

Date Completed: 12/18/16

Truth in Savings Act

**Auditor: «**ddaname»

**Interviewee Name and Title: «**ddname»

***Training***

* Does the Bank provide annual training to all applicable employees?
* How is the training conducted?
* Is training provided for applicable new employees?

***Disclosures***

* What methods does the Bank use to open accounts?
* Are the applicable TISA disclosure and Fee Schedule provided at account opening?
* Are the TISA disclosures and Fee Schedule available upon request?
* Was the Bank or Credit Union participating in the FDIC Unlimited Insurance or the NCUA Unlimited Insurance program as of December 31, 2012?
  + If yes, has the signage been removed from the branches/website?

***Disclosures-Changes in Terms***

* Did the Bank have any changes in terms during our scope period?
* Was notification sent to all applicable customers?

***CD Maturity Notices***

* Are CD Maturity Notices mailed at least 30 days prior to the maturity date or 20 days prior to the end of the grace period?
* Are the notices generated automatically or is this a manual process?
* Who is responsible for mailing the notices to the customers?
* For CDs with a term of longer than 1 year, does the Bank provide the applicable TISA disclosure with the CD Maturity Notice?

***Periodic Statements***

* With respect to overdrafts, do the overdraft fee totals reset as of January 1st of each year, or do the totals reset at the beginning of the January statement cycle?
* Does the overdraft fee table appear with the first overdraft fee, or is the table included on each statement regardless of whether the customer has been charged an overdraft fee during the year?

***Penalties***

* What are the withdrawal penalties for certificates of deposit?
* Does the system automatically calculate the penalty amount? What does the system base the penalty amount on?
* Does the Bank calculate the penalty amount manually? What is the formula that is used?

***Advertisements***

* Who is responsible for creation of the advertisements?
* What is the review process?
  + Is Compliance involved in the review process?
* Does the Bank use an internal review sheet (if internal only doesn’t have to be reviewed for compliance, only use to compare against other documents)?
* Does the Bank have a rate sheet that is distributed to customers?
* Does the Bank have an automated telephone line?
  + If yes, does the automated telephone line provide rate or deposit information?
* Does the Bank have any rate boards in the branches?

***Account Opening Documentation***

* Does the Bank’s signature card contain separate lines for authorization and backup withholding?
* Does the Bank provide customers a Notice of Action Based on Information Contained in a Consumer Report Notice when the Bank does not open a new account for a customer due to information obtained from ChexSystems?

***Overdrafts***

* Does the ATM receipt contain a single balance that does not include overdraft funds (note, this includes line of credit and discretionary programs)?
* If the ATM receipt contains 2 balances, do either of the balances include overdraft funds (if so a disclosure is required)?

***System Parameters***

* Do the system parameters accurately reflect the terms disclosed in the TISA disclosures?
* If the Bank had a change in terms during our scope period, were the parameters changed to accurately reflect the changes made?