



Federal Deposit Insurance Corporation  
550 17th Street NW, Washington, D.C. 20429-9990

Financial Institution Letter  
FIL-57-2013  
December 12, 2013

## BANKER TELECONFERENCE SERIES

### Timely and Comprehensive Information and Insights from the FDIC

**Summary:** Staff from the FDIC's Division of Depositor and Consumer Protection (DCP) has hosted several banker teleconferences during 2013 to maintain open lines of communication, and update you and your staff on important banking regulatory and emerging issues in the compliance and consumer protection area. The last two calls in the series are scheduled for December 18 and 19, 2013, and will focus on consumer complaints (December 18) and social media (December 19). The sessions are free, but registration is required.

**Statement of Applicability to Institutions Under \$1 Billion in Total Assets:** This Financial Institution Letter applies to all FDIC-supervised institutions.

#### Distribution:

FDIC-Supervised Institutions

#### Suggested Routing:

Chief Executive Officer  
Compliance Officer  
Chief Lending Officer  
General Counsel

#### Attachment:

Teleconference Series Announcement

#### Contact:

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[BankerTeleconference@fdic.gov](mailto:BankerTeleconference@fdic.gov)

#### Note:

FDIC Financial Institution Letters (FILs) may be accessed from the FDIC's Web site at  
[www.fdic.gov/news/news/financial/2013/index.html](http://www.fdic.gov/news/news/financial/2013/index.html).

To receive FILs electronically, please visit  
<http://www.fdic.gov/about/subscriptions/fil.html>.

Paper copies may be obtained through the FDIC's Public Information Center, 3501 Fairfax Drive, E-1002, Arlington, VA 22226 (877-275-3342 or 703-562-2200).

#### Highlights:

- The two upcoming banker teleconferences will include discussions about (1) consumer complaints and their role in banks' compliance management systems and (2) the recent FFIEC social media guidance. The social media teleconference will feature presentations by FDIC staff and staff from other bank regulatory agencies.
- The consumer complaints teleconference is scheduled for Wednesday, December 18, 2013, from 2:00 p.m. to 3:30 p.m. (EST). To register, visit <https://fdicsurvey.inquisiteasp.com/fdic/cgi-bin/qwebcorporate.dll?idx=4CFY76>. Please register by December 16, 2013.
- The social media teleconference is scheduled for Thursday, December 19, 2013, from 1:00 p.m. to 2:30 p.m. (EST). To register, visit <https://fdicsurvey.inquisiteasp.com/fdic/cgi-bin/qwebcorporate.dll?idx=Y5D5JD>. Please register by December 17, 2013.
- We encourage institutions to submit questions prior to the teleconferences by sending an email to [BankerTeleconference@fdic.gov](mailto:BankerTeleconference@fdic.gov).
- The FDIC is also soliciting suggestions from institutions on topics for the 2014 banker teleconferences. Please submit suggestions to [BankerTeleconference@fdic.gov](mailto:BankerTeleconference@fdic.gov).
- For additional information on the two upcoming teleconferences, see the attached announcement.

## FDIC Banker Teleconference Series: Consumer Complaints and Social Media

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Staff from the FDIC's Division of Depositor and Consumer Protection (DCP) has hosted several banker teleconferences during 2013. The purpose of the teleconferences is to update you and your staff on important banking regulatory and emerging issues in the compliance and consumer protection area and to maintain open lines of communication. The last two calls in the series, scheduled for December 18 and 19, 2013, will focus on consumer complaints and social media. Registration is required.

### Registration

- The teleconferences are free to officers and employees of all financial institutions.
- Advance registration is required.
- Instructions for registering for both teleconferences are available below.
- Participants may call in from any location and are not required to be on-site at their institutions.
- Institutions may submit questions in advance of the call to [BankerTeleconference@FDIC.gov](mailto:BankerTeleconference@FDIC.gov).
- Registrants will receive confirmation information by email with a toll-free number and pass code needed for each call. The presentation materials will be made available at that time.

### **Banker Teleconference: Consumer Complaints Wednesday, December 18, 2013 2:00 p.m. – 3:30 p.m. EST**

The Banker Teleconference on Consumer Complaints will focus on the role and responsibilities of the FDIC's Consumer Response Center, the importance of a robust consumer complaints function as part of an institution's compliance management system, and how the FDIC uses consumer complaints in its supervisory program.

To register for the December 18<sup>th</sup> teleconference, visit the following link:  
<https://fdicsurvey.inquisiteasp.com/fdic/cgi-bin/qwebcorporate.dll?idx=4CFY76>.

Please register by December 16<sup>th</sup>.

### **Banker Teleconference: Social Media Thursday, December 19, 2013 1:00 p.m. – 2:30 p.m. EST**

The Banker Teleconference on Social Media will include a discussion about the interagency guidance issued through the Federal Financial Institutions Examination Council (FFIEC), "Social Media: Consumer Compliance Risk Management Guidance." The teleconference will feature staff from the FDIC and staff from other bank regulatory agencies.

To register for the December 19<sup>th</sup> teleconference, visit the following link:  
<https://fdicsurvey.inquisiteasp.com/fdic/cgi-bin/qwebcorporate.dll?idx=Y5D5JD>.

Please register by December 17<sup>th</sup>.

For more information, contact Alex Cheng, Policy Analyst, at (202) 898-6766, or email [BankerTeleconference@FDIC.gov](mailto:BankerTeleconference@FDIC.gov).