

CARD ACT COMPLIANCE REGULATIONS
FEBRUARY 22 CARD ACT -- TOLL-FREE CONSUMER COUNSELING
NATIONAL LOCATOR LINE

The February 22nd, 2010 Card Act Compliance regulations require that each credit union offer its members a 1-800 Credit Counseling phone number to access financial education and counseling.

The ICUL Service Corp (LSC) is partnering with The National Foundation for Credit Counseling (NFCC) to offer a toll-free National Locator line fully-compliant with the Credit CARD Act of 2009.

The National Foundation for Credit Counseling's (NFCC), National Locator Line (NLL) has been certified and reviewed by CUNA and the LSC, and has been approved by the Bankruptcy Courts as a reputable, reliable source for credit counseling for your members. NFCC is recognized as the "Gold Standard" by Congress, regulators, the media and other national organizations.

For all of the LSC Card programs, we will provide your credit union, free of charge, with our unique 1-800 National Locator Line phone number to be used by your members. This service will ensure that your credit union is in compliance in relation to the 1-800 access to Credit Counseling requirements. Those credit unions not on our programs may enroll in this service at no charge simply notifying us of your intent by emailing the Card Act Compliance Team at cardactcompliance@ilcusys.org. We will need the credit union name, address, number of cards and who the processor is, and affirmation that your processor and statement vendors have been provided the toll-free number.

LSC will automatically set-up your credit union into our program so you will be in compliance by February 22. If you do **not** want your credit union to participate in the free service, please email our Implementations Department @ cardactcompliance@ilcusys.org and we will omit your credit union from this service. You will need to provide us with the toll free number you plan to use, as this number is required on member statements.

The NLL Consumer Credit Counseling line which will be unique to the LSC Credit Unions will be available to your members, 24/7 beginning on the February 22 compliance date.

Your credit union members can access the phone number below for credit counseling:

800-284-1698

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The ICUL Service Corporation will be distributing marketing materials for you to share with your members in the near future. This toll free number will be populated on your members' statements starting with the first set of card statements produced after February 22.

The NFCC has been approved by the United States Trustee and/or approved by a bankruptcy administrator pursuant to 11 U.S.C 11 (a)(1).

FAQ's:

When will the toll free number be available for use on credit card statements:

Beginning February 22, 2010

How will the 1800 number work?

It will provide each caller with three independent Consumer Credit Counseling Agencies within the caller's state which are certified by the courts and licensed to do business in the caller's state. Callers will have the option to be automatically transferred to the agency of the callers choice.

Is there an approved agency licensed in each state?

Yes, the Card Act requires three per state.

What quality standards and procedures will the NFCC have in place to ensure compliance with the Card Act?

All NFCC Agencies participating in the Toll Free consumer line will be subject to a Card Compliance Policy, certification and approval by the United States Trustee and/or approved by a bankruptcy administrator, in addition to the NFCC's Member Quality Standards.

Will a script and menu logic be available to credit unions?

Yes. Simply request such by contacting cardactcompliance@ilcusys.org for the information. You may also call the number above as it is available now.

Will any reports be provided?

Since the 800 number will be unique to the LSC, the reporting will be accessed by LSC.

Will the 800 number offer languages other than English?

Yes, Spanish and an option for other languages.

Please direct any additional questions to our Card Act Compliance Team at cardactcompliance@ilcusys.org

LSC is pleased to offer a compliant and cost free solution to credit unions.

Sincerely,

Cathy Pettis
Senior Vice President
LSC