



# GENERAL BULLETIN

CONNECTICUT  
BANKERS  
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2010 – 125

July 7, 2010

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER  
OR INDIVIDUAL ADDRESSED

CEO, CEO+, COO, CRO,  
Audit & Compliance  
Specialists

**RE: CBA Web Seminar – Regulation Z -- Credit Card Act -- New Phase III Rules**  
**Thursday, August 5, 2010 -- 2:30 p.m. - 4:30 p.m.**

The Federal Reserve Board recently approved rules implementing the third and final phase of the Credit Card Accountability Responsibility and Disclosure Act of 2009 (Credit CARD Act). The Credit CARD Act primarily amends the Truth in Lending Act (TILA) and establishes a number of new substantive and disclosure requirements to establish fair and transparent practices pertaining to open-end consumer credit plans. This final phase of the Act protects users from unreasonable late payment and other penalty fees and requires issuers to reconsider interest rate increases imposed since the beginning of 2009. It also makes a few revisions to existing rules for account opening disclosures, periodic statements and notices of change in terms. There are 252 pages of new provisions, most of which are effective on August 22, 2010 while a few provisions are delayed until December 2010. This web seminar contains core knowledge all banks need to comply with new requirements that apply to open-end accounts by the August 22, 2010 effective date.

## **HIGHLIGHTS**

Upon completion participants will understand the provisions that:

- Prohibit credit card issuers from charging a penalty fee of more than \$25 for paying late or otherwise violating the account's terms unless the consumer has engaged in repeated violations or the issuer can show that a higher fee represents a reasonable proportion of the costs it incurs as a result of violations
- Prohibit issuers from charging penalty fees that exceed the dollar amount associated with the consumer's violation. Issuers will no longer be permitted to charge a \$39 fee when a consumer is late making a \$20 minimum payment - the fee cannot exceed \$20
- Ban "inactivity" fees, such as fees based on the consumer's failure to use the account to make new purchases
- Prevent issuers from charging multiple penalty fees based on a single late payment or other violation of the account terms
- Require issuers that have increased rates since January 1, 2009 to evaluate whether the reasons for the increase have changed and, if appropriate, to reduce the rate
- Revise the rules for account opening disclosures, periodic statements and notices of change in terms

## **AUDIENCE**

Operations officers, compliance officers, loan officers, auditors and others who must comply with the new rules. **CE Applied**: 2.5 hours towards the CRCM/CLBB/CPB designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

### SPEAKER

Jack Holzknicht, a principal with Pegasus Educational Services, LLC, is an experienced consultant who has provided training to thousands of bankers and examiners for twenty-nine years. He has the ability to identify the key compliance issues from each regulation. Jack's career began as a federal bank examiner. He also headed the form and software division of a regional consulting company and spent 7 years in charge of their education division. He also developed and delivered training for the FDIC and OTS.

### WHAT IS A WEB SEMINAR?

A web seminar is an online seminar featuring live audio and PowerPoint slides. Everything is delivered through your PC. No special hardware is needed; however, speakers or headphones are required. 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.

**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.

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.

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.

### 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 and e-checks 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

attachment

**CBA WEB SEMINAR**

**REGULATION Z -- CREDIT CARD ACT -- NEW PHASE III RULES**

Thursday, August 5, 2010

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 \_\_\_\_\_

**THREE WAYS TO REGISTER FOR CBA WEB SEMINARS:**

**Prior to July 29<sup>th</sup>**

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/>

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

**CBA WEB SEMINAR – REGULATION Z -- CREDIT CARD ACT -- NEW PHASE III RULES**

**Thursday, August 5, 2010** - (Seminar code: SW2-1090)

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 888-262-7701 or Kathy Parks at the Connecticut Bankers Association parks@ctbank.com at 860-677-5060.

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

(Seminar code: SW2-1090)