

# ABA Bank Compliance

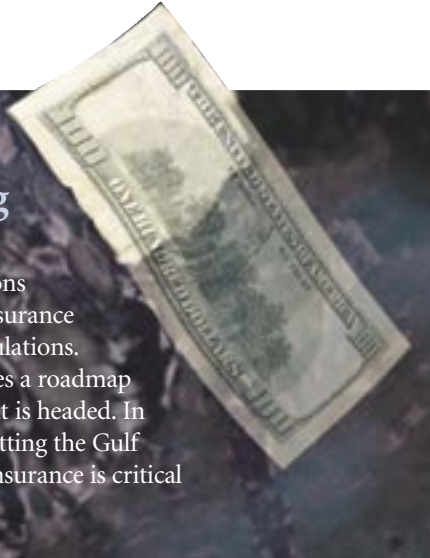
## FEATURES

Volume 26, No.7

### 6 Flood Insurance: The Tides Are Changing

BY MICHAEL J. MOYE

Compliance professionals at lending institutions must understand the complexities of flood insurance to protect their loans and to comply with regulations. Flood insurance expert Michael Moyer provides a roadmap from the history of flood insurance to where it is headed. In the wake of catastrophic hurricane damage hitting the Gulf Coast region recently, brushing up on flood insurance is critical for all compliance officers.



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### 14 A Complaint Is a Gift: Building Customer Loyalty

BY MICHAEL MATOSSIAN, CRA, CMA, CRP

Though it's unlikely to arrive in a box or come with a bow, and certain not to rattle when you shake it, a complaint is a gift—an opportunity that, if managed well, can lead to customers for life. Such opportunities enable us to hear, to listen, and to better understand our customers' perspectives.



### 18 Regulators Ramp Up Scrutiny, Clarity on BOLI

BY RICHARD K. BRATTEN

To be sure, BOLI is prevalent at financial institutions. Based on a year-end 2003 analysis of call reports filed with the Federal Deposit Insurance Corporation (FDIC), the Todd Organization found that 43 percent of all banks with assets of more than \$50 million own BOLI. It is more important than ever for compliance executives and directors to understand BOLI's role, costs, and potential risks, and regulators' guidelines and requirements for its use.

### 27 Delays Persist on FACT Act and ADA Rules

BY NESSA FEDDIS

Contrary to expectations, with the exception of the interim regulations involving the sharing of medical information, there has been little recent activity with regard to the Fair and Accurate Credit Transactions Act (FACT Act). The regulatory system has also been slow regarding the Americans with Disabilities Act (ADA). This article provides an update to keep compliance professionals abreast of the abnormally slow process.

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