

Selected CFPB Regulatory Communications

Challenge:

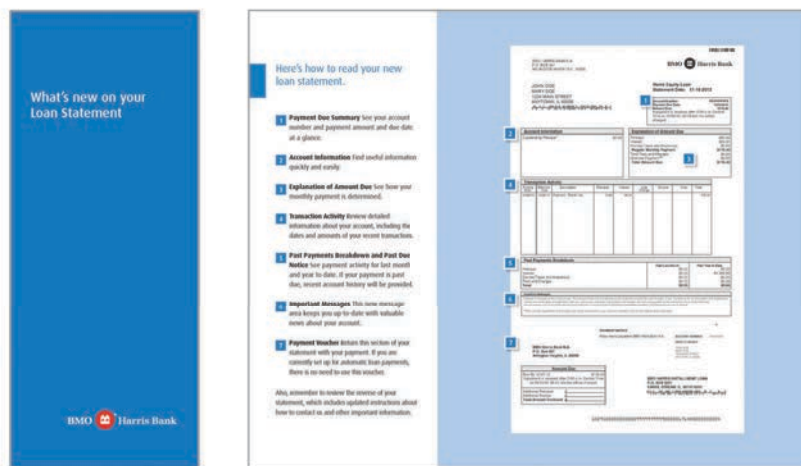
Communicate legally required regulatory and remediation messages in a customer-friendly and direct, straightforward manner

Solution:

Select examples include managing a multi-year phase-out plan of annual renewal home equity lines to minimize the bank's credit risk, with monthly mailings of up to 10 different cells offering customers options for repayment; another requires monthly mailings to maturing HELOC customers over 10 years

How-to-read inserts and relevant customer notifications communicated requisite changes to BMO Harris loan statements and error resolution disclosures

Check remediation communications refunded mistakenly-charged fees, providing the information and refund amount unique to each customer



How To Read Loan Statement Cover and Interior



BMO Harris Check Remediation Letter