

Compliance Update Information:

January 2014 Regulation Changes Within Compliance Concierge™

As we approach the January, 2014 regulation reform deadline, you can rest assured that FIPCO's *Compliance Concierge™* and Financial Link software solutions will be up to date and in full compliance. To help prepare you for these changes, we are providing the following information regarding the Mortgage Reform Rules, as well as links to the final rules and corresponding CFPB Small Entity Compliance Guides. As some of the final rules listed on the chart are subject to amendments or proposed amendments, we recommend regularly checking CFPB's Mortgage Rule Implementation website at: <http://www.consumerfinance.gov/regulatory-implementation/>.



Mandatory compliance date for applications received on or after Jan. 10, 2014:

- [Ability to Repay/Qualified Mortgage](#)
- [2013 HOEPA Rule](#)
- [Loan Originator Compensation](#) (most provisions)
- [TILA and RESPA Servicing](#)

Mandatory compliance date for applications received on or after Jan. 18, 2014:

- [ECOA Valuations](#)
- [TILA HPML Appraisals](#)

The following are among the forms being revised or created in *Compliance Concierge™* and Financial Link software in connection with the rules listed above:

- Revisions to WBA 458 Mortgage Note, WBA 455 Consumer Universal Note and WBA 451 Consumer Note to provide for a 45 day look back for rate adjustments to accommodate compliance with the ARM rate change notices.
- Two new 240E forms to accommodate the new servicing transfer disclosure.
- Revisions to the consumer notes to include a contractual provision permitting the lender to reject, credit or hold partial payments in a suspense account to accommodate 1024.36(c) on crediting partial payments.
- Revisions to the WBA 244 Early ARM disclosure to disclose of the time period within which the consumer will receive notices of rate changes
- Addition of the loan originator identification information to the WBA 455 Consumer Universal Note and the WBA 451 Consumer Note, WBA application forms, WBA 458 Mortgage Note, WBA 238 Real Estate Security Agreement and WBA 410 Consumer Chattel Security Agreement.
- A new QM Appendix Q worksheet.
- A new short form homeownership counseling statement so the institution can add an attachment of the appropriate counseling agencies.

Additionally, a flood disclaimer will be added to the WBA 755 Agricultural Universal Note, WBA 714 Agricultural Loan Account Agreement and WBA 448 BCA Business Credit Agreement. This has already been added to certain other documents including the WBA 448 RT Revolving and Term Business Credit Agreement and the WBA 451 Business Note.

Questions pertaining to these changes may be directed to the [FIPCO Software Support Department](#) at (800) 722-3498.



FIPCO Holiday Support Hours

In observance of the Thanksgiving holiday, the FIPCO and Wisconsin Bankers Association offices will be closed on Thursday and Friday, Nov. 28 – 29. Please note that FIPCO will provide on-call software support service by dialing (800) 722-3498 on the following days:

- Friday, Nov. 29 from 8am – 8pm
- Saturday, Nov. 30 from 8 am – 12 pm

FIPCO will resume regular customer service hours on Monday, Dec. 2, 2013. Questions regarding FIPCO's holiday support hours may be directed to the [FIPCO Software Support Department](#) at (800) 722-3498. The FIPCO professional staff extends warm wishes for a Happy Thanksgiving and joyous holiday season.

Three More Ways *Compliance Concierge™* Stands Above the Rest

As the cost of maintaining compliance continues to mount, today's institutions must depend on robust and dependable software solutions. With *Compliance Concierge™*, our goal is to fill this need with a reliable modular loan origination and account opening system that truly stands above the rest. The following are just three of many benefits you can enjoy with this comprehensive solution:

Exception Tracking – *Compliance Concierge™* allows you to create the timeframe of when you expect to receive items such as the appraisal, title insurance, and recorded mortgage. If those items aren't received in the timeframe you specified, the software produces an exception tracking report to help you get things back on track.



SOFTWARE SOLUTIONS

Audit Reports – With this feature, you can audit your own reports before the examiners do, boosting your compliance confidence. Along with a host of reports that are built directly in the software, available audits include Loan Level, High Alert Loans, Parameter Level and Policy Exception Overrides.

Ascensus IRA Forms – The largest independent retirement plan services provider in the United States has partnered with FIPCO and WBA in providing their expertise on IRAs, HSAs and CESAs. *Compliance Concierge™* will include the Ascensus IRA, HSA and CESA documents for customer use.

For more information on how your institution can best leverage the robust functionality of *Compliance Concierge™*, please [contact us](#) today for a personalized demonstration.

