FDIC Consumer News

News and Information On Consumer Issues from the Federal Deposit Insurance Corporation

FALL 1994 VOLUME 2, ISSUE 1

INSIDE

Finding Financial Fitness in '95 —

These Resolutions May Help

It's that time again - Father Time is taking the old year away and a cute baby will bring in the new one. Yep - 1995 is just ahead, so get out those noisemakers, and get ready to put on those funny paper hats. Then there's the "down side" of an upcoming new year: You probably need to face up to some not-much-fun decisions and chores relating to your finances. But you don't have to face them like a newborn. No need to suck your thumb about those financial decisions. No need to bawl about that mess that may be confronting you: cancelled checks, tax returns, credit card receipts, various statements, and what looks like enough paper and files to sink a large ship. Help is here.

Aside from parties, new calendars and trying to remember to write the new year on your checks and other documents, what's the most common thing people do when a new year rolls around? Make resolutions, of course. So here are some suggested resolutions – relating to your finances - that may help reduce that fiscal anxiety that many of us experience as year-end approaches. The following suggestions won't answer all your questions or solve all your problems, but even if you follow through on just a couple of them you're likely to improve your financial fitness and feel a sense of accomplishment. And isn't that a positive step into the new year! Whether you're a neatnik or a pack rat, a saver or a spender, a couch potato or a pathfinder, one or more of these may work for you.

R E S O L V E D !! I will —

✔Set up a filing system for my financial records so receipts and the like can be saved in an orderly fashion and found easily when needed. (It doesn't need to be anything fancy or expensive; a notebook and dividers or a cardboard box and some file folders will do.)

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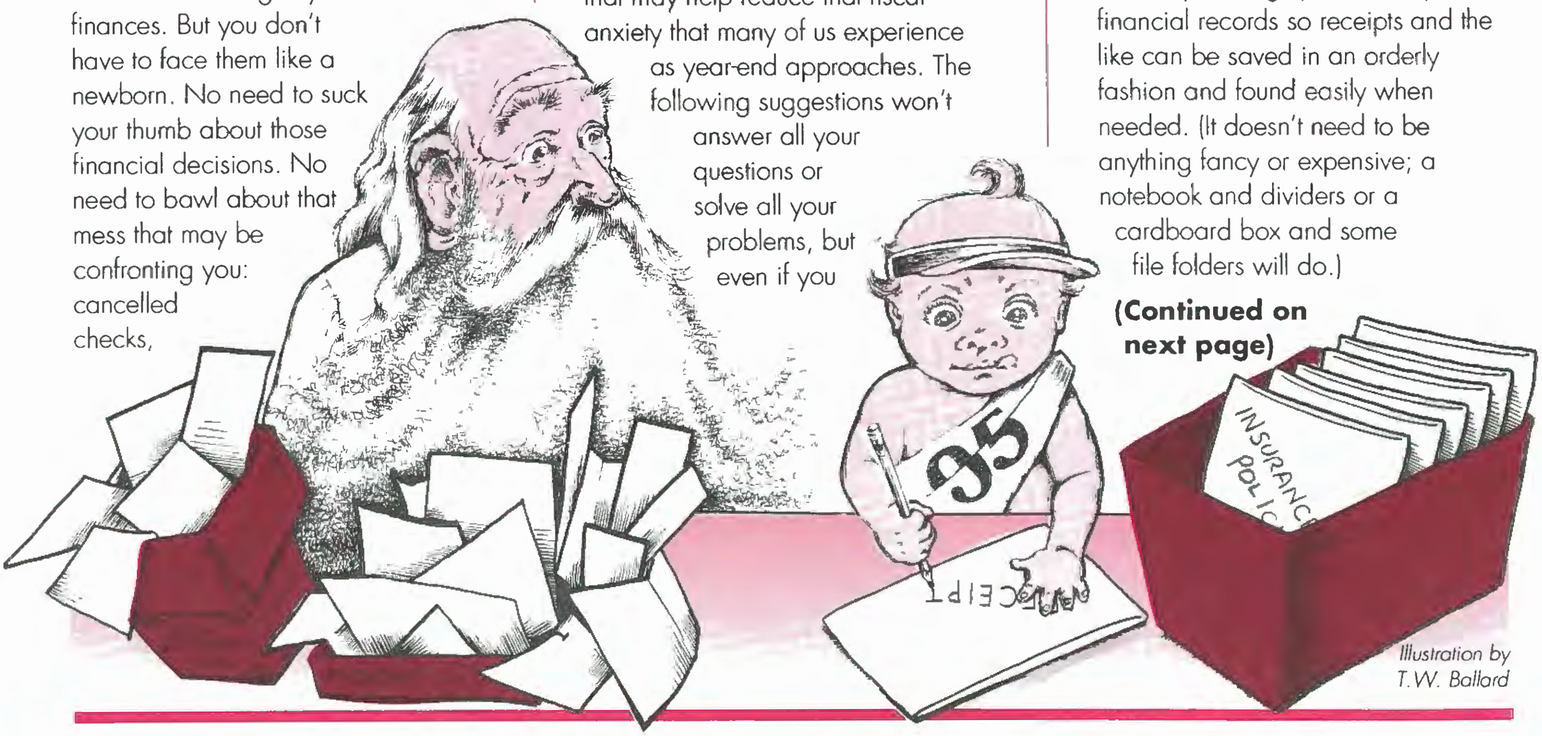

Illustration by T.W. Ballard

✔Make a list of my bank accounts and put the list in the filing system. (I'll check the accounts to make sure none of them has been inactive for a long period of time. If so, I'll notify the institution so my funds won't become unclaimed property that could be taken by the state.)

