

## Section 6. Appendices

## Appendix A. Sample Complaint Letters

## Sample Complaint Letter from "How to Right a Wrong" (AARP and FTC publication)

*Your Address  
City, State, ZIP Code  
Date*

*Complaint Department  
Name of Company or Organization  
Address  
City, State, ZIP Code*

Dear Sir or Madam:

I am writing about *(describe the product including account number, service, issue, law or event)*.

I have had trouble with it because *(describe problem briefly; also include any dates and locations)*. Enclosed please find *(copies of statements, canceled checks, receipts, etc.)*.

I thought you would like to know of my dissatisfaction and *(state previous efforts; identify the consumer protection agency to which you are sending a copy of the letter)*.

I look forward to your reply within the next 30 days explaining what you intend to do about my problem.

Sincerely,

*Your Name*

Enclosures  
cc: *Names of organizations receiving copies of your letter*

**Writing a letter lets the company know you are serious about pursuing your complaint.**

**A business may ignore your complaint until it sees something in writing.**

## Sample Complaint Letter from Consumer's Resource Handbook

**Things to include in your letter**

- 1. Account number
- 2. Include date and location
- 3. State problem
- 4. Give history
- 5. Ask for specific action
- 6. Enclose copies of documents
- 7. Allow time for action
- 8. State how you can be reached

**Keep copies of your letter and related documents.**

*Your Address  
Your City, State, ZIP Code  
Date*

*Name of Contact Person, if available  
Title, if available  
Company Name  
Consumer Complaint Division, if you have no contact person  
Street Address  
City, State, ZIP Code*

Dear *(Contact Person)*:

Re: *(Account number)*

On *(date)*, I *(used an ATM, had a Direct Deposit, etc.)* at *(location, date and other important details of the transaction)*.

Unfortunately, the service was inadequate because *(state the problem)*. I am disappointed because *(explain the problem: for example the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.)*.

To resolve the problem, I would appreciate *(state the specific action you want: money back, credit to your account, etc.)*. Enclosed are copies *(do not send originals)* of my records *(include receipts, canceled checks and any other documents)*.

I look forward to your reply and a resolution to my problem, and will wait until *(set a time limit)* before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at *(home and/or office numbers with area codes)*.

Sincerely,

*Your Name*

Enclosure(s)  
cc: *Reference to whom you are sending a copy of this letter, if anyone.*

## Appendix B. Contact Information for Agencies and Organizations

# Contact Information for Agencies and Organizations

## Potential Partnering Organizations Listed in Section 2

### Regional or State Offices of AARP

Look in the white pages of your phone book or on the Internet for locations and phone numbers • <[www.aarp.org/office/field.html](http://www.aarp.org/office/field.html)>.

### ARC (formerly Association for Retarded Citizens)

Look in the white pages/business pages of your phone book.

### State or Local Area Agency on Aging

See the section on state agencies on aging in the *Consumer Resource Handbook* • <[www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)>.

### Debt Counselors of America

Nonprofit credit counseling and education.

Call 1-800-680-3328, or go to the Web site • <[www.getoutofdebt.org](http://www.getoutofdebt.org)>.

### Local Affiliates of Call For Action, Inc.

Call 1-800-647-1756 for information on the office nearest you or go to the Web site • <[www.callforaction.org](http://www.callforaction.org)>.

### National, Regional or Local Automated Clearing House Association

Look in the Yellow Pages under *Automated Clearing House* or on the Web • <[www.nacha.org](http://www.nacha.org)> and <[www.nacha-info/reg-ach-contacts.htm](http://www.nacha-info/reg-ach-contacts.htm)>.

### Civic Organizations, such as Rotary, Kiwanis and the Chamber of Commerce

Look in white pages/business pages of your local phone book.

### Local Affiliates of the National Foundation for Credit Counseling (Local affiliates are often known as Consumer Credit Counseling Service)

Call 1-800-388-2227 for information on the office nearest you or go to the Web site • <[www.nfcc.org/help/locator.html](http://www.nfcc.org/help/locator.html)>.

### State and Local Consumer Affairs/Consumer Protection Office

See the section on state, county and city government consumer protection offices in the *Consumer Resource Handbook* • <[www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)>. Also look in the government listings (blue pages) of your local phone book.

### **State and Local Consumer Groups**

Look in the white pages in your phone book under *Consumer*, or visit the Consumer Federation of America Web site • <[www.stateandlocal.org](http://www.stateandlocal.org)> or <[www.consumerfed.org](http://www.consumerfed.org)>.

### **State and Local Community Action Agencies**

Local affiliates of the National Association of Community Action Agencies. Call 202-265-7546 or visit the Web site • <[www.nacaa.org/index.htm](http://www.nacaa.org/index.htm)>.

### **Cooperative Extension System Offices**

Look in the government listings (blue pages) under the name of the county or the name of your state's land grant university • <[www.reeusda.gov/statepartners/usa.htm](http://www.reeusda.gov/statepartners/usa.htm)>.

### **Other Types of Organizations**

Look in the white pages under the names of the community organizations that specifically deal with issues and concerns of various ethnic groups in your community. Some groups have local chapters listed on their Web sites. For example:

Hispanic, Latino, Chicano communities:

<[www.laraza.com](http://www.laraza.com)>

<[www.hispanicbiz.com/has.htm](http://www.hispanicbiz.com/has.htm)>

<[www.sahcc.org](http://www.sahcc.org)>

<[www.latinolink.org](http://www.latinolink.org)>

Asian American communities:

<[asianinc.org](http://asianinc.org)>

<[www.yahoo.com/text/Society\\_and\\_Culture/Cultures\\_and\\_Groups/Cultures/Korean/Korean\\_American/Organizations/](http://www.yahoo.com/text/Society_and_Culture/Cultures_and_Groups/Cultures/Korean/Korean_American/Organizations/)>

<[www.yahoo.com/text/Society\\_and\\_Culture/Cultures\\_and\\_Groups/Cultures/Chinese/Chinese\\_American/Organizations/](http://www.yahoo.com/text/Society_and_Culture/Cultures_and_Groups/Cultures/Chinese/Chinese_American/Organizations/)>

To find information on other types of organizations on the Web, go to <[www.yahoo.com/text/Society\\_and\\_Culture/Cultures\\_and\\_Groups/Cultures](http://www.yahoo.com/text/Society_and_Culture/Cultures_and_Groups/Cultures)> and locate the nationality or ethnic group from those listed.

**Headquarters and Regional Offices of the Federal Deposit Insurance Corporation (FDIC)**

FDIC Consumer Affairs Call Center  
1-800-934-3342  
TDD 1-800-925-4618  
<[www.fdic.gov](http://www.fdic.gov)>  
e-mail: [consumer@fdic.gov](mailto:consumer@fdic.gov)

Elaine D. Drapeau  
Community Affairs Specialist  
Federal Deposit Insurance Corporation  
550 17th Street, N.W.  
Washington, DC 20429  
202-942-3270

**FDIC's Community Affairs Officers**

James F. Pilkington  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
Suite 1600, One Atlantic Center  
1201 West Peachtree St., N.E.  
Atlanta, GA 30309-3449  
404-817-2515

Shirley Parish  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
15 Braintree Hill Office Park, Suite 100  
Braintree, MA 02184  
781-794-5632

Michael A. Frias  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
500 West Monroe, Suite 33030  
Chicago, IL 60661  
312-382-7506

Eloy A. Villafranca  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
1910 Pacific Avenue, Suite 20048  
Dallas, TX 75201  
972-761-8010

Deanna Caldwell  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
2345 Grand Avenue, Suite 1500  
Kansas City, MO 64108  
816-234-8151

David Wright  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
5100 Poplar Avenue, Suite 1900  
Memphis, TN 38137  
901-821-5295

