

Bienvenido al

Blue Cartera

jetBlue® | 

**Applicable
federal
regulations to
the marketing
and sales
of credit card
products.**

**What will you
be doing?**



Customer Referral.

JetBlue crewmembers will be referring to a **QR code that will allow customers to apply for either of the JetBlue credit cards** provided by Banco Popular de Puerto Rico.

**What are
you allowed
to do?**



Present customers with the credit card application QR code so they can scan the code. The QR code will take the customer to the Banco Popular de Puerto Rico application process.







Refer customers to **www.popular.com/en/cards/** for additional information on the terms and conditions of the JetBlue credit cards provided by Banco Popular de Puerto Rico.




**What you are
not allowed
to do!**

**As you will learn
in this training
the sales and
marketing of
credit cards are
regulated under
federal law.**

JetBlue Crewmembers must
refrain from the following in
order to assure adequate
compliance with applicable
federal regulations:

Do Not:

-  Complete the application on the customer's behalf.
-  Give personal phone to customer to scan QR code and complete application.
-  Answer questions about existing and open Banco Popular and JetBlue Credit Card accounts, and disputes.
-  Answer any additional question about the Banco Popular and JetBlue Credit Cards besides the basic benefits of the cards as established in training.

-  Provide consumers information on applicable consumer protection regulations (Fair Lending, ECOA, UDAAP) as discussed in this training.
-  Provide information on APR (Annual Percentage Rate), when asked you must immediately refer to www.popular.com/en/cards/.
-  Determine who can apply and who can't apply based on your perception. You must present the application QR code to everyone that asks or is interested in applying.

**Why do you
need to
understand
these
regulations?**



Regulated industry.

The banking and credit cards products industry is highly regulated.



Consumer protection.

These laws seek to protect customers from discriminatory, deceptive, abusive and predatory practices that take advantage of the customers financial situation.



Regulatory expectation.

Financial institutions are subject to federal regulatory supervision that require that employees and third parties are adequately trained in the regulations that are applicable to the responsibilities and products the employees will be managing.

**Highly
regulated
industry.**

Much like flying, the marketing and sales of credit products

is highly regulated both on the state and federal level. In this training you will review the following applicable regulations and concepts:



Fair Lending.

A group of laws and regulations intended to guarantee fair, uniform, and non-discriminatory treatment in all credit products and services offered by the bank.



Unfair, Deceptive or Abusive Acts or Practices (UDAAP).

Protects vulnerable customers.



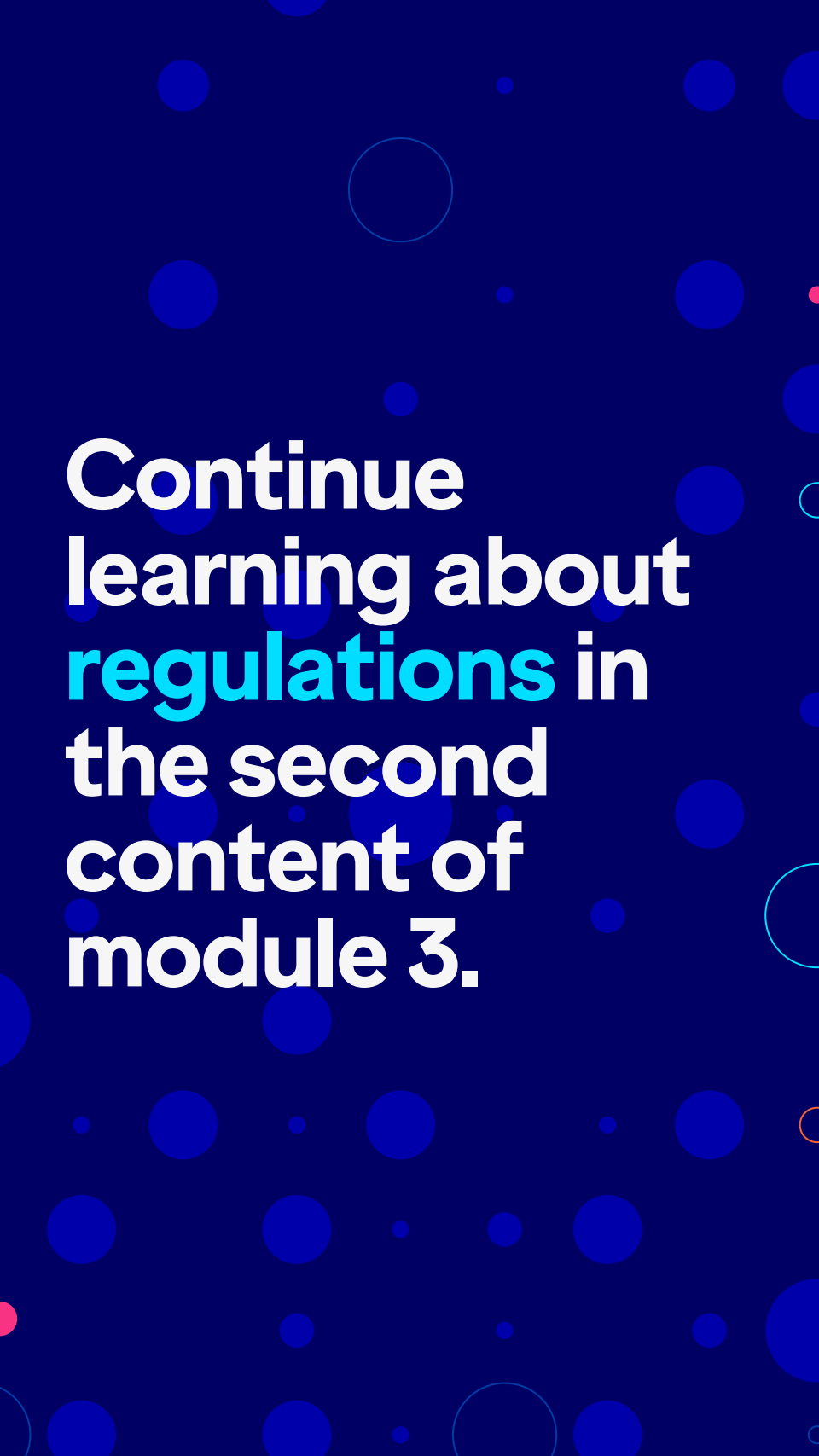
Sales practices policy.

Sales must be conducted following Banco Popular's high ethical standards, integrity and honesty, rather than on the desire to meet recognition goals or incentives.



Truth in Lending Act (TILA).

Designed to protect customers and promote the informed use of customer credit by requiring disclosures about the cost of credit and the terms to which a credit account will be subject to.



**Continue
learning about
regulations in
the second
content of
module 3.**

**Now, let's go
through
what you've
learned.**