✔Make a list of my investments and put it in the filing system. I'll check the list periodically to see if any action needs to be taken, such as deciding whether to roll over CDs coming due or find alternative investments. (If I contemplate buying mutual fund shares, I'll keep in mind that such investments are **NOT** insured by the FDIC or any other government agency.)

✔Make a list of my credit cards, with account numbers and the phone numbers needed to report them missing or stolen. I will put the list in my filing system and carry a copy with me separately from the cards themselves.

✔Make a list of all my insurance policies, including life, car, boat, home, trailer, jewelry and the like, and put the list in my financial filing system.

✔Make a list of all my assets and liabilities (from the lists above) so I'll have a better picture of my financial position and thus make informed decisions in the future. I'll put the list in my filing system, check it periodically and make any necessary changes to update it.

Now that you've taken that major step and organized your basic financial files, you're set to face the future in a more orderly fashion in the personal finance department. But what about all that paper? Some of it you will need to keep. For example, start right now to collect and organize receipts you will need for your 1994 tax return. The IRS requires you to keep only the last three years' returns. Throw away the rest, including cancelled checks and other records relating to deductions. But keep receipts or cancelled checks for capital improvements to your house because you may need them if you sell it; you can discard those records three years after the sale. And hold onto receipts for purchases of "big ticket" items, in case you need to make an insurance claim. (For possible insurance purposes - and just so you know what you have - it's advisable to make a list of art, jewelry and other valuables and add it to your financial file; photographs of the items may come in handy, too.)

While you're within throwing distance of the wastebasket, go through those bank statements and throw away receipts for transactions - deposits, withdrawals, etc. - that have appeared (correctly) on your monthly statements. And toss your cancelled checks unless you need them for income tax purposes (such as checks to charities). But even then, as we said above, keep them for three years only. (Many institutions no longer return cancelled checks. Instead, the checks are copied on microfilm or a similar device, which is kept at the bank; the original checks are destroyed. You can request a copy of a particular check from the bank, which will provide it for a fee.)

The same goes for receipts from credit card purchases. Once the transaction appears on your statement, you can toss the receipt. Of course, if you have a reason for saving receipts, do so. Perhaps you want to keep track of expenditures for a particular category, like school supplies or clothes. But to reduce that paper mound, you could make a list and throw away the backup documents.

Now that you're organized and have trimmed the excess "poundage," here are a few finishing touches you can put on your personal picture of fiscal fitness:

✔Review your deposit insurance coverage to make sure you're fully covered; if not, open accounts with the uninsured funds at other institutions, where separate coverage is provided.

✔Make a list of the contents of any safe deposit boxes and put it in your new filing system.

✔Update your will if needed.

And finally - review your financial files to make sure they're complete, and tell your heirs about your achievement. They - and you - will now have an even **Happier New Year!**

■■■

Adjustable-Rate Alert

With interest rates rising, you should give some thought to your financial situation if you have an adjustable-rate mortgage (ARM) or any other type of loan with a variable interest rate. Even though most ARMs have annual and lifetime "caps" on how high up the interest rate can go, your mortgage payments are likely to be increasing and other adjustments may be taking place. What can you do to protect yourself?

First, if you have an adjustable-rate loan of any kind – a mortgage, home equity, auto or credit card loan – **take another look at the terms of your loan.** Understand how often and how much your payments could increase. Changes in an ARM's rates are usually based on an index, such as the six-month or one-year Treasury bill rate. As rates increase, your monthly payments are likely to go up and, in some cases, it may take you longer to pay off the loan. Also see if your loan calls for a "balloon" payment after a certain period of time that would require you to pay off the loan or refinance it.

Next, **double-check any increase or decrease in your ARM's rate and payments** to make sure a computer or bookkeeping error isn't causing you to pay too much. The FDIC and other regulators have found that mistakes **do** happen, although most loan adjustments are handled properly. Ask your lender to show you how the adjustment is computed. If you still have doubts, ask your accountant or real estate agent to recommend a private company that can help you (for a fee).

Finally, **plan ahead** in the event your financial position has changed or may change as a result. If your ability to repay a loan has changed, you may need to make other plans. Such as: tighten your budget, think about additional sources of income, or ask your banker about the possibility of changing your existing loan or switching to a fixed-rate mortgage to eliminate the uncertainty of future rate increases.