Linda D. Ortega  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
25 Ecker Street, Suite 2300  
San Francisco, CA 94105  
415-978-0486

Valerie J. Williams  
Community Affairs Officer  
Federal Deposit Insurance Corporation  
452 5th Avenue, 17th Floor  
New York, NY 10018  
212-704-1245

**Board of Governors and Reserve Banks of the Federal Reserve System**

Board of Governors of the Federal Reserve System  
20th & C Streets, N.W.  
Mail Stop 800  
Washington, DC 20551  
202-452-3000  
<[www.federalreserve.gov/](http://www.federalreserve.gov/)>

**Federal Reserve Bank's Community Affairs Section**

Federal Reserve Bank of Atlanta  
104 Marietta Street, N.W.  
Atlanta, GA 30303-2713  
404-521-8500  
<[www.frbatlanta.org](http://www.frbatlanta.org)>

Federal Reserve Bank of Boston  
600 Atlantic Avenue  
Boston, MA 02106  
617-973-3000  
<[www.bos.frb.org](http://www.bos.frb.org)>

Federal Reserve Bank of Chicago  
230 South LaSalle Street  
Chicago, IL 60604  
312-322-5322  
<[www.frbchi.org](http://www.frbchi.org)>

Federal Reserve Bank of Cleveland  
1455 East Sixth Street  
Cleveland, OH 44114  
216-579-2000  
<[www.clev.frb.org](http://www.clev.frb.org)>

Federal Reserve Bank of Dallas  
2200 North Pearl Street  
Dallas, TX 75222  
214-922-6000  
<[www.dallasfed.org](http://www.dallasfed.org)>

Federal Reserve Bank of Kansas City  
925 Grand Boulevard  
Kansas City, MO 64198  
816-881-2000  
<[www.kc.frb.org](http://www.kc.frb.org)>

Federal Reserve Bank of Minneapolis  
90 Hennepin Avenue  
Minneapolis, MN 55480  
612-204-5000  
<[www.woodrow.mpls.frb.fed.us](http://www.woodrow.mpls.frb.fed.us)>

Federal Reserve Bank of New York  
33 Liberty Street  
New York, NY 10045  
212-720-5000  
<[www.ny.frb.org](http://www.ny.frb.org)>

Federal Reserve Bank of Philadelphia  
10 Independence Mall  
Philadelphia, PA 19106  
215-574-6000  
<[www.phil.frb.org](http://www.phil.frb.org)>

Federal Reserve Bank of Richmond  
701 East Byrd Street  
Richmond, VA 23219  
804-697-8000  
<[www.rich.frb.org](http://www.rich.frb.org)>

Federal Reserve Bank of St. Louis  
411 Locust Street  
St. Louis, MO 63102  
314-444-8444  
<[www.stls.frb.org](http://www.stls.frb.org)>

Federal Reserve Bank of San Francisco  
101 Market Street  
San Francisco, CA 94105  
415-974-2000  
<[www.frbsf.org](http://www.frbsf.org)>

**Local or Regional Office of the Financial Management Service,  
U.S. Department of the Treasury**

Tabitha Guyton, Leo Turnage, Linda Donaho  
Austin Financial Center  
P.O. Box 149058  
Austin, TX 78714-9058  
512-342-7300  
tabitha.guyton@fms.treas.gov  
leo.turnage@fms.treas.gov  
linda.donaho@fms.treas.gov

Yvonne Nance  
Kansas City Financial Center  
P.O. Box 12599-0599  
Kansas City, MO 64116-0599  
816-414-2105  
yvonne.nance@fms.treas.gov

Sheila Kremer  
Philadelphia Financial Center  
P.O. Box 8676  
Philadelphia, PA 19101-8676  
215-516-8012  
sheila.kremer@fms.treas.gov

Sandra Young  
San Francisco Financial Center  
P.O. Box 193858  
San Francisco, CA 94119-3858  
415-817-7311  
sandra.young@fms.treas.gov

## Comptroller of the Currency, Community Reinvestment & Development Specialists

### Northeastern District

Denise Kirk-Murray      212-790-4053 x593      212-790-4098 (FAX)

Office of the Comptroller of the Currency  
1114 Avenue of the Americas, Suite 3900  
New York, NY 10036-7780

### Southeastern District

Karol Klim      404-588-4515 x518      404-588-4532 (FAX)

Nancy Gresham-Jones      404-588-4515 x538      404-588-4532 (FAX)

Office of the Comptroller of the Currency  
Marquis One Tower, Suite 600  
245 Peachtree Center Avenue, N.E.  
Atlanta, GA 30303-1223

### Central District

Roosevelt Washington      312-360-8884      312-435-0951 (FAX)

Paul Ginger      312-360-8876      312-435-0951 (FAX)

Office of the Comptroller of the Currency  
One Financial Place, Suite 2700  
440 S. LaSalle Street  
Chicago, IL 60605-1073

### Midwestern District

Annette Lepique      816-556-1832      816-556-1892 (FAX)

Bradley Streeter      816-556-1836      816-556-1892 (FAX)

Office of the Comptroller of the Currency  
2345 Grand Boulevard, Suite 700  
Kansas City, MO 64108-2683

**Southwestern District**

David Lewis	214-720-7027	214-720-7000 (FAX)
David Miller	214-720-7067	214-720-7000 (FAX)

Office of the Comptroller of the Currency  
 1600 Lincoln Plaza  
 500 North Akard Street  
 Dallas, TX 75201-3394

**Western District**

Julia Brown	415-545-5956	415-545-5925 (FAX)
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Office of the Comptroller of the Currency  
 50 Fremont Street, Suite 3900  
 San Francisco, CA 94105-2292

Susan Howard	818-240-9192	818-240-9690 (FAX)
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Office of the Comptroller of the Currency  
 550 North Brand Blvd., Suite 500  
 Glendale, CA 91203-1900

**Washington Office**

Anna Alvarez Boyd	202-874-4864	202-874-5221 (FAX)
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Community Reinvestment & Development Manager  
 Office of the Comptroller of the Currency  
 250 E. Street, S.W.  
 Washington, DC 20219-0001

Karen Bellesi	202-874-4847	202-874-5221 (FAX)
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Community Reinvestment & Development Coordinator  
 Office of the Comptroller of the Currency  
 250 E. Street, S.W.  
 Washington, DC 20219-0001

**Office of Thrift Supervision, Community Affairs Information****Northeast**

Francis Baffour	201-413-7343	201-413-7541 (FAX)
Wendy Pelle	201-413-7509	201-413-7541 (FAX)

Office of Thrift Supervision  
10 Exchange Place, 18th Floor  
Jersey City, NJ 07302

**Southeast**

Lynn Bedard	404-888-8443	404-897-1861 (FAX)
Kim Lucas	404-888-8532	404-897-1861 (FAX)

Office of Thrift Supervision  
1475 Peachtree St., N.E.  
Atlanta, GA 30309

**Central**

Claude Becker	312-917-5022	312-917-5002 (FAX)
Bruce Derbigny	312-917-5066	312-917-5002 (FAX)

Office of Thrift Supervision  
Madison Plaza  
200 West Madison St., Suite 1300  
Chicago, IL 60606

**Midwest**

Aaron Satterthwaite	972-281-2114	972-281-2073 (FAX)
Jason Sweat	972-281-2206	972-281-2073 (FAX)

Office of Thrift Supervision  
122 W. John Carpenter Freeway, Suite 600  
Irving, TX 75039

**West**

James Woods                      415-616-1551                      415-616-1752 (FAX)

Office of Thrift Supervision  
1 Montgomery St., Suite 400  
San Francisco, CA 94104

Marie Friederichs                      206-553-5469                      206-553-5475 (FAX)

Office of Thrift Supervision  
101 Stewart St., Suite 1210  
Seattle, WA 98101

**Washington D.C.**

Sonja White                      202-906-7857                      202-906-5735 (FAX)

Caryn Stein                      202-906-7020                      202-906-5735 (FAX)

Louise Batdorf                      202-906-7087                      202-906-5735 (FAX)

Office of Thrift Supervision  
1700 G St., N.W., 6th Floor  
Washington, DC 20552

**Financial Institutions (Banks, Savings and Loans, Credit Unions)**

Look in the white/business pages of your local phone book.

