



Hawaii Credit Union League

Your Partner For Success

Reporting Your Member's Credit: Metro/Metro 2, E-OSCAR & FACT Act Compliance

Wednesday, July 15, 2009
9:00 – 10:30 am Hawaii Time

Whether you report to one or all four of the national credit reporting agencies (NCRA), your credit union must comply with the Fair Credit Reporting Act (FCRA) and the Fair & Accurate Credit Transaction Act (FACTA) amendment. It's not what you know that will hurt you. However, re-polluting a consumer's file can be costly! This program will review E-OSCAR (Electronic-Online Solution for Complete and Accurate Reporting), the pros and cons of using METRO versus METRO-2 format, and federal requirements. In addition, it will cover why quality checks should be run on the data to ensure accurate trade-line reporting and to stay in compliance.

HIGHLIGHTS

- Should you report to more than one NCRA?
- Different reporting guidelines for each NCRA: Equifax, Experian, Trans Union, and Innovis
- Reporting information monthly using the METRO or METRO-2 format
- Using E-OSCAR to view and respond to member disputes – Automated Credit Dispute Verifications (ACDV Responses)
- Using E-OSCAR to create and submit interim maintenance requests Automated Universal Data forms (AUDs) for previously-reported trade lines
- Your responsibilities under the FACTA: red flag guidelines as a data furnisher
- Trade-line information review for compliance and to reduce risk

WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to learn how to be in compliance when reporting consumer data to the NCRAs. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

WHO SHOULD ATTEND?

The changes to FACTA impact everyone in the credit union that deals with members and their credit reporting information. At minimum, this informative session is for branch managers, assistant branch managers, member service representatives, lenders, compliance officers, collectors, and trainers.

PLEASE NOTE: Your registration fee allows you to have one telephone connection. However, as many people as you like may listen from your office speaker phone. If you register for the webcast, your registration fee also includes one internet connection from a single computer terminal.

ABOUT THE PRESENTER – Greg Souther

Greg is President of Greg Souther Consulting & Seminars, a firm that provides training and consulting to businesses in the areas of Customer Service & Communication; Credit & Collections; Fraud & Security; and

Marketing & Sales. Previously, Greg was co-owner and President of The Credit Bureaus of Southeast Georgia, the parent company for six credit reporting and collection agencies based in Brunswick, Georgia.

In addition, Greg is a former President of Associated Credit Bureaus of Georgia; a former President of Georgia Collectors Association; a former Dean, Trustee, and Instructor of Southern Management Institute; and previously a Certified Instructor for American Collectors Association, Inc. With over 25 years of training and speaking experience, Greg shares practical, "how to" advice that everyone can easily understand and use in their daily work environment.

WHAT IS A TELEPHONE/WEBCAST SEMINAR?

This training method allows unlimited listeners on your office speaker phone. By choosing the webcast option, participants will also be able to view online visuals as the presentation is delivered. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at www.adobe.com.

CAN'T ATTEND THE SCHEDULED TRAINING? ORDER THE AUDIO/VISUAL CD ROM!

As an added benefit, you may purchase a CD Rom* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this "off-the-shelf" training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

**Hookup instructions and materials will be emailed
approximately two days prior to seminar.**

----- **Registration Deadline: July 6, 2009** -----

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Credit Union Name: _____ Phone No.: _____

Contact Person: _____ *(Required)* Email Address: _____

(Required for Webcast & CD option only)

Mailing Address: _____ City _____ State _____ Zip _____

Please register our credit union for:

- Webcast Only \$200
- CD Only \$200
- Webcast and CD (PC use only) \$250

Please mail your completed form and payment to: Hawaii Credit Union League
1654 S. King Street
Honolulu, HI 96826-2097