If you have questions about your adjustable-rate loans, contact the institution or other source that made the loan. For more information about ARMs in particular, contact the Federal Reserve or the Office of Thrift Supervision (both listed on Page 11 of this newsletter) for a copy of their pamphlet, "Consumer Handbook on Adjustable Rate Mortgages."

■■■

Tigert is New FDIC Chairman

Ricki R. Tigert was sworn in as the 16th Chairman of the FDIC on October 7, 1994. Ms. Tigert, who was born in North Carolina and raised in Tennessee, is the first woman to head a federal banking agency. Andrew C. "Skip" Hove, who had been Acting Chairman since the sudden death of Bill Taylor in August 1992, was sworn in the same day to a second term as Vice Chairman.

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Ricki R. Tigert, Chairman

Alan J. Whitney, Director, Office of Corporate Communications

Caryl A. Austrian, Deputy Director, Office of Corporate Communications

Jay Rosenstein, Senior Writer-Editor

Larry A. Webb, Graphic Designer

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FDIC
Room 7118
550 17th Street, NW
Washington, DC 20429

Dear Subscribers

The FDIC will fill reasonable requests for multiple copies of *FDIC Consumer News*, but we can send them to ***only one address.*** So, if you wish that more than one office or person in your organization receive our newsletter, let us know how many copies you need but please designate just one name and address.

The Wheel of Mis-Fortune –

They're back – those Scrooges and Grinches that are ever-present but surface in even greater numbers during the holiday season to take advantage of your cheery spirit for their own personal gain.

The scam artists, pickpockets and thieves **CAN** be foiled, though. And the ripoffs? Just Say **No**. The Wheel of Mis-fortune shows 10 common traps you can fall into or mistakes you can make during the holiday travel and buying season that could wipe that seasonal smile right off your face. Read the explanations 10 times. Or write them on the blackboard 20 times. Or make 30 copies of them. Do whatever it takes to remember that these situations can easily be avoided IF you remember what **NOT** to do.

#1. Don't fall for phony sales. A bargain that sounds too good to be true? It probably is. Who knows what the original price was? Who knows if the sellers aren't really scam artists after your credit card number or check? Don't be tempted unless you're sure it's really legitimate and a money-saver.

#2. You wouldn't believe the ingenuity of thieves trying to obtain your telephone credit card number. Everything from binoculars to recording devices, especially in busy locations like airports. But it can happen in shopping centers, too. Memorize your number. Cover your mouth when repeating the number to the operator; or block the view of the phone with your body when using the pushbuttons to enter the number. And **DON'T** write the number – or any other access code or **PIN** – where someone could find it.

#3. Don't give money to any charity that isn't familiar to you. And be especially careful of telephone and mail solicitations, some of which sound quite legitimate – but aren't. And don't **EVER** give any cash in advance to anyone soliciting for some cause or enterprise, no matter how deserving or bona fide it may sound, unless you are certain it's authentic. Be just as careful with giving out credit card information on the phone; it's probably best to provide your card number only when you initiate the call. (If you're uncertain about the legitimacy of a charity or other solicitor, check with the Better Business Bureau or other sources in your area. (See "New Consumer Handbook" on Page 7.)

#4. **NEVER** display your wallet in public except for the few minutes needed to remove money or credit card for payment. Make sure you put away your wallet before exiting a bus or other vehicle. The same holds true for restaurants, stores and any other public areas. Put back that billfold right away and don't take it out until you actually need it. And don't ever put down your wallet in a phone booth (a very common mistake) or on top of your car (in fact, don't put down anything on top of your car; you just might drive away without it). A good rule of thumb: Never set down your wallet unless your hand is attached to it. By the way, it's a good idea to photocopy the contents of your wallet from time to time (and keep the list at home), just in case you lose it. Also important: A list of your credit cards, account numbers and numbers to call if they are lost or stolen, carried somewhere other than with the cards themselves.

#5. Don't put packages and other items in the trunk of your car unless you are going to drive away immediately. Otherwise, when you go back to do more shopping

How to Avoid It During the Holidays

someone who's been watching may relieve you of them. Too many bags and boxes to carry and planning more? Put them in the trunk and then move the car to another location some distance away. Always stow the bundles in the trunk first and then open the car and get in (and drive away immediately).

And how about those keys in the trunk? All that's missing is a flashing sign saying "Steal me." [IMPORTANT NOTE: If someone tries to take your car, give it to them. The car and the purchases are replaceable; you're not. And when shopping at night, especially alone, park as close to your destination as possible in a lighted area. And wait for other shoppers walking in your direction. Do the same when returning to the car.]