**Local Interagency Council**

Look in the white/business pages of your local phone book, or ask other agencies in your community.

**Local Legal Services Office**

Look in the white/business pages of your local phone book.

**Mental Health Association**

Look in the state or local government section (blue pages) of your phone book under *Mental Health Services*.

**NAACP (National Association for the Advancement of Colored People)**

Call 410-521-4939, or visit the Web site • <[www.naacp.org](http://www.naacp.org)>.

**Local Affiliates of the National Association of Community Action Agencies**

Call 202-265-7546, or visit the Web site • <[www.nacaa.org/index.htm](http://www.nacaa.org/index.htm)>.

**Local Affiliates of the National Association of Family and Community Education**

Contact your local county Cooperative Extension office (see listing under Cooperative Extension System offices in Section 5).

**Local Affiliates of the National Congress for Community Economic Development**

Call 202-234-5009, or visit the Web site • <[www.ncced.org](http://www.ncced.org)>.

**Local Affiliates of the National Community Reinvestment Coalition**

Call 202-628-8866, or visit the Web site • <[www.ncrc.org](http://www.ncrc.org)>.

**Local or Regional Offices of the National Credit Union Administration**

NCUA Region I (Northeast)  
9 Washington Square  
Washington Avenue Extension  
Albany, NY 12205  
518-862-7400

NCUA Region II (Mid-Atlantic)  
1775 Duke Street, Suite 4206  
Alexandria, VA 22314-3437  
703-838-0401

NCUA Region III (Southeast)  
7000 Central Parkway, Suite 1600  
Atlanta, GA 30328  
678-443-3000

NCUA Region IV (North Central)  
4225 Naperville Rd., Suite 125  
Lisle, IL 60532  
630-955-4100

NCUA Region V (Midwest and Southwest)  
 4807 Spicewood Springs Rd., Suite 5200  
 Austin, TX 78759-8490  
 512-342-5600

NCUA Region VI (Mountain and Pacific)  
 2300 Clayton Rd., Suite 1350  
 Concord, CA 94520  
 510-363-6200

### **National Urban League**

Call 202-898-1604, or visit the Web site • <[www.nul.org](http://www.nul.org)>.

### **Public Housing Authorities**

Look in the local or state government (blue pages) section of your phone book under *Housing* or *Housing Authority*.

### **Local or Regional Office of the Social Security Administration**

Call 1-800-772-1213, or visit the Web site locator (home page is <[www.ssa.gov](http://www.ssa.gov)>) • <[www.s3abaca.ssa.gov/pro/fo/fo-home.html](http://www.s3abaca.ssa.gov/pro/fo/fo-home.html)>.

### **Social Service, Public Assistance or Welfare Offices**

Look in the state or local government section (blue pages) of your phone book under *Social Services* or *Public Assistance*.

### **United Way**

Look in the white pages/business pages of your phone book.

### **Local or Regional Office of Veterans Affairs**

Call 1-877-838-2778 for VA benefits administration, 202-273-8303 for VA health administration, or 202-273-5760 for VA consumer affairs services. Also look in your local phone book in the government (blue pages) section under *Veterans Affairs* • <[www.va.gov](http://www.va.gov)>.

## Appendix C. Consumer Protection Laws

# Consumer Protections: The Electronic Fund Transfer Act

*The Electronic Fund Transfer Act establishes the rights, liabilities and responsibilities of parties in Electronic Funds Transfers, and protects consumers when they use these systems.*

## What are Electronic Funds Transfers?

An Electronic Funds Transfer (EFT) is a transfer of funds to or from an account using electronic means, such as a computer. With an EFT, a financial institution is instructed to add or subtract funds from an account. Examples of electronic funds transfers are:

- Direct Deposit of your wages or government benefits into a checking or savings account
- Automatic deposit of your Federal benefit or payment to a federally insured Electronic Transfer Account (ETA)
- Automated Teller Machine (ATM) transfers, which may include electronic deposits to, or withdrawals from, an account
- Point-of-sale (POS) transfers, such as payments at a grocery store where an electronic terminal was used, with a debit card
- Transfers using a debit card (sometimes called a “check card”) when an electronic terminal was not used but a receipt was signed instead
- Transfers using a telephone, which may include transfers of funds between accounts or bill paying

## What record will I have of my deposits or withdrawals?

You can get a printed receipt for every deposit or withdrawal of funds from an ATM. You can also get a receipt when you buy goods using a debit card. Printed receipts generally include the following information:

- The amount of the transfer
- Any surcharges
- Date the transfer was made
- The type of transfer (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
- The name of the merchant, if a POS purchase

You may also receive periodic statements from your financial institution. Many financial institutions send these out each month. Periodic statements may include a listing of all electronic transfers to and from your account. Information on your periodic statement generally includes the same items that appear on ATM or debit card receipts, plus:

- Direct Deposits
- ATM withdrawals
- Debit card purchases
- Preauthorized debit arrangements, such as electronic bill paying
- Fees for ATM use
- Account fees
- Opening and closing balances for the period
- Information on whom to contact if there is an error

Most accounts have periodic statements (monthly or quarterly). The only exception is for passbook accounts that only receive Direct Deposits. Financial institutions must also provide written notice of any change in the account that would increase your costs, or limit the number of transfers that you are allowed to make.

### **How do I correct errors?**

Call your financial institution right away. You may have to follow up the call by writing a letter. Your letter should include:

- Your name
- Your account number
- An explanation of the error
- Dollar amount of the error
- Date that the error occurred

Notice of the error must be received by the financial institution no later than 60 days from the date the first periodic statement, which shows an error,

was mailed to you. Your financial institution must look into any error and correct it within 45 days. Even though your financial institution has up to 45 days to complete the investigation, after 10 business days, it must credit your account with the amount in dispute. You may spend this money, although you will have to pay it back if it turns out there was no error. Financial institutions may take up to 90 days to look into an error involving a POS terminal or transaction that occurs outside the U.S. (for example, Canada or Mexico). In this case, the financial institution must credit the amount in question to your account after 10 business days.

Within three business days after finishing the investigation, your financial institution must tell you the results. If your financial institution finds out there was no error, it must send you an explanation. If it credits your account during the investigation and it turns out there was no error, it will let you know when it has subtracted these amounts from your account. You may ask for copies of any documents about the investigation.

### **What about lost or stolen ATM or debit cards?**

If your ATM or debit card is lost or stolen, and someone uses it, you are responsible for up to \$50 taken out of your account if you let your financial institution know within two business days after learning that your card was lost or stolen. Any money over \$50 that is taken from your account is put back by your financial institution.

For example, if you lose your card on Monday, but don't realize it until Wednesday, you have until Friday to tell your financial institution about the loss. If someone withdraws \$100 from your account on Tuesday, you are responsible for only \$50 of that \$100. The remaining \$50 is put back into your account by your financial institution.

You may lose up to \$500 if you do not tell your financial institution within two business days after learning of the loss or theft of your card. How much you lose depends on when the unauthorized withdrawal takes place.

