this statement.’

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Step 2: Compare the checks, fees, and other withdrawals you entered in your check register with the withdrawals listed on the statement. When a check has not been cashed, it will not appear on your statement. Write any checks not cashed in the ‘Withdrawals Outstanding—Not Charged To Account’ columns on the back of your statement and total them.” ➤ On the slide, point to the ‘Withdrawals Outstanding—Not Charged To Account’ columns with the total at the bottom. ➤ Explain and show: “All the checks, fees, and other withdrawals from our check register are listed on our checking account statement, so nothing goes in the ‘Withdrawals Outstanding—Not Charged To Account’ columns and the total is zero.” ➤ Explain: “Take the total from the ‘Withdrawals Outstanding—Not Charged To Account’ columns, and write it on the line next to the ‘Subtract Withdrawals Outstanding.’” ➤ On the slide, point to ‘0’ on the line next to ‘Subtract Withdrawals Outstanding.’
	<ul style="list-style-type: none"> ➤ Explain and show: “Step 3: Take the ‘Balance shown on this statement’ and subtract the amount in ‘Subtract Withdrawals Outstanding,’ to get the ‘Total.’ For this example, \$75.25 minus \$25 equals \$50.25. The \$25 was from the March 23 transaction, where we received \$25 cash back.”




Instructor Cue	Instructions
	<ul style="list-style-type: none"> <li data-bbox="565 275 1409 394">➤ Explain: “Step 4: Now we need to add any deposits that we made after March 20 that are not listed on this statement.” <li data-bbox="565 436 1377 604">➤ Show and explain: “Our check register shows a deposit made on March 22 for \$30 and a deposit made on March 23 for \$50. These are not included on this statement.” <li data-bbox="565 646 1312 716">➤ On the slide, show the \$30 and \$50 in the section ‘Add Deposits Outstanding.’ <li data-bbox="565 758 1393 919">➤ Explain: “These deposits are added to the ‘Total’ and the amount is recorded on the line next to ‘Balance.’ For this example, \$50.25 plus \$30 plus \$50 equals \$130.25.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “Good job! Our check register shows the same amount of money as our checking account statement for February 20 through March 20; we have reconciled our account. ➤ If you find errors on your statement, call, write, or go to your credit union or bank as soon as possible to have the error corrected. ➤ After reporting the error, it is a good idea to follow up by writing a letter. Keep a copy of the letter for your records. Your letter should include: <ul style="list-style-type: none"> • Your name • Your account number • An explanation of the error • The dollar amount of the error, and • The date the error occurred. ➤ The credit union or bank must receive notice of the error no later than 60 days after the date of the statement.”
	<ul style="list-style-type: none"> ➤ Explain: “If your address changes, you can complete and return the form on the back of your checking account statement or you can call your credit union or bank. ➤ If you decide to close your checking account, make sure that all the checks you have written have been cashed before closing the account.”



Instructor Cue	Instructions
	<ul style="list-style-type: none"> ➤ Explain: “It is important to keep a correct balance in your checkbook. ➤ If you write a check without enough money in your account to pay that check, it is known as writing a bad check or bouncing a check.”
	<ul style="list-style-type: none"> ➤ Explain: “If you write a bad check: <ul style="list-style-type: none"> • Each bad check might cost you a fee usually ranging from \$10 to \$30. • Additional checks you have written might not be paid. • Your negative activity can be reported to account verification companies like ChexSystems and TeleCheck. This can make it difficult to cash checks and to open accounts in the future. • Your financial institution also can close your account and send a negative report to the credit bureaus. The amount of the overdraft and fees might be reported as a collection item. • Some states have additional consequences. Writing a bad check is a crime in every state. Each state has different civil and criminal penalties. For example, some states have monetary penalties, such as a \$1,500 fine. Others may actually call for jail time and a fine. In some states, writing a bad check is a felony with imprisonment for up to five years.”

Instructor Cue	Instructions
	<ul style="list-style-type: none"><li data-bbox="565 275 1409 646">➤ “Many financial institutions offer overdraft protection. This protects you from writing bad checks. When you sign up for overdraft protection, your credit union or bank will use the money from another one of your accounts to cover the transactions if you don’t have enough money in your checking account. Not having the money in your checking account to pay the check you wrote is called an overdraft.<li data-bbox="565 695 1409 856">➤ Although overdraft protection is not free, it usually costs much less than paying an overdraft fee. Ask your credit union or bank for specifics about the overdraft protection they have to offer.”

Course Summary

Instructor Cue	Instructions
	<p>➤ Summarize the course: “Congratulations! You’ve completed the <i>Check It Out</i> course. We’ve covered a lot of information today about checking accounts, such as:</p> <ul style="list-style-type: none"> • The benefits of using a credit union or bank versus using a check cashing service • Types of fees • Types of checking accounts • How to open a checking account • How to write checks • How to use ATM and debit cards • How to keep records, and • How to reconcile an account.” <p>➤ Remember, using your checking account wisely can provide you with greater convenience and safety, cost savings, and a means for budgeting your money.”</p>
	<p>➤ Ask: “Are there any questions?”</p> <p>➤ Answer questions as time permits.</p>
	<p>➤ Transition: “To improve the course, we will need your feedback. The After-the-Course column and Course Evaluation will identify changes that can make this course better.”</p>

End of Course Evaluation

Instructor Cue	Instructions
	<ul style="list-style-type: none">➤ Explain: “Please complete the After-the-Course column and the Course Evaluation. These forms are the last two pages of your Take-Home Guide.”
	<ul style="list-style-type: none">➤ Allow time for participants to complete it.
	<ul style="list-style-type: none">➤ Collect the What Do You Know and Course Evaluation forms.
	<ul style="list-style-type: none">➤ Conclusion: “Great job on completing the <i>Check It Out</i> course! Thank you for participating.”