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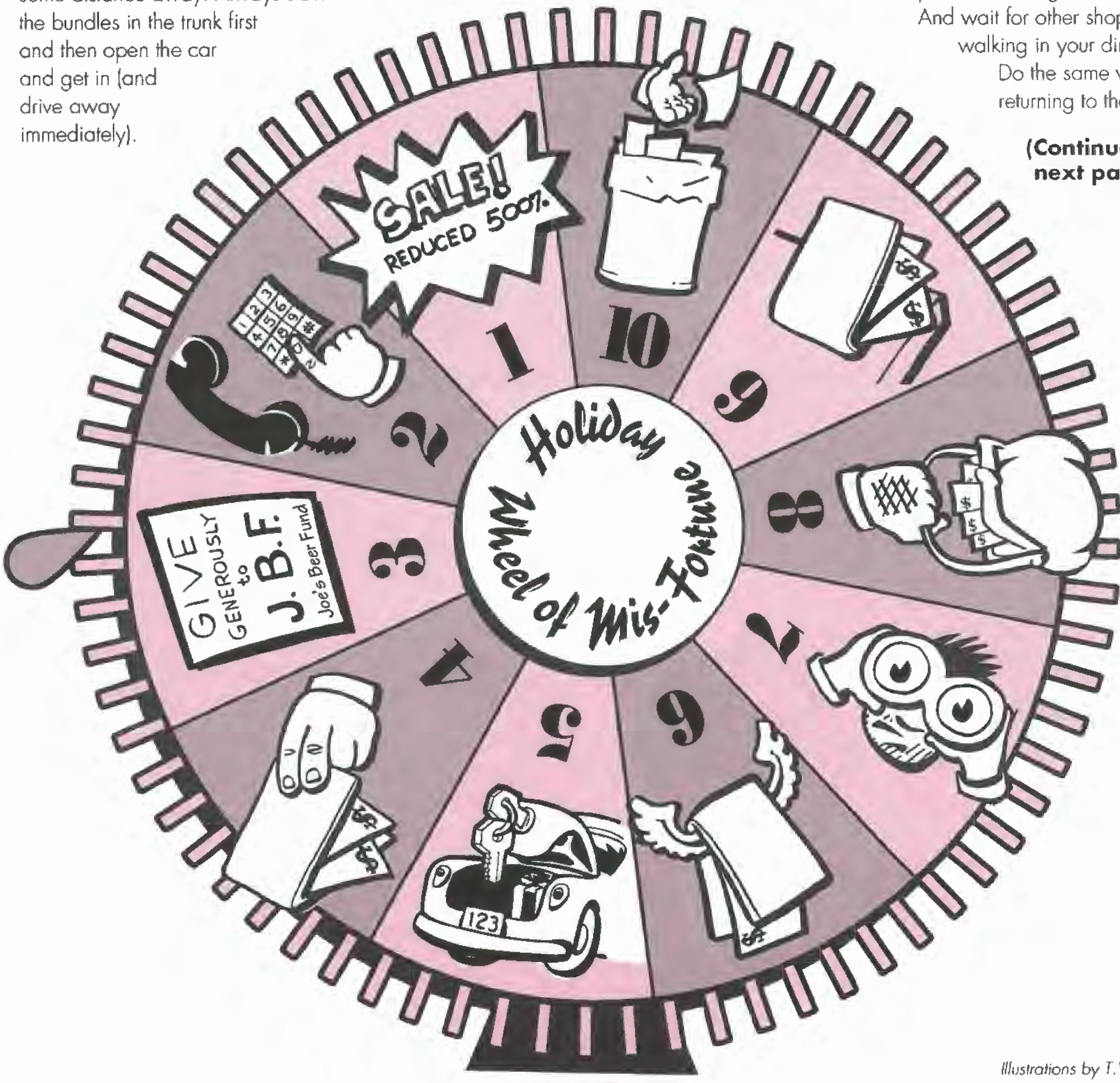


Illustrations by T.W. Ballard

#6. More wallets are stolen from glove compartments than anywhere else. Don't lock the wallet in the glove compartment or elsewhere in the car. That goes for purses, too. Carry them with you, with wallet safely tucked away in an other-than-hip pocket (where those sleight-of-fingers types can grab it) and purses preferably on a shoulder strap worn across the body and held snugly under your arm.

#7. Try to plan ahead and avoid using ATM machines at night and in remote areas. Sometimes it's not possible. After all, who hasn't run out of money in the middle of shopping? Just exercise the following precautions: Make sure the machine is in a well-lit area. Check the area for anyone who may be watching the machine. Try to use a machine where there is a line of people waiting. Conduct your transaction as quickly as possible. Put away your cash and receipt, and your card, immediately. You can count the cash later. Be sure to return the card to its customary resting place so you won't wonder where it is the next time you need it. And before you use that machine, consider that perhaps there's one inside a shopping mall or grocery store that isn't as tempting to a would-be thug.

#8. Handbags should be tucked securely under one's arm, because a nearby thief could be about to grab it. And pursesnatchers don't confine their activities to the out-of-doors. Be especially careful in restaurants. Don't hang purses over chairs or leave them under seats. Keep a purse in your lap. If you have to put it on the floor, keep it between your knees so you can feel any unexpected movement. And needless to say, keep all purse compartments closed.

#9. A welcome – and too-frequent – sight for those neer-do-wells cruising the stores for your unintentional holiday handout is the wallet left on the counter. And shoppers don't just leave wallets after making a purchase; some leave credit cards, too. If the customer is lucky, a salesperson will notice the wallet or credit card before it dissappears into some crooks's hands. Again – always put away that wallet or credit card immediately!