For example, if you lose your card on Monday and realize it immediately, but don't tell the financial institution until Friday, you could be responsible

### Consumer Liability for ATM and Debit Cards\*

Electronic Fund Transfer Act – Regulation E		
Liability Limitation	Limit depends on when notice to financial institution is given	Example
\$50	Within 2 business days after learning of the loss or theft of the card	Consumer's card is stolen on 8/1 and \$100 in unauthorized EFTs occur. Consumer learns of the loss on 8/15 and notifies financial institution on 8/16. Consumer is only liable for \$50.
<b>The lesser of:</b> \$500 <b>or</b> The sum of \$50 (or the amount of the unauthorized EFTs that occur before the close of two business days, if less than \$50) <b>plus</b> the amount of unauthorized EFTs that occur after the close of two business days and before the consumer notifies the financial institution**	After 2 business days after learning of the loss or theft of the card	Consumer's card is stolen on 8/1. A \$100 unauthorized EFT occurs on 8/1, and a \$600 unauthorized EFT occurs on 8/18. Consumer learns of the loss on 8/15 and notifies financial institution on 8/20. Consumer is liable for \$500 (\$50 from first \$100, plus \$450 from the \$600).
Unlimited liability for transactions that occur more than 60 days after the transmittal of a periodic statement showing an unauthorized EFT**	More than 60 days after the transmittal of the periodic statement	Consumer's card is stolen on 8/1 and consumer learns of loss immediately. A \$600 unauthorized EFT occurs on 8/5. Consumer gets a statement showing the EFT but never reports it. Sixty-two days later another \$800 unauthorized EFT occurs. Consumer notifies financial institution on 63rd day after the statement showing the \$600 EFT was mailed. Consumer is liable for \$500 from first \$600 (the maximum liability for the first 60-day period), plus the entire last \$800 (the amount withdrawn after the 60-day period), or a total of \$1,300.

\*Different rules apply for credit cards.

\*\*Provided institution establishes that these transfers would not have occurred had the consumer notified the institution within that two business day period or 60-day period, as applicable.

for up to \$500. Suppose a \$100 unauthorized withdrawal was made on Tuesday and another \$600 withdrawal was made on Thursday, for a total of \$700. Because you are responsible for up to \$50 within the first two business days, plus the amount after the first two days and before notifying the financial institution, you would expect to be liable for \$650. However, the maximum liability in this case is \$500. The remaining \$200 is put back into your account by your financial institution.

If you do not tell your financial institution about transfers made with a lost or stolen ATM or debit card that appear on your periodic statement, you could lose everything taken from your account. The rules say you can face unlimited loss on transfers made after the 60-day period plus up to \$500 for any withdrawals made up to the end of the 60-day period. Remember the “60-day clock” starts running from the date the first periodic statement, which shows an unauthorized withdrawal, was mailed to you.

For example, let's say your ATM card was lost. You were aware of the loss immediately, but did not report it. More than two business days later, the person who finds the card takes \$600 from your account. You get a statement showing this but don't report it to your financial institution. Sixty-two days after a periodic statement showing the \$600 withdrawal was sent, another \$800 is taken from your account. You tell your financial institution about your lost card on the next day. You are responsible for \$800 (any money withdrawn after the 60-day period) and \$500 of the first amount withdrawn (the maximum liability for the first 60-day period). You would be responsible for \$1300 of the \$1400 taken out of your account. Only \$100 would be put back into your account.

It is very important that you look over your account statements as soon as you receive them to see if anyone has been taking money out of your account without your permission. Let your financial institution know about any problems immediately. (Note: Different rules apply if you lose your credit card.)

**What about ATM or debit cards sent in the mail?**

A financial institution may send you an ATM or debit card that is *valid for use* only if you ask for one, to replace a card or to renew an expiring card. The financial institution must also give you the following information about your rights and responsibilities:

- A notice of your responsibility if the card is lost or stolen
- A telephone number for reporting loss or theft of the card or for reporting a transfer that you did not make
- A list of its steps for dealing with errors
- The kinds of electronic transfers you may make and any limits on the number or dollar amounts of these transfers
- Any fees for using EFT services
- Your right to receive periodic statements or printed receipts of electronic funds transfers
- How to stop a direct payment, such as an electronic bill payment
- The financial institution's responsibility to you for any failure to make or to stop transfers
- Cases where your financial institution will give information about your account to third parties, such as credit bureaus

A financial institution may send you a card you did not ask for only if the card is *not valid for use*. This card can only be used after you follow any instructions to let your financial institution know that you want to use the card. The financial institution must also give you information on how to get rid of the card if you don't want it.

**Can a financial institution ever send electronic payments from my account without my permission?**

Financial institutions can only send electronic transfers from your account after you have given permission. When you sign up for electronic transfers, such as electronic bill paying, you will receive copies of any forms you sign. Don't feel pressured into signing anything you don't understand. If you have questions, ask the staff at your financial institution.

**How will I know a preauthorized transfer has been made?**

Your financial institution may provide a phone number for you to call in order to check and see if a payment was made or received. This information will also be on periodic statements. You may also be able to check your account balance at an ATM to see if transfers were made.

Employers may also provide notices for employees who have Direct Deposit of their wages. Government agencies will not, however, provide such notices to benefit recipients.

**When do electronic payments deposited into my account, such as wages or government benefits, become available for spending?**

You can use your funds at the opening of business on your payment date. The agency responsible for your government benefits can be contacted to find out when the payment occurs.

**How do I stop a preauthorized payment, such as an electronic bill payment?**

You can stop any preauthorized payment by calling your financial institution, so that your stop-payment order is received at least three business days before the payment date. Your financial institution may require that you put this request in writing to confirm it.

**If the payments I preauthorize vary in amount from month to month (for example, utility bills or other bills), how will I know how much will be taken out of my account?**

You have the right to know about all varying payments at least 10 days in advance. You can choose to suggest a range of amounts (for example, up to \$50) and be told only when a payment is outside that range. You can also choose to be told only when a payment is significantly different from other payments to the same company by more than a certain amount (for example, by more than \$25).

## Consumer Protections: Expedited Funds Availability Act

*Money from checks you deposit into your account may not be available for you to use right away. The Expedited Funds Availability Act (EFAA) covers the availability of funds deposited in checking accounts, and the collection and return of checks. The regulations for EFAA set the maximum amount of time a financial institution can hold your deposits until they are available for you to use. Financial institutions have their own policies about funds availability.*

### **How do I find out what my financial institution's funds availability policies are?**

The Expedited Funds Availability Act sets the maximum amount of time your institution may set for funds availability. Your institution may make your funds available sooner, so it pays to ask. Your financial institution will give you information on their funds availability policies before you open an account. They also must post information about their funds availability policies in an area where consumers are likely to see it, usually in the lobby. Your financial institution should let you know about changes in their funds availability policies.

### **What types of deposits are considered “next-day available,” and what does “next-day availability” mean?**

“Next-day availability” means the money that you put into your account is available on the next business day (Monday through Friday). Deposits considered “next-day available” are:

- Cash deposited in person
- Electronic payments
- United States Treasury checks (such as Social Security, SSI, Veterans, Civil Service or Federal income tax refunds) deposited in person or at ATMs owned by your institution
- U.S. Postal Service money orders deposited in person
- State or local government checks deposited in person
- Cashier's, certified or teller's checks deposited in person
- Checks drawn on another account held by your institution
- Federal Reserve Bank and Federal Home Loan Bank checks deposited in person
- First \$100 of any non-“next-day” checks