Exciting Training Message

To promote correct software usage, and to help ensure compliance, it is important that you and your staff are properly trained on the use of your institution's vital software. FIPCO's training and events are designed to enhance your understanding of the software solutions you use, like our modular loan origination and deposit account opening suite *Compliance Concierge™*. For a limited time FIPCO is offering free run-side training following your administrator/run-side training. Register for [software training](#) today by contacting the [FIPCO Training Department](#) at (800) 722-3498.

Software & Compliance Forum Deemed a Success



Sally Michaels talks with Erica Fischer and Debbie Perdw from Sunset Bank & Savings at the 2013 Software & Compliance Forum.

Thank you for joining us for the 2013 **Loan and Mortgage Software & Compliance Forum**. Formerly known as the Loan and Mortgage Software User Conference, this event provided a wealth of timely and beneficial information related to FIPCO's software solutions and the financial industry. The following are just a few of the many comments we received from conference participants:

"This was a great introduction to Compliance Concierge, and the tips and tricks are always beneficial. The Legal Q&A and compliance discussions are always great—especially in today's ever-changing world of rules and regulations."

– **Derrick W. Hermann**, Assistant Vice President
 Waldo State Bank

"(*Compliance Concierge™*) looks very usable. It's good to know about all of the new regulations that will be implemented in January."

– **Peggy Kuehne**, Ladysmith Federal Savings and Loan

"The sessions were very informative and the presenters were very good at answering questions. And if they didn't know something off hand, they quickly researched the answer and got back to us right away."

– **Jacob Meyer**, Community Bank of Cameron

"We received updated information on Compliance Concierge that will be very helpful."

– **Debbie Perdw**, Sunset Bank & Savings, Waukesha

"The material was relevant, timely, thorough and well-presented, and I always leave with new knowledge. This remains one forum I look forward to year after year!"

– **Jeff Marsho**, Assistant Vice President
 Bay View Savings & Loan Association, Milwaukee

[Photos from the event](#) and [conference prize winners](#) are available on the FIPCO website. We appreciate your feedback, and we look forward to providing quality educational opportunities to you in the future.

Your Source for Coin, Currency, Teller Supplies and More...

As a leader in the financial industry, FIPCO® continues to proactively identify solutions to effectively address technology and compliance demands. Setting the standard in quality, our products are customizable to your specific requirements and are designed to complement your institution's core systems. As your primary source, look to FIPCO for these products and more to help streamline your operations:

- [Cash Tickets & General Ledger Tickets](#)
- [Check 21 Products](#) – Compliant Notices, Check Stock and Official Checks.
- [Coin and Currency Supplies](#)
- [Counter Forms](#) and [Financial Envelopes](#)
- [Item Processing Products](#)
- [Official Checks: SecureStar® Program](#) – Offering protection against loss by providing a practical and affordable solution to protect at-risk documents issued by your financial institution.
- [Teller Receipts & Drive-up Envelopes](#) – Multiple formats, styles and messages available to meet your specific requirements. View the [current catalog](#) on the FIPCO website.



For further information, product or pricing details, please visit the [FIPCO website](#) or contact the [FIPCO® Customer Service Department](#).

Hamele Celebrates 25 Years



Nancy Hamele

Congratulations to FIPCO® Assistant Director – Deposit Products and Services, **Nancy Hamele** who recently celebrated her 25th anniversary with the company. Over the past quarter century, Nancy has been an integral part of the Software Support and Product Development team as lead developer for FIPCO's deposit solutions including DepositLink, deposit.center™, Financial Link® (GulfPak) and most recently, the deposit module of *Compliance Concierge*™.

Be sure to read the October *Compliance Concierge*™ Release Notes at www.fipco.com for important information regarding the software.



Quick Links: FIPCO® Products and Services

Quick and easy access to information about our products and services may be accessed by using the links provided below. Simply type www.fipco.com and add any of the following extensions:

Compliance Consulting	/compliance
Credit Bureau Reporting	/cbr
Deposit Origination	/deposits
Document Imaging	/imaging
Enterprise Risk Management	/erm
Integrated Risk Management	/irm
IT Audit and Security	/it
Loan Origination	/loans
Mortgage Origination	/mortgage
MICR Encoding	/micr
Office Supplies	/supplies
On-Line Lending	/online
Remote Deposit Capture	/rdc
Teller Supplies	/teller
Vehicle Registration	/vehicle

Web Connections

The FIPCO® Software support staff consistently exceeds the needs and expectations of our customers by providing the highest level of product training and support in a timely and professional manner. In this section, you'll find instant access to:

Update Release Notes

[Loan Software](#) | [Mortgage Software](#) | [Deposit Software](#)

[Tech Tips and Feature Technical Articles](#)
[Answers to Software FAQs](#)
[Training and Events Calendar](#)

Your FIPCO user ID and password are required to access this secured area of our website. Need a log-in? [Click here](#).

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