



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

Financial Institution Letter
FIL-59-2016
September 2, 2016

Regulatory Relief

Meeting the Financial Needs of Customers Affected by Storms and Flooding in Louisiana

Summary: The Federal Deposit Insurance Corporation (FDIC) encourages depository institutions to consider all reasonable and prudent steps to assist customers in communities affected by recent storms and flooding in Louisiana. The FDIC recognizes that efforts to work with borrowers in the affected communities can be consistent with safe-and-sound banking practices and in the public interest.

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

Distribution:

FDIC-Supervised Banks (Commercial and Savings) in Louisiana

Suggested Routing:

Chief Executive Officer
Chief Loan Officer
Compliance Officer

Related Topics:

Regulatory Relief: Guidance to Help Financial Institutions and to Facilitate Recovery in Areas of Louisiana Affected by Severe Storms and Flooding (FIL-54-2016) at <https://www.fdic.gov/news/news/financial/2016/fil16054.html>

Lessons Learned from Hurricane Katrina: Preparing Your Institution for a Catastrophic Event at <https://www.fdic.gov/regulations/resources/lessons/>

Attachments:

[Meeting the Financial Needs of Customers Affected by Storms and Flooding in Louisiana](#)

[Frequently Asked Questions for Bank Customers in Areas Affected by Storms and Flooding in Louisiana](#)

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Note:

FDIC financial institution letters (FILs) may be accessed from the FDIC's Web site at <https://www.fdic.gov/news/news/financial/2016/>

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

Paper copies of FDIC financial institution letters 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 FDIC encourages depository institutions to consider all reasonable and prudent steps to assist customers in communities affected by recent storms and flooding in Louisiana.
- When consistent with safe-and-sound banking practices, these efforts may include waiving fees, increasing automated teller machine cash limits, easing credit card limits, allowing loan customers to defer payments, and delaying the submission of delinquency notices to credit bureaus.
- The FDIC encourages depository institutions to use non-documentary verification methods permitted by the Customer Identification Program requirement of the Bank Secrecy Act for affected customers who cannot provide standard identification documents.
- Prudent efforts by depository institutions to meet customers' cash and financial needs generally will not be subject to examiner criticism.
- For more information, refer to [Information for Consumers and Bankers in Areas of Louisiana Affected by Storms and Flooding](#)
- Depository institutions can advise customers to contact the FDIC **toll free at 1-800-ASK-FDIC** or 1-877-275-3342 with questions about deposit insurance or accessing bank accounts.