## When will your money be available?

Type of Deposit	When Available**
• Direct Deposit of Federal benefits	<i>Morning of deposit</i>
• Electronic payments	<i>Next business day</i> (Mon-Fri)
• First \$100 of any non-“next-day” check deposited	<i>Next business day</i> (Mon-Fri)
• Cash (deposited in person)*	<i>Next business day</i> (Mon-Fri)
• U.S. Treasury checks (deposited in person or at ATMs owned by your financial institution)	<i>Next business day</i> (Mon-Fri)
• U.S. Postal Service money orders (deposited in person)*	<i>Next business day</i> (Mon-Fri)
• State or local government checks (deposited in person)*	<i>Next business day</i> (Mon-Fri)
• Cashier’s, certified, or teller’s checks (deposited in person)*	<i>Next business day</i> (Mon-Fri)
• Checks and other money orders drawn on another account at the same financial institution	<i>Next business day</i> (Mon-Fri)
• Federal Reserve Bank and Federal Home Loan Bank checks (deposited in person)*	<i>Next business day</i> (Mon-Fri)
• Checks and non-U.S. Postal Service orders from local financial institutions	<i>Second business day</i> (after the day of deposit)
• Deposits (of items noted by “*”) made at an ATM owned by your financial institution	<i>Second business day</i> (after the day of deposit)
• Checks and non-U.S. Postal Service money orders from out-of-town or out-of-state financial institutions	<i>Fifth business day</i> (after the day of deposit)
• Deposits made at an ATM not owned by your financial institution	<i>Fifth business day</i> (after the day of deposit)

\*\* *Maximum hold allowed by EFAA; your funds may be available sooner — check with your financial institution.*

**Are funds deposited at ATMs considered “next-day available”?**

No. Cash, Postal Service money orders, state or local government checks, cashier’s checks, or Federal Reserve Bank or Federal Home Loan Bank checks deposited into an ATM are available on the second business day if you deposit them into an ATM owned by your institution. If you deposit these into an ATM owned by another institution, the funds are available on the fifth business day.

**What is the meaning of the terms “local” and “non-local,” and how do the terms affect funds availability?**

A check is considered “local” if your institution is located in the same check processing region as the paying institution. Funds must be made available by the second business day following the day of deposit of “local” checks.

A check is considered “non-local” if your institution is not located within the same check processing region as the paying institution. Funds must be made available by the fifth business day following the day of the deposit of “non-local” checks.

**If I deposit a “local” or “non-local” check into my account, are any of the funds from the check available for immediate spending?**

Yes. When you deposit a “local” or “non-local” check (and the check is not considered “next-day available”), up to \$100 of the check is available to you on the next day.

**Can a financial institution delay funds availability?**

Yes. There are certain times when the two- and five-day availability rules do not apply. You should ask your financial institution when these rules do not apply and what their policies are. Financial institutions can delay funds availability or “hold” funds if:

- The deposit is greater than \$5,000
- The deposited checks are redeposited (for example, if a check bounced, and you are depositing it again)

- Your account has been overdrawn many times
- There is reason to doubt whether the deposited check will be paid (for example, you have had problems with large numbers of bounced checks over a short period)
- There are emergency conditions, such as bad weather or electrical outages
- If your account is less than 30 days old

If you have any questions, you should ask your financial institution if the deposit will be put on hold and for how long.

## Consumer Protections: Truth in Savings Act

*The Truth in Savings Act requires that depository institutions provide disclosures to help consumers make meaningful comparisons of deposit accounts.*

Under the Truth in Savings Act, financial institutions must tell you the important terms of their deposit accounts:

- The interest rate they pay on savings accounts
- The annual percentage yield (APY), which is the amount of interest that you will earn on a yearly basis expressed as a percentage
- Any fees the financial institution charges on the account
- Information about other features such as any minimum balance needed to earn interest or to avoid fees

To help you shop for the best accounts, financial institutions must give you information about any deposit account they offer. They must give you information on interest rates, fees and minimum balance requirements before you actually open an account.

The Truth in Savings Act generally requires that periodic statements sent to you include information on interest rates and fees.

## Appendix D. Who Are the Households Without Accounts?

## Who Are the Households Without Accounts?

According to data in the 1998 Survey of Consumer Finances, there were approximately 10 million households who did not have accounts with the nation's mainstream financial institutions.<sup>1</sup> Data from the 1995 Survey of Consumer Finances states that these households are more likely to be African American or Hispanic, female, younger, less educated, lower income, unemployed and unmarried<sup>2</sup> (see Table 1). Rural households are less likely than their urban/suburban counterparts to have accounts with financial institutions. Households in the Southeast and South Central Regions are less likely to have accounts than households in other regions.

When asked why they didn't have checking accounts, one out of four of these households responded that they didn't write enough checks; one out of five said they didn't like dealing with financial institutions; and one out of five said they didn't have enough money to have an account. At the same time, nearly half of these households use banks and other financial institutions to transact personal financial business (e.g., get loans, cash checks, pay bills, get money orders).

The Survey of Consumer Finances data shows that of the 10 million households without accounts, about half receive some sort of Federal benefit. The Financial Management Service of the U.S. Department of the Treasury estimated that in 1997 6 to 8 million Federal benefit recipients did not have accounts.<sup>3</sup> In a study of Federal beneficiaries conducted by the Treasury, beneficiaries without accounts were more likely to be female, younger, lower income, have less education and live in urban areas (see Table 2).

**Table 1. Demographic characteristics of households with and without accounts, 1995**

<b>Variable Descriptions</b>	<b>Total W/Wo Accounts</b>	<b>With Accounts</b>	<b>Without Accounts</b>	<b>No Accounts Use banks<sup>a</sup></b>	<b>No Accounts Don't Use Banks</b>
Overall	100.0%	87.5%	12.5%	49.0%	51.0%
Race/Ethnicity - Hispanic	5.7	4.5	13.5	10.2	16.6
African American	12.8	9.3	37.4	35.5	39.1
White	77.7	82.2	45.8	51.5	40.3
Other Race/Ethnicity	3.9	4.0	3.3	2.8	3.9
Male	71.1	73.5	54.7	66.8	43.2
Female	28.9	26.5	45.3	33.2	56.8
H.S. Diploma/GED	81.5	85.2	55.8	59.6	52.2
No H.S. Diploma/GED	18.5	14.8	44.2	40.4	47.8
Income <= \$20,000	37.5	31.5	80.0	67.9	91.6
Income > \$20,000	62.5	68.5	20.0	32.1	8.4
Married	52.4	55.8	28.2	40.8	16.1
Not Married	47.6	44.2	71.8	59.2	83.9
Employment – Employed	67.8	70.2	50.7	62.1	39.6
Retired	17.9	18.8	11.2	13.2	9.3
Unemployed/Laid Off	4.1	2.7	13.6	8.6	18.5
Other Not Employed	10.3	8.2	24.5	16.1	32.6
Region - Northeast	19.8	20.3	16.9	13.6	20.0
Southeast	18.8	18.5	21.0	19.1	22.7
South Central	16.3	15.2	23.9	25.5	22.3
North Central	23.9	24.4	20.4	24.2	16.7
Mountain	6.8	7.3	3.4	3.0	3.8
Pacific	14.3	14.3	14.5	14.6	14.4
Rural	21.2	20.5	25.6	30.2	21.3
Urban	78.8	79.5	74.4	69.8	78.7
Reasons - Economic Reasons <sup>b</sup>	na	na	43.1	35.4	50.4
Don't Write Enough Checks	na	na	24.2	27.7	20.7
Attitudinal Reasons	na	na	32.8	36.8	28.9
Age - Mean	48.5	49.2	43.2	44.2	42.3
Age - Median	45	46	40	41	38
HH Income - Mean	\$43,624	\$47,875	\$13,786	\$18,669	\$9,086
HH Income - Median	\$30,000	\$33,000	\$9,700	\$15,000	\$7,100
Net Worth - Mean	\$179,845	\$202,475	\$20,981	\$30,205	\$12,102
Net Worth - Median	\$57,441	\$71,191	\$6,811	\$10,741	\$5,141
Household Size	2.6/2	2.6/2	2.7/2	2.8/2	2.7/2
(Mean/Median)					
N (Weighted)	99.0m	86.7m	12.3m	6.0m	6.3m
N (Unweighted)	21,495	19,570	1,925	964	961
N (Unweighted- Each Impl.)	4,299	3,941	385	193	192

Source: 1995 Survey of Consumer Finances

All  $\chi^2$  significant at 0.001; columns within demographic categories sum to 100%

<sup>a</sup>Use banks to conduct personal financial business, i.e. for loans, check cashing, money orders, etc.