#10. Most stores, gas stations and others have switched to carbonless sales slips, but some still use the old variety with carbon paper inserts. Throwing away carbons in the trash just outside of the store IS NOT a good idea. Counterfeiters of credit cards can take those receipts and in a short time be out there using fake cards with your number on them. Fortunately, the limit of your liability is $50 if you notify the issuer of the card, and there is no liability if no charges have been incurred at the time of notification. Charges to fake credit cards are in the millions. Consumers repay some of that loss in higher fees and other charges. So don't make it easier for thieves; shred those carbons. Discard them at home as an added precaution.

These have been some of the most common scams and other illegal activities that unfortunately thrive during the holiday season. Fight back! Be alert at all times. It's just as easy to admire holiday offerings while hanging on tightly to your wallet or purse. Be generous to others in the holiday spirit – but make sure the recipients are genuine. If you just take a little extra care, you CAN avoid misfortune during the holiday season.

■■■

The Mailbag

Answers to your questions about deposit insurance and other consumer protections

Buying Checks

Q: Can you tell me the pros and cons of purchasing checks from newspaper advertisements, coupons in the mail or from non-profit organizations?
- Bedford, PA

A: You're probably wondering whether the company offering the checks is legitimate or whether the checks cost more than the ones you currently use. To check the integrity of the company offering them, you can contact the nearest Better Business Bureau or your state Attorney General's consumer protection office listed in your telephone book. As for cost, you should probably look at your check usage. What's the average number of checks you write each month? The typical family writes 20 to 25. The direct marketers who send coupons in the mail and the newspaper ads generally offer checks in lots of 200. How long would they last you? Read the offer closely. Is there a lower teaser rate for the first order, followed by a higher cost when you reorder? How do these costs compare to what your bank or other source charges? Based on these considerations, what are you saving? It may be a good deal. Then again, if the difference is only a few dollars a year, you'll need to decide if it's worth it. Even if you determine that the checks cost more, in the case of a nonprofit organization that may be offering them and receiving a portion of the cost, you may want to buy the checks as a means of making a contribution to the organization.

Disappearing Deposits

Q: In discussing what is or is not covered by deposit insurance, could you please tell your readers that embezzled funds are not reimbursed through deposit insurance?
- South San Francisco, CA

A: Deposit insurance does not protect a depositor's money unless a bank fails. While a bank is open, depositors may be covered for loss of funds due to embezzlement (and other causes) by what is known as a "banker's blanket bond," which is a multi-purpose insurance policy some banks purchase to protect themselves from fire, flood, earthquake, robbery, defalcation, embezzlement and other causes of disappearing funds. Always keep receipts so you can make sure deposits and other bank transactions appear (correctly) on your bank statement. If there is a discrepancy, report it immediately to the bank, which may cover the loss if it's due to embezzlement or a similar cause.

Redeeming Savings Bonds

Q: Why don't all banks sell or redeem United States Savings Bonds?
- Washington, DC

A: There is no requirement that banks cash or sell savings bonds. But most banks voluntarily do so. If you do intend to redeem savings bonds, take along two pieces of identification (including a photo ID) in the event you are asked for them.

Got a question about banking or deposit insurance you'd like answered in this column? Send it to *FDIC Consumer News*, Office of Corporate Communications, 550 17th Street, NW, Washington, DC 20429. We'll answer as many as possible.

New Consumer Handbook

The U.S. Office of Consumer Affairs has just issued a 124-page "1994 Consumer's Resource Handbook," which contains a wealth of helpful information ranging from tips on how to buy a car, to avoiding mail and phone fraud, to your rights under various consumer protection laws. Included is an extensive directory of places to contact if you have a complaint, such as Better Business Bureaus, state associations and consumer offices of major corporations. For a free copy write to: Handbook, Consumer Information Center, Pueblo, CO 81009.

Two-Steppin' Through Deposit Insurance — A Guide To Them 'Durn Joint Account Rules

The FDIC receives more questions about joint accounts than just about any other insurance issue. Most of the inquirers ask whether a particular arrangement is fully covered, or to what extent it is covered, by federal deposit insurance. Some inquiries come from depositors with joint accounts at failed banks who don't fully understand how the FDIC computed their insured funds. Obviously, there is some confusion out there, and perhaps justifiably because the rules are somewhat complex.

To help unravel the mystery of joint account deposit coverage, what follows is an explanation of the rules themselves and then an illustration using one of America's favorite old-time families – the Clampetts of Beverly Hills – to show how the rules are applied to an actual situation.

Before we get into the procedures for computing insurance coverage, here are three basic principles: **(1)** No one joint account can be insured for over $100,000; **(2)** The total amount of insurance on multiple joint accounts owned by the same people can't exceed $100,000; and **(3)** No one person's insured interest in the joint account category can exceed $100,000.

