



Customer Awareness and the Year 2000

FIL-99-99
October 26, 1999

TO: CHIEF EXECUTIVE OFFICER
SUBJECT: *FDIC Announces the Availability of the Year 2000 Customer Brochure in Two Versions of Chinese and in Korean and the Year 2000 Customer "Statement Stuffer" in Spanish*

The FDIC's brochure *The Year 2000 Date Change* is now available in two versions of Chinese—simplified and traditional—and in Korean. Residents from mainland China generally use the "simplified" version. Some Chinese immigrants use the "traditional" version. The English version of this brochure, which describes the efforts of financial institutions and the Federal Financial Institutions Examination Council to address the century date change, was distributed to all insured financial institutions in FIL-67-98, dated June 26, 1998, and in Spanish in FIL-89-98, dated August 19, 1998.

In addition, the FDIC's Year 2000 "statement stuffer" is now available in Spanish. It is an envelope-sized document intended to help institutions reassure customers that the Year 2000 computer conversion will not affect the safety of their insured deposits. One side of the statement stuffer contains a brief message from the FDIC describing the steps being taken to address the century date change, and reminding customers that the Year 2000 computer conversion will not affect their deposit insurance coverage. The opposite side contains a message from your institution. The statement stuffer was made available in English in December 1998.

Printing or Obtaining Copies of the Year 2000 Brochure and the Statement Stuffer

The brochure and the statement stuffer may be reprinted without modification and in their entirety without permission from the FDIC. An institution may add its name, logo, and contact information only. If the text of the document will be modified in any way, except to include the institution's identifying information, the FDIC logo may not be used and no attribution to the FDIC is permitted. However, an institution may translate the brochure or the statement stuffer into other languages without advance approval from the FDIC, but copies of the translations must be sent to the FDIC's Year 2000 Project Manager, 550 17th Street, NW, MB-5092, Washington, DC 20429.

Camera-Ready Art to Make Your Own Reprints:

The FDIC is providing all FDIC-insured institutions with the attached camera-ready art, which they may use to produce their own supplies of the brochure and the statement stuffer.

Copies Available Directly From the FDIC:

The brochure in Chinese and Korean will be available beginning November 1, 1999, from the FDIC's Internet site at: www.fdic.gov/about/y2k/bank/index.html. The statement stuffer in Spanish is now available on that site.

Bulk quantities of the brochure, up to 50 copies per institution, may be obtained by faxing your request to the FDIC Warehouse at (703) 516-5201 after November 15, 1999. Your request should be written on your institution's letterhead. Your request must include a contact name, a telephone number where the contact may be reached, the title of the document, the number of copies requested and the language of the brochure. If you are requesting copies of the brochure in Chinese, please specify the "simplified" or "traditional" version.

Single copies of the brochure and the statement stuffer may be obtained from the FDIC's Public Information Center (PIC). Please contact the PIC at 1-800-276-6003 or send your written request to the PIC at 801 17th Street, NW, Room 100, Washington, DC 20434. Requests may also be faxed to the PIC at (703) 562-2296 or e-mailed (publicinfo@fdic.gov).

For further information about *The Year 2000 Date Change* brochure or the statement stuffer, please call Edward Silberhorn (202-942-3425) or Christine Holcomb (202-942-3497) in the FDIC's Division of Compliance and Consumer Affairs.

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Attachments: No electronic attachment available

Distribution: Insured Banks (Commercial and Savings) and Insured U.S. Branches of Foreign Banks

NOTE: Paper copies of FDIC financial institutions letters may be obtained through the FDIC's Public Information Center, 801 17th Street, NW, Room 100, Washington, DC 20434 (800-276-6003 or (703) 562-2200).