<sup>b</sup>*Economic Reasons* => Don't have enough money, Minimum balance too high, Service charges too high, Not allowed to have an account due to welfare, etc.; *Attitudinal Reasons* => Can't manage/balance a checking account, Don't like dealing with banks, Haven't gotten around to it, Don't need or want an account, etc.

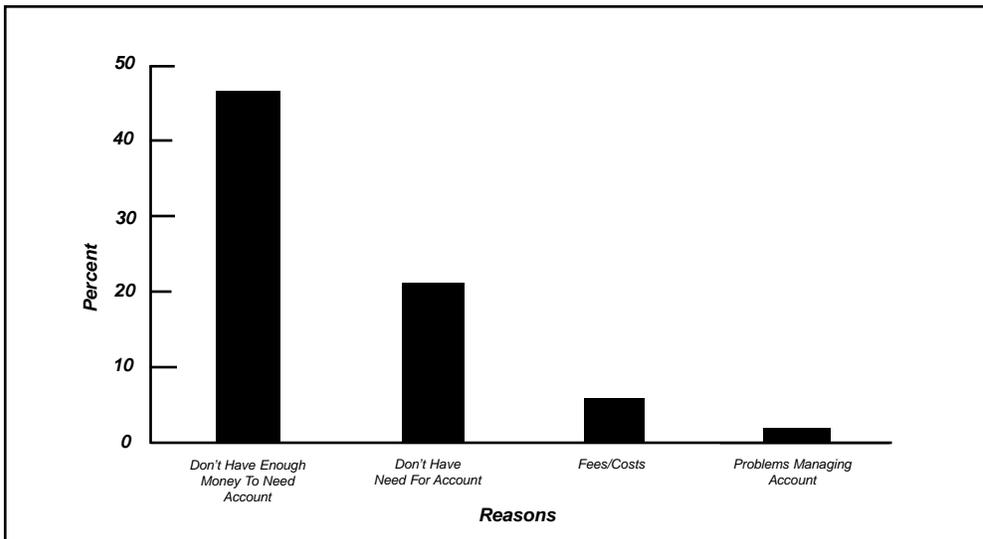
## 6.D.2 Appendix D: Who Are the Households Without Accounts

Characteristic	With Accounts	Without Accounts
Male	52%	44%
Female	47%	56%
Mean Age	68	62
Mean Income	\$29,500	\$14,500
<b>Residence</b>		
City/Suburb	53%	56%
Small Town/Rural	47%	44%
<b>Education</b>		
H.S. Dipl. Or Less	63%	78%

**Table 2. Demographic characteristics of Federal beneficiaries with and without accounts**

*Source: Booz-Allen and Hamilton and Shugoll Research, 1997*

When asked why they didn't have accounts, nearly half of the beneficiaries said they didn't have enough money to need an account; another one out of five said they didn't have a need for an account (see Figure 1).

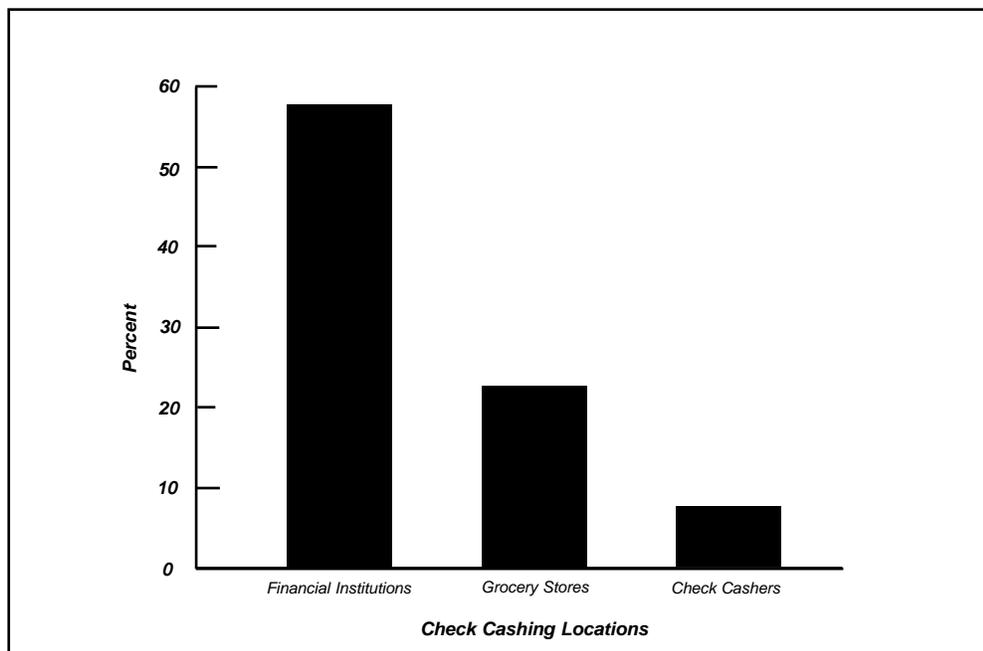


**Figure 1. Beneficiaries' reasons for not having accounts**

*Source: Booz-Allen and Hamilton and Shugoll Research, 1997*

**Figure 2.**  
**Locations where**  
**Federal beneficiaries**  
**without accounts**  
**cash checks**

Source: Booz-Allen and Hamilton and Shugoll Research, 1997



Nearly three out of five of the beneficiaries without accounts cashed their checks at financial institutions, and another one-fourth cashed their checks at grocery stores (see Figure 2).

<sup>1</sup>Kennickell, A.B.; Starr - McCluer, M.; and Surette, B.J. **2000 Recent Changes in U.S. Family Finances: Results from the 1998 Survey of Consumer Finances.** *Federal Reserve Bulletin*, Vol. 86, No. 1, pp. 1-29.

<sup>2</sup>Hogarth, J.M & O'Donnell, K.H. 1997. **Being Accountable: A Descriptive Study of Unbanked Households in the U.S.** Phoenix, AZ: *Proceedings of the Association for Financial Counseling and Planning Education.*

<sup>3</sup>Booz-Allen and Hamilton and Shugoll Research, 1997. **Mandatory EFT Demographic Study (OMB1510-00-68)** Washington, DC.

*There are several reasons for the difference between the 12 million household estimate from the 1995 Survey of Consumer Finance and the 8 to 10 million benefit recipients estimate in this study. One is that the 1995 SCF unit of measure is households while the 1997 Booz-Allen and Hamilton measure is beneficiaries; one household may have multiple beneficiaries. Also, the SCF measure includes non-beneficiary households. Finally, there is likely to be a slight difference due to the two-year time differential from 1995 to 1997.*

**6.D.4 Appendix D: Who Are the Households Without Accounts**

## Appendix E. Additional Materials

# Learn How To Make Your Money Work Harder For You!

## Attend a Financial Education Workshop.

### Learn how to:

- Choose a financial institution
- Choose and use a deposit account
- Use Direct Deposit, the ETA<sup>SM</sup> and other electronic funds transfers (EFT)
- Use an Automated Teller Machine (ATM)

Join us for this lunch-and-learn program! Beverages will be provided; just bring a bag lunch.

**DATE**  
**TIME**  
**LOCATION**  
**PHONE NUMBER**

Please call by (date) to reserve your space  
at this important workshop.

*Insert map and directions to location.*

Insert list of sponsoring organizations.