Now let's go over the two-step procedure used by the FDIC to determine how much of each joint account owner's funds are insured. Whether you're interested in your own or someone else's situation, you'll probably need to write down the information, especially if multiple joint accounts are involved. It may be helpful to use a diagram like the one for the Clampetts on the next page. Then go through Step One as follows:

We've brought back TV's Clampett family, shown here with bankers Mr. Drysdale and Miss Hathaway, to help us explain the insurance rules for joint accounts. (And you didn't think of "The Beverly Hillbillies" as educational television!)

(Photo: Photofest/CBS Television)

STEP ONE: List all joint accounts owned by the same combination of people and add the totals together. (Note that the order in which the owners are listed on the account makes no difference.) Before moving to Step Two, subtract (and mark down somewhere else) any amounts over $100,000. These amounts will be the uninsured portion of the account(s) from Step One.

STEP TWO: Now you calculate what each owner's interest is in all joint accounts. For example, if you own half of one joint account and one-third of another, half of the balance (including interest) in the first account and one-third of the balance in the second account are added together. Any amount of that total over $100,000 is not insured. That amount is the uninsured portion of the accounts from Step Two; write that amount in the same place as the uninsured funds from Step One, and add them together to find out the total of uninsured money.

While you're considering your joint account insurance coverage, be sure to remember the following:

- As mentioned earlier, the order in which names appear on an account does not affect the amount of insurance available. Nor does changing the wording on an account, such as from "and" to "or." Nor does adding phrases like "tenancy in common" or "joint tenancy with right of survivorship." And changing the spelling of a name does not affect the insurance limits, either. All of these practices have been encountered frequently by FDIC personnel who determine the amounts of individuals' insured funds after a bank failure. NONE of these devices increases your insurance coverage.

■ The rules apply to accounts in a single institution (including branches). Remember those amounts you wrote down elsewhere that were uninsured after you took Steps One and Two? You can obtain full coverage of those funds by moving them to other institutions. Even though there have been only 13 bank failures this year (at press time), depositors at those and other failed institutions could lose some of their uninsured funds. So if you have significant amounts in joint accounts, figure out your vulnerability, and decide whether you want to move any uninsured funds to other institutions.

STEP ONE: List Accounts By Common Ownership

	Owners	Total Funds	Uninsured Funds
Acct. 1:	Jed & Granny	$100,000	0
Acct. 2:	Jed, Granny & Elly May	$ 90,000	0
Acct. 3:	Jed, Elly May & Jethro	$ 90,000	0
*Accts. 4 & 5:**	Jethro & Elly May	$200,000	$100,000

STEP TWO: Add Each Person's Share of Insured Funds **

	Jed	Granny	Elly May	Jethro
Acct. 1:	$ 50,000	$50,000		
Acct. 2:	$ 30,000	$30,000	$ 30,000	
Acct. 3:	$ 30,000		$ 30,000	$30,000
Accts. 4 & 5:			$ 50,000	$50,000
Total:	$110,000	$80,000	$110,000	$80,000
Uninsured Funds:	$ 10,000	0	$ 10,000	0

UNINSURED FUNDS

STEP ONE:	0	0	$50,000	$50,000
STEP TWO:	$10,000	0	$10,000	0
TOTAL:	$10,000	0	$60,000	$50,000

* *All accounts held by the same combination of people are added together in Step One and insured to $100,000. Here, Jethro and Elly May each have $50,000 uninsured.*

** *Each person owns an equal portion of an account's insured funds from Step One (i.e., a one-half share if two co-owners or a one-third share if three) unless otherwise stated on the account records.*

Now listen to a story 'bout a man named Jed, a poor mountaineer who got rich, loaded up his truck and moved to Beverly (Hills, that is). Jed and his family have five joint accounts at Mr. Drysdale's bank: Jed and his mother (Granny) have a joint account with $100,000. Jed, Granny and Elly May (Jed's daughter) have an account with $90,000. Jed, Elly May and Jethro (Jed's nephew) have an account with $90,000. Jethro also talks Elly May into opening two accounts with him totaling $200,000. If Jed becomes concerned about Mr. Drydale's bank, and says, "I reckon it's best we find out if our accounts are fully insured," here's how he could do it.

STEP ONE:
All joint accounts with the same combination of owners are added together and insured to $100,000 (as shown in the table at left top). All the accounts, with the exception of Jethro's and Elly May's, pass the first test. Their accounts are the only ones that exceed $100,000. For insurance purposes, their accounts totaling $200,000 are only insured to $100,000. Jed should remind Jethro and Elly May that they could lose the $100,000 ($50,000 each) that is not insured if Mr. Drysdale's bank fails.

STEP TWO:
Add each person's share of the insured amounts from Step One as shown at left. Any amount of each owner's total over $100,000 is uninsured.

SO, THE BOTTOM LINE IS...
Jed ends up with $10,000 in uninsured funds, even though he passed the first test. Granny is within the insurance limit after both tests. Elly May has $60,000 in uninsured

(Continued on next page)

money ($50,000 from Step One and $10,000 from Step Two). Jethro has $50,000 in uninsured money, as determined in Step One.

