



Bank Privacy Compliance Training Sample

Issues

Customer Misconceptions.

A customer wants to prevent the sharing of his personal data in order to keep his credit report as empty as possible. What do you tell this customer after he tells you his reason for the request?

Sample
Game
Cards

(smaller
than the
Actual
3 1/8" by
2 1/4" size)

Educating Your Customers.

A customer marks a check off box expressing his desire to opt out of disclosing any personal information to anyone not working directly for your institution. He asks how long this notice will stay in effect. What is your answer?

Internal Misconceptions.

Which law takes precedence?
1) Title V of Gramm-Leach-Bliley.
2) The Fair Credit Reporting Act.

Standard Operating Procedures.

A credit counseling agency director wants to discuss a customer's credit card account. What must you have in order to discuss this matter with this person?

Common Applications.

An insurance investigator is requesting some customer account information. She explains that she knows the customer deposited a check for an auto accident claim, but she wants to know if the customer has made any deposits from any other insurance companies in the past six months. How do you handle this request?

Post-Notice Customer Service.

A customer with a savings and checking account chose to opt out a few weeks ago. He is complaining that he has received a few marketing calls since he opened his new credit card account with your institution. He wants to know why your company did not honor his opt out request. What is your response?

Issues That May Change.

A merchant has called to inquire about the availability of funds for one of your customers. Your records have a notation indicating the customer has opted out of information sharing. What do you tell this merchant?

Federal Privacy Act Issues.

You have received an official request from the Drug Enforcement Agency for a complete deposit history for an individual that maintains his accounts at your branch. He has filed a challenge to this request. What do you need before releasing this information to the D.E.A?