# Learning About Federal Payment Choices

Your responses will help us make our presentation on Federal payment choices useful to as many people as possible.  
Please provide us with your answers to the following five (5) questions:

<p>1) <b>Why were you interested in attending this presentation?</b></p> <p><input type="checkbox"/> Not completely sure about all of my choices for receiving Federal payments</p> <p><input type="checkbox"/> Wanted to make sure that my current method of receiving payment is best for me</p> <p><input type="checkbox"/> Still trying to decide which payment method works best for me</p> <p><input type="checkbox"/> Wanted to learn how to use banking services</p> <p><input type="checkbox"/> EFT presentation was part of another program or meeting</p>	<p>3) <b>Do you currently use services provided by a bank, credit union or other financial institution?</b></p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes, but only to cash my check</p> <p><input type="checkbox"/> Yes, I have a: <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account</p>
<p>2) <b>Had you heard about your choices for receiving Federal payments before this presentation?</b></p> <p><input type="checkbox"/> <b>Had not</b> heard there were choices for receiving Federal payments</p> <p><input type="checkbox"/> <b>Had</b> heard about (choose all that apply):</p> <p><input type="checkbox"/> Direct Deposit</p> <p><input type="checkbox"/> ETA<sup>SM</sup></p> <p><input type="checkbox"/> Continuing to receive a paper check</p>	<p>4) <b>Did this presentation help you understand how to get and use each of your payment choices?</b></p> <p>Presentation helped me understand how to get and use a Direct Deposit account <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Presentation helped me understand how to get and use an ETA <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Presentation helped me understand how to continue receiving a paper check <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>5) <b>As a result of this program, what do you think you will do?</b></p> <p><input type="checkbox"/> Continue receiving payments through: <input type="checkbox"/> Direct Deposit <input type="checkbox"/> Paper Check <input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> Change how I receive my Federal payments to: <input type="checkbox"/> Direct Deposit <input type="checkbox"/> ETA</p> <p><input type="checkbox"/> Seek information from banks, credit unions or other financial institutions about Direct Deposit and the ETA</p>	

**Thank you for taking the time to fill out this response form!**

# Learning About Federal Payment Choices

## For Residents of Alabama, Arkansas, Florida, Georgia, Kentucky, Missouri, North Carolina and Tennessee

*Your responses will help us make our presentation on Federal payment choices useful to as many people as possible.  
Please provide us with your answers to the following five (5) questions:*

<p>1) <b>Why were you interested in attending this presentation?</b></p> <p><input type="checkbox"/> Not completely sure about all of my choices for receiving Federal payments</p> <p><input type="checkbox"/> Wanted to make sure that my current method of receiving payment is best for me</p> <p><input type="checkbox"/> Still trying to decide which payment method works best for me</p> <p><input type="checkbox"/> Wanted to learn how to use banking services</p> <p><input type="checkbox"/> EFT presentation was part of another program or meeting</p>	<p>3) <b>Do you currently use services provided by a bank, credit union or other financial institution?</b></p> <p>No <input type="checkbox"/> Yes, but only to cash my check</p> <p>Yes, I have a: <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account</p>	<p>4) <b>Did this presentation help you understand how to get and use each of your payment choices?</b></p> <p>Presentation helped me understand how to get and use a Direct Deposit account <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Presentation helped me understand how to get and use an ETA <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Presentation helped me understand how to continue receiving a paper check <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Presentation helped me understand how to receive payments with a Benefit Security Card <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>5) <b>As a result of this program, what do you think you will do?</b></p> <p>Continue receiving payments through: <input type="checkbox"/> Direct Deposit <input type="checkbox"/> Paper Check <input type="checkbox"/> Other: _____</p> <p>Change how I receive my Federal payments to: <input type="checkbox"/> Direct Deposit <input type="checkbox"/> ETA <input type="checkbox"/> Benefit Security Card</p> <p>Seek information from banks, credit unions or other financial institutions about Direct Deposit and the ETA <input type="checkbox"/></p>
<p>2) <b>Had you heard about your choices for receiving Federal payments before this presentation?</b></p> <p><input type="checkbox"/> <b>Had not</b> heard there were choices for receiving Federal payments</p> <p><input type="checkbox"/> <b>Had</b> heard about (choose all that apply):</p> <p><input type="checkbox"/> Direct Deposit</p> <p><input type="checkbox"/> ETA<sup>SM</sup></p> <p><input type="checkbox"/> Continuing to receive a paper check</p> <p><input type="checkbox"/> Receiving payment through a Benefit Security® Card</p>			

**Thank you for taking the time to fill out this response form!**

# Evaluation of Financial Services Presentation

Before you leave today, we'd like to ask your opinion on the program — how well we did, what you learned and how we can improve the program for others. Please take a few minutes to give us your opinions and ideas. Thank you.

Do you have an account with a financial institution now?

Yes

No

If you don't have an account now, have you ever had an account before?

Yes

No

**Circle the number that corresponds with your feeling about each statement.**

*1 = Strongly Disagree 2 = Disagree 3 = No Opinion 4 = Agree 5 = Strongly Agree*

I understand the different kinds of financial institutions (banks, savings and loans, credit unions, etc.).

1      2      3      4      5

I understand how to choose an institution.

1      2      3      4      5

I understand the different kinds of accounts.

1      2      3      4      5

As a result of this program what do you think you will do?

Wait for more information

Change financial institutions

Sign up for Direct Deposit

Sign up for an ETA<sup>SM</sup>

Open an account

Won't do anything

Other \_\_\_\_\_

What else would you like to tell us about this program?

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Thank you for giving us your thoughts. These ideas can help us improve our program for others.

# Choosing a Financial Institution

*When looking for a financial institution, bring this checklist with you. Below are some questions that will help you determine which financial institution is right for you.*

	Financial Institution A	Financial Institution B	Financial Institution C
<b>Name of Institution</b>			
<b>Does it offer the services I need?</b>			
<b>Is it close to home?</b>			
<b>Does it have reasonable hours?</b>			
<b>Does it have ATMs? If so, are they located near where I live, work or shop?</b>			
<b>Am I eligible to join a credit union?</b>			
<b>Do any employees speak my language?</b>			
<b>What kind of identification is required to open an account?</b>			
<b>What, if any, fees will be charged?</b>			

## Choosing a Deposit Account

*When looking for a deposit account, bring this checklist with you. Below are some questions that will help you determine which deposit account is right for you.*

	Account A	Account B	Account C
Type of Account			
How much money do I need to open the account?			
How much do I have to keep in my account to avoid fees?			
What is the monthly service charge?			
What are the fees for bounced checks?			
How many checks can I write before extra fees are charged?			
Will I be charged a fee if I want a canceled check or a copy of one?			
How many withdrawals can I make each month?			
Does this account pay interest? What is the rate?			
Does an ATM or debit card come with this account?			
Will I be charged to use the ATM or debit card at this institution?			
Will I be charged an additional fee to use the ATM or debit card at another institution?			
Are there any other fees?			



## Sample Account Records

Transaction type*	Date	Description of transaction	Payment amount	Fee	Deposit amount	Balance
	1/1/2000	Beginning Balance				\$250.00
POS	1/2/2000	Grocery Store	\$55.37			-55.37
						194.63
ATM	1/2/2000	Cash	50.00	\$1.50		-51.50
						143.13
DP	1/4/2000	Electricity Bill	75.93			-75.93
						67.20
	1/5/2000	Direct Deposit - pay			\$525.00	+525.00
						592.20
Wire	1/6/2000	Wire transfer to family	150.00	10.00		-160.00
						432.20
	1/10/2000	Account fee		3.00		-3.00
						429.20

\* POS = payment at point-of-sale with debit card, ATM = transactions at Automated Teller Machines, DP = direct (or automatic) payments



# Public Education Materials Order Form



Use this form to order any of the public educational materials listed below. Complete descriptions are available on the reverse.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Street Address (Sorry, No P.O. Boxes, Please): \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Please fax this order form to the Financial Management Service, Attn: Product Promotion Division.