Altogether, if Mr. Drysdale's bank failed, $120,000 of the Clampetts' $480,000 in various joint accounts would be uninsured. They just might have to load up the truck and move back to the Ozarks (mountains, that is).

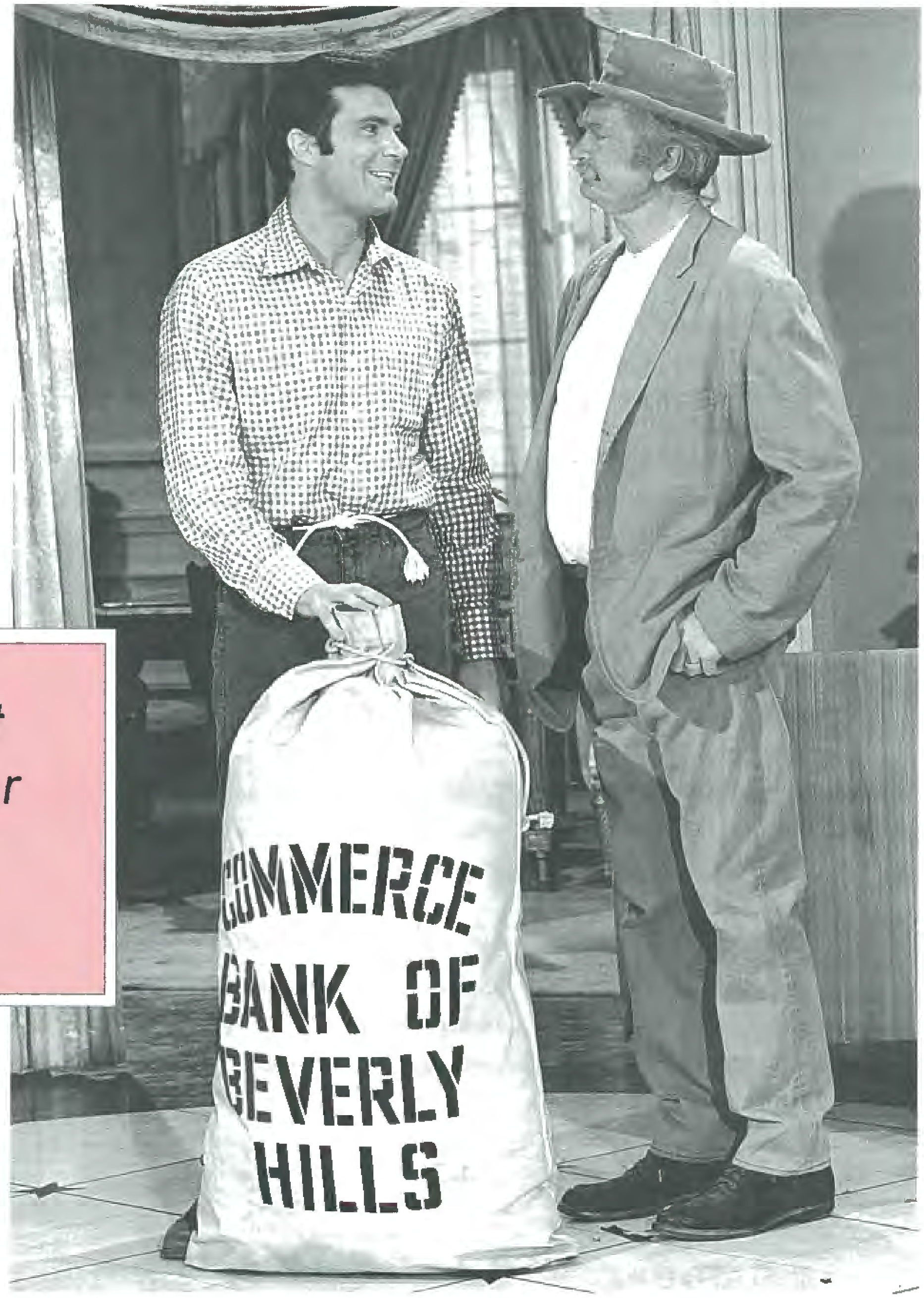
What should the Clampetts do? For complete peace of mind, and complete insurance coverage, they should move their uninsured funds to another institution and, after

"Reckon it's best we find out if our accounts are fully insured."

consulting the insurance rules, establish new joint accounts in a way that will provide full coverage. **That's** smart banking.

If after reading this article and examining your own situation (and the Clampetts') you still feel uncertain about your insurance coverage, write to the FDIC's Division of Compliance and Consumer Affairs (see address on Page 11), providing all the details you can, and a staff member will respond. Please include a daytime phone number.

Finally, the rules about deposit insurance coverage, including joint accounts, are explained in the FDIC's pamphlet, "Your Insured Deposit," which is available in English and Spanish. Ask for a free copy at your financial institution, or write to the FDIC Reading Room, Room 7118, 550 Seventeenth St., NW, Washington, DC 20429.

