

Consumer Protection

Compliance Management System (CMS)

- Dynamic system to manage consumer compliance risk inherent to a bank's products and services through identifying, addressing, and preventing noncompliance with consumer protection and fair lending laws and regulations.
- Focus of Consumer Compliance Examinations

Board and Management Oversight

- Demonstrating a commitment to compliance with consumer protection laws and regulations
- Providing resources to support a culture of compliance
- Overseeing third parties involved in offering products and services to customers
- Managing changes to regulatory requirements, products and services, or staff responsibilities
- Comprehending, identifying, and managing compliance risk within the institution
- Ensuring full and complete corrective action when deficiencies are identified

Compliance Program

- Providing guidance to staff to ensure compliance with consumer protection laws and regulations
- Ensuring staff have knowledge of consumer protection laws and regulations and internal policies and procedures
- Managing compliance risk through secondary reviews (monitoring) or compliance-focused audits
- Developing a process for addressing consumer complaints to ensure timely and appropriate handling

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Regulatory Resources

Kansas City Regional Compliance Newsletter

- Email KCDCPNewsletter@fdic.gov to subscribe

www.fdic.gov

- Consumer Compliance Supervisory Highlights
- Supervisory Insights
- Financial Institution Letters
 - FIL-29-2023: Interagency Guidance on Third-Party Relationships
 - FIL-19-2023: Supervisory Guidance on Charging Overdraft Fees for Authorize Positive, Settle Negative Transactions
 - FIL-12-2024: Supplemental Rulemaking Related to Conforming and Technical Changes to the CRA Regulations and the CRA Sunshine Regulations
- Compliance Examination Manual
- FDIC Rules and Regulations
- Banker Resource Center
 - Fair Lending Technical Assistance Video Program
- Press Releases
 - Conducting Due Diligence on Financial Technology Company: A Guide for Community Banks

www.consumerfinance.gov

- Supervisory Highlights
- Final Rules

www.consumercomplianceoutlook.org

- Consumer Compliance Outlook Publications
- Consumer Compliance Outlook Live (Audio Conferences)

www.ffiec.gov

- Press Releases
- CRA / HMDA Reporter Newsletter
- Census & Demographic Information
- Interagency Fair Lending & CRA Examination Procedures

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