FAX: **202-874-7321**

Item/Description	English Quantity	Spanish Quantity	Russian Quantity	Chinese Quantity	Vietnamese Quantity	Korean Quantity	Other Language Quantity*
<b>Booklet: "Now, Three Ways to Receive Your Federal Government Payments"</b> 3 <sup>7</sup> / <sub>8</sub> " x 8 <sup>5</sup> / <sub>8</sub> " folded (two color). English and Spanish. Flyer: Chinese, Vietnamese, Korean and Russian. 8 <sup>1</sup> / <sub>2</sub> " x 11" (black and white version of booklet).	(FMS35E)	(FMS35S)	(FMS35R)	(FMS35C)	(FMS35V)	(FMS35K)	
<b>Booklet: "Now, Four Ways to Receive Your Federal Government Payments"</b> 3 <sup>5</sup> / <sub>8</sub> " x 8 <sup>5</sup> / <sub>8</sub> " folded (two color). English and Spanish only. For states that offer the Benefit Security® Card.**	(FMS36E)	(FMS36S)					
<b>Booklet: "What Are My Three Choices for Getting My Federal Government Payment?"</b> 8 <sup>1</sup> / <sub>2</sub> " x 11" folded (two color). Easy-to-read version of "Now, Three Ways To..." English and Spanish only.	(FMS37E)	(FMS37S)					
<b>Poster: "Get Your Federal Payment Your Way"</b> 16" x 20" (full color). English and Spanish only.	(FMS33E)	(FMS33S)					
<b>Poster: "Better Things to Do"</b> 16" x 20" (full color) "Choose Direct Deposit for your Federal government payments. Because you have better things to do". English and Spanish only.	(FMS21E)	(FMS21S)					
<b>Comprehensive Guide for Community Educators</b> "Helping People in Your Community Understand Basic Financial Services." <i>Includes ready-to-copy consumer fact sheets.</i> English and Spanish only.	(FMS26E)	(FMS26S)					
<b>Counter Card Booklet Holder (with pocket): "Better Things to Do"</b> 15 <sup>1</sup> / <sub>2</sub> " x 9 <sup>3</sup> / <sub>4</sub> " (full color). For use with the "Now, Three (Four) Ways..." booklet above. English and Spanish only.	(FMS24E)	(FMS24S)					
<b>Take-One Card: "The U.S. Department of the Treasury Presents a Safe, Sure, Easy Way to Receive Your Federal Check"</b> 3 <sup>3</sup> / <sub>4</sub> " x 8 <sup>7</sup> / <sub>8</sub> " (two color/two-sided). English and Spanish only.	(FMS34E)	(FMS34S)					

■ The shaded area indicates the information is not available in that language.

\* If other languages are requested, please indicate desired languages and quantities. This information is being used to determine the need for additional language materials.

\*\* The Benefit Security Card is available in Alabama, Arkansas, Florida, Georgia, Kentucky, Missouri, North Carolina and Tennessee only.

Please allow 2-3 weeks for receipt of materials. Available in limited quantities.

**Questions?** Contact the Financial Management Service at 202-874-6540.

Revised 12/99

# Description of Public Education Materials

## **Booklet: “Now, Three Ways to Receive Your Federal Government Payments”**

*English and Spanish.*

3<sup>5</sup>/<sub>8</sub>" x 8<sup>5</sup>/<sub>8</sub>" folded (two color).

*Flyer: Chinese, Vietnamese, Korean and Russian.*

8<sup>1</sup>/<sub>2</sub>" x 11" (black and white version of booklet).

Newly updated to include details about the Electronic Transfer Account (ETA<sup>SM</sup>), the booklet and flyer describe the choices people have for receiving their Federal payments.

## **Booklet: “Now, Four Ways to Receive Your Federal Government Payments”**

*English and Spanish.*

3<sup>5</sup>/<sub>8</sub>" x 8<sup>5</sup>/<sub>8</sub>" folded (two color).

Includes all the information from “Now, Three Ways...” booklet above, as well as information about the Benefit Security® Card, available in Alabama, Arkansas, Florida, Georgia, Kentucky, Missouri, North Carolina and Tennessee.

## **Booklet: “What Are My Three Choices for Getting My Federal Government Payment?”**

*English and Spanish.*

8<sup>1</sup>/<sub>2</sub>" x 11" folded (two color).

An easy-to-read version of the “Now, Three Ways...” booklet above. This booklet is written at a lower reading level and describes the choices people have for receiving their Federal payment.

## **Poster: “Get Your Federal Payment Your Way”**

*English and Spanish.*

16" x 20" (full color).

The poster lists and describes the three choices available to Federal payment recipients nationwide: Direct Deposit, the new ETA and check. It also includes the ETA locator telephone number and Web site, and Federal paying agency telephone numbers.

## **Poster: “Better Things to Do”**

*English and Spanish.*

16" x 20" (full color).

The poster encourages check recipients to ask about Direct Deposit at any bank, savings and loan, or credit union. It also provides telephone numbers so recipients can contact paying agencies directly with any questions.

## **Comprehensive Guide for Community Educators**

*Guide and Fact Sheets in English and Spanish.*

### **“Helping People in Your Community Understand Basic Financial Services.”**

Developed by the Financial Services Education Coalition, this guide contains information needed to teach basic financial services. Included are a series of Consumer Fact Sheets for copying and distribution to the members of your community, in conjunction with educational seminars.

## **Counter Card Booklet Holder (with pocket): “Better Things to Do”**

*English and Spanish.*

15<sup>1</sup>/<sub>2</sub>" x 9<sup>3</sup>/<sub>4</sub>" (full color).

Used to display quantities of the booklet, “Now, Three (Four) Ways to Receive Your Federal Government Payments,” on a table or counter top.

## **Take-One Card: “The U.S. Department of the Treasury Presents a Safe, Sure, Easy Way to Receive Your Federal Check”**

*English and Spanish.*

3<sup>3</sup>/<sub>4</sub>" x 8<sup>7</sup>/<sub>8</sub>" (two color/two-sided).

Handy, two-sided take-one card outlining the key features and benefits of the new ETA. Great for Federal payment recipients to use as a reference when talking to financial institutions about the ETA.

**FREE MATERIALS**



# **Educational Video (Updated with New ETA<sup>SM</sup> Information)**

## ***Three Choices for Receiving Your Federal Payments***

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A recent Federal law provides Federal payment recipients with three ways to get their payments. An educational tool for community educators, the newly updated *Three Choices for Receiving Your Federal Payments* Educational Video explains the choices recipients have for receiving their Federal payments. Recipients may choose Direct Deposit, the Electronic Transfer Account (ETA) or a check, if receiving a payment electronically would cause a hardship. The video is intended for recipients who receive Social Security, Supplemental Security Income, or Veterans Benefits; or Civil Service Salary and Retirement, Railroad Retirement, or Military Retirement payments. This video is closed-captioned for the hearing impaired.

To order the *Three Choices for Receiving Your Federal Payments* Educational Video, please return this order form to: U.S. Department of the Treasury, P.O. Box 44290, Pittsburgh, PA 15205; FAX the form to the WRS Fulfillment Department at (412) 921-6300.

<b>Educational Video</b>	<b>English Qty.</b>	<b>Spanish Qty.</b>	<b>Alternating English/Spanish Qty.</b>
<b><i>Three Choices for Receiving Your Federal Payments</i></b>			

Approximately 7 minute Single Segment

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120 minute Continuous Loop

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Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address (No P.O. Box): \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Questions? Call (202) 874-6540.

**Quantities limited.**

Department of the Treasury  
**Financial Management Service**

Revised 12/99