



GENERAL BULLETIN

CONNECTICUT
BANKERS
ASSOCIATION
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2009 – 203

November 19, 2009

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER
OR INDIVIDUAL ADDRESSED

CEO, CEO+, CIO, COO,
CRO, Marketing & Branch
Admin.

RE: CBA Web Seminar – Key Elements Of The CARD Act Of 2009
Monday, December 14, 2009 -- 2:30 p.m. - 4:30 p.m.

In the United States there are 6,000 issuers of credit cards. The twelve largest issuers control ninety percent (90%) of the total outstanding receivables. Whether your FI is one of those twelve, or one of the 5,988 smaller institutions with the remaining ten percent, the Credit Cardholders' Bill of Rights Act of 2009 dramatically changes the ways that you, a credit card issuer, can operate. An added twist to this law (Public Law 111-24) is that the current effective date of June 30, 2010 is being debated to be expedited to February 22, 2010 (or December 1, 2009, depending on the number of card accounts in the FI portfolio), with the current proposed legislation in H.R. 3639 (The Expedited CARD Reform for Consumers Act of 2009). This legislation affects EVERY open-ended credit issuer, whether it be network-branded (MasterCard, Visa, Amex, Discover), or private label (such as a Home Depot or Ethan Allen) credit card. It goes beyond simply modifying systems; it changes how you interact with the customer, either in the branch, on the phone in a collections call or even how you communicate changes to them in a mailing. This web seminar addresses key elements of the Act.

HIGHLIGHTS

- Current metrics in the card receivables world
- The CARD Act components:
 - Prohibition of retroactive rate increases
 - Double cycle billing prohibited
 - Payoff balance information requirements
 - Consumer right to reject card before reporting to credit bureau
 - Allocating payments above the minimum payment due
 - Timely statement provisions
 - Due dates
 - Over the limit opt-out by consumer
 - Increased reporting of card information collection to FRB and Congress
 - Gift card changes and Regulation E
- Some predictions on future overdraft/debit card changes

The session will also discuss how to 'test' your issuing systems to ensure that you are compliant, and how to provide key messaging to your customer-facing staff and within customer communications.

AUDIENCE

Collections teams, executive staff, IT and operations staff, branch management, marketing and product management. **CE Applied**: 2.5 hours towards the CRCM/CLBB designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

SPEAKER

Larry De Palma, CTP, is the founder and CEO of TDG-Phenix. TDG-Phenix offers a full range of consulting services as well as products and services to assist financial institutions in effecting payment transactions more efficiently. Larry has almost 15 years of wholesale banking and global payments experience. With 5 years experience on the NACHA Electronic Check Council, Larry has been a driving force in the development and definition of some of the most successful enhancements in the ACH network, including ARC, TEL risk management issues, Back Office Conversion and others. Every year, the firm delivers dozens of speaking sessions around the country.

WHAT IS A WEB SEMINAR?

A web seminar is an enhanced telephone seminar. The audio portion is delivered by speaker phone. However, you may now view a corresponding PowerPoint presentation using a PC or PC connected to an A/V projector. No special hardware is needed. You may still participate by phone only. The program consists of 90 minutes of instruction and 30 minutes live Q&A. Each registration provides one connection to the web seminar, materials and 30 days access to the online seminar. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a confirmation with your PIN, materials and instructions. If you do not receive a confirmation within two days of the event call 888-262-7701. You may also purchase the CD and materials.

Free 30-Day Replay - Within five working days after the broadcast, you will receive a URL providing unlimited access to a recorded copy of the presentation for 30 days. This enables you to participate in the live web seminar, train additional staff and review the material as needed.

Transmission, retransmission or republishing of the audio portion of the web seminar is prohibited. Your registration entitles you to one connection at one location with permission to make copies of materials for participants. Please complete one registration per location.

The **On-Demand Web Seminar** is a live web seminar that has been recorded and then streamed to your computer to watch at your convenience. The program can be viewed anytime 24/7. You can watch a portion, come back and pick up where you left off! Anyone at your branch may access the program from a computer using the login and password. When purchasing an On-Demand Web Seminar, you have unlimited access to the program for 6 months from the date of purchase.

REGISTRATION INFORMATION

Registrations are requested to be submitted three days prior to the date of the web seminar. On-line registrations can be made at <http://www.bankersed.com/CTBANKERS/>. For all other registrations, please complete the attached registration form and send directly to Bankers Ed in advance of the program. Fee information for this program is listed on the registration form. **Payment is expected at the time of registration unless other arrangements are made prior to the event with the CBA.**

Late Registration: Registrations are accepted until the program starts. To ensure timely delivery of materials, etc., please register online when registering **two working days prior** to the broadcast (credit cards, e-checks and invoices accepted). If you would like assistance with online registration, contact 888-262-7701.

Please do not hesitate to contact either Kathy Parks or me if you have any questions about this web seminar.

Very truly yours,

LINDSEY R. PINKHAM
Senior Vice President & Secretary

CBA WEB SEMINAR

KEY ELEMENTS OF THE CARD ACT OF 2009

Monday, December 14, 2009

2:30 p.m. - 4:30 p.m. (EST)

REGISTER (Each registration entitles you to one connection at one location where an unlimited number of listeners may participate):

Name _____ Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

FOUR WAYS TO REGISTER FOR CBA WEB SEMINARS:

Prior to December 7th

Mail: Complete this form, include payment and **mail it to:** Bankers Ed: 5700 S. Mopac, #C310, Austin, TX 78749

Anytime Prior to the Program

On-line: Register on-line at <http://www.bankersed.com/CTBANKERS/>

Fax: Complete the registration and credit card information below and fax to: 512-381-1571

Phone: Call 888-262-7701 with credit card information

CBA WEB SEMINAR – KEY ELEMENTS OF THE CARD ACT OF 2009

Monday, December 14, 2009 - (Seminar code: SW2-1255)

Web Seminar/Materials (live hookup) \$255 member \$510 non-member

On-Demand Web Seminar/Materials \$275 member \$550 non-member

METHOD OF PAYMENT (check one):

Check made payable to: Bankers Ed

Discover Card

MasterCard

Visa

AMEX

Card Number _____

Exp. Date _____

Security Code (3 or 4 digits on back of card) _____

Signature _____

Amount \$ _____

For registration questions, please contact Bankers Ed customer support at 877-880-1335 or Kathy Parks at the Connecticut Bankers Association parks@ctbank.com or 860-677-5060.

*****Registrations must be sent to Bankers Ed*****

(Seminar code: SW2-1255)