



GENERAL BULLETIN

CONNECTICUT
BANKERS
ASSOCIATION
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2010 – 127

July 12, 2010

SENT TO:

TO THE CHIEF EXECUTIVE OFFICER
OR INDIVIDUAL ADDRESSED

CEO, CEO+, CLO, CRO,
Compliance & Lending
Specialists

**RE: CBA Web Seminar – Fair Debt Collection Practices Act
Monday, August 9, 2010 -- 2:30 p.m. - 4:30 p.m.**

Since 1977, the Fair Debt Collection Practices Act (FDCPA) has guided financial institution efforts to collect debts. The FDCPA applies to debt collectors. A debt collector is someone who regularly collects debts owed to others. A bank must comply with the FDCPA when collecting debts owed to others, not when collecting its own debts. However the collection rules in the FDCPA provide a reasonable approach for a bank collecting its own debt. Failure to comply can result in civil liability including actual damages, additional damages, court costs and attorney fees. This web seminar explains the basic requirements of the FDCPA.

HIGHLIGHTS

This two-hour program explains the basic requirements of the FDCPA, including:

- Coverage
- Acquisition of location information
- Communication in connection with debt collection
- Harassment or abuse
- False or misleading representations
- Unfair practices
- Validation of debts
- Legal actions by debt collectors
- Furnishing certain deceptive forms

WHY PARTICIPATE?

Failure to comply with the requirements of the FDCPA can result in civil liability including actual damages, additional damages, court costs and attorney fees. The Federal Trade Commission also has enforcement powers.

AUDIENCE

Debt collectors, compliance officers, auditors, and lending personnel whose duties involve the collection of debt. **CE Applied:** 2.5 hours towards the CRCM/CLCC/CPB/CCSR designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

SPEAKER

Jack Holzknecht, 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

CBA WEB SEMINAR

FAIR DEBT COLLECTION PRACTICES ACT

Monday, August 9, 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 August 2nd

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 – FAIR DEBT COLLECTION PRACTICES ACT

Monday, August 9, 2010 - (Seminar code: SW2-1289)

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: SW2-1289)