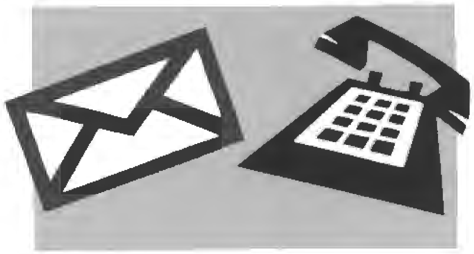


Could Jethro (Max Baer) be this happy because he and his Uncle Jed (Buddy Ebsen) are taking our advice about keeping joint accounts safely under the $100,000 insurance limit?

(Photo: Photofest/CBS Television)

For More Help

The FDIC offers protection to consumers by insuring deposits up to $100,000. The FDIC, as well as other regulatory agencies, enforces rules that promote sound banking practices, and compliance with consumer protection and civil rights laws. These protections include: prohibitions against discriminatory lending practices; initiatives to prevent unfair or deceptive practices in deposit-taking or lending; and rules that encourage institutions to meet local credit needs.



For questions about deposit insurance coverage: Contact the FDIC's Division of Compliance and Consumer Affairs. Washington and regional offices are listed below.

For questions about consumer or civil rights laws, or complaints involving a specific institution: First attempt to resolve the matter with the institution. If you still need assistance, write to the institution's primary regulator listed on this page. Although the FDIC insures nearly all banks and savings associations in the United States, the FDIC may not be the primary regulator of a particular institution.

Office of the Comptroller of the Currency

Charters and supervises national banks. (Often the word "National" appears in the name of a national bank, or the initials "N.A." follow its name.)

Compliance Management Division,
250 E St., SW, Washington, DC 20219
Phone 202-874-4820

Federal Reserve System

Supervises state-chartered banks that are members of the Federal Reserve System.

Division of Consumer and Community Affairs,
20th Street and Constitution Avenue, NW,
Washington, DC 20551
Phone 202-452-3693

Office of Thrift Supervision

Supervises federally and state-chartered savings associations as well as federally chartered savings banks. (The names of these institutions generally identify them as savings and loan associations, savings associations or savings banks. Federally chartered savings associations have the world "Federal" or the initials "FSB" or "FA" in their names.)

OTS Consumer Affairs Office,
1700 G Street, NW,
Washington, DC 20552
Phone 800-842-6929 or
202-906-6237

Federal Deposit Insurance Corporation

Supervises state-chartered banks that are not members of the Federal Reserve System. Operates the Bank Insurance Fund and the Savings Association Insurance Fund.

Division of Compliance and Consumer Affairs
550 17th Street, NW,
Washington, DC 20429
Phone 800-934-3342 or
202-898-3773

Atlanta Region (Alabama, Florida, Georgia, North Carolina, South Carolina, Virginia, West Virginia):
One Atlantic Center, Suite 1600,
1201 West Peachtree Street, NE,
Atlanta, GA 30309
404-817-1300

Boston Region (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont):
200 Lowder Brook Drive,
Westwood, MA 02090
617-320-1600

Chicago Region (Illinois, Indiana, Michigan, Ohio, Wisconsin):
500 West Monroe St., Suite 3600,
Chicago, IL 60661
312-382-7500

Dallas Region (Colorado, New Mexico, Oklahoma, Texas):
1910 Pacific Avenue, Suite 1900,
Dallas, TX 75201
214-220-3342

Kansas City Region (Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota):
2345 Grand Avenue, Suite 1500,
Kansas City, MO 64108
816-234-8000

Memphis Region (Arkansas, Kentucky, Louisiana, Mississippi, Tennessee):
5100 Poplar Avenue, Suite 1900,
Memphis, TN 38137
901-685-1603

New York Region (Delaware, District of Columbia, Maryland, New Jersey, New York, Pennsylvania, Puerto Rico, Virgin Islands):
452 Fifth Avenue, 19th Floor,
New York, NY 10018
212-704-1200

San Francisco Region (Alaska, Arizona, California, Guam, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming):
25 Ecker Street, Suite 2300,
San Francisco, CA 94105
415-546-0160

Some banking matters may involve state laws. For assistance on these matters, please contact the appropriate state financial institution regulatory agency or state Attorney General's office. These state offices usually are listed in your telephone book and other directories.

For information about credit unions, contact the National Credit Union Administration, Office of Public and Congressional Affairs, 1775 Duke Street, Alexandria, VA 22314-3428. Phone 703-518-6330.

Coming Soon...

- ***The interesting past and future of our coins and currency...***
- ***Understanding who pays the bill for FDIC deposit insurance...***

Read future issues of FDIC Consumer News for news and information on these and other topics of interest to consumers from the Federal Deposit Insurance Corporation.

Please Write!
Is there an issue you'd like addressed or a question you'd like answered in *FDIC Consumer News*? Please send your thoughts and suggestions to:

Jay Rosenstein
Senior Writer-Editor
Office of Corporate Communications
Federal Deposit Insurance Corporation
550 17th Street, NW
Washington, DC 20429

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