



The NFCC's Credit Card Act Toll-Free National Locator Line

Frequently Asked Questions for NFCC Members

The NFCC is offering creditors a toll-free National Locator Line (NLL) fully-compliant with the Credit Card Act of 2009 (CARD Act). The new NLL will connect consumers seeking credit counseling and debt management services with participating NFCC Member Agencies. As of today, the Federal Reserve has not issued final Rules regarding the CARD Act and our answers below are based on the Federal Reserve's Truth in Lending Proposed Rule, which was published on October 21, 2009.

Q. When does the toll-free number requirement of the CARD Act go into effect?

A. February 22, 2010.

Q. When will the NFCC's CARD Act NLL be available for creditors to use on credit card statements?

A. January 15, 2010.

Q. How much will the NFCC's CARD Act NLL cost?

A. The NFCC's CARD Act NLL is a CARD Act-compliant line available for use by creditors at no cost to the creditors or callers to the toll-free number. (Basic costs of establishing and maintaining the CARD Act NLL will be borne by the NFCC and NFCC Agencies.)

Q. How exactly will the NFCC's CARD Act NLL work?

A. The NFCC's CARD Act NLL will prompt each caller to input a zip code and will then supply the caller with contact information for three independent NFCC Member Agencies within the caller's state which are EOUST-approved* and licensed to do business in that state. The information supplied to the caller for each agency will be: name; address; phone number; and Web site address. Callers will have the option to have all options repeated and to be automatically transferred to the agency of the caller's choice.

Q. Will the NFCC's CARD Act NLL offer languages other than English?

A. Yes. The NFCC's CARD Act NLL will provide callers with the option of receiving credit counseling in English, Spanish, or any of the other 31 languages listed on the EOUST's Web site.

Q. When callers are given three different credit counseling agencies to choose from, how will the credit counseling agencies be presented to the caller?

A. After the caller enters their language choice and zip code into the CARD Act NLL, the first agency choice presented to the caller will be the EOUST-approved* NFCC Agency that is geographically closest to caller's zip code and licensed to do business in the caller's state. The next two agencies presented to the caller will be selected from a continually-rotating list of all of the other EOUST-approved* NFCC Agencies that are licensed to do business in the caller's state. All agencies presented will offer services in the language selected by the caller. In the event the caller selects a language other than English or Spanish, contact information for at least one

Member Agency offering services in the preferred language will be presented. (Each caller also has the option of calling the NLL more than once to receive contact information for additional agencies in the zip code in which their billing address is located.)

Q. Does the NFCC have three EOUST-approved agencies licensed in each state and Puerto Rico?

A. Yes, among the 846 NFCC locations, the NFCC has a minimum of three Agencies licensed in each of the 50 states, the District of Columbia, and Puerto Rico that are EOUST-approved.*

Q. What quality standards and procedures will the NFCC have in place to ensure compliance with the CARD Act?

A. All NFCC Agencies participating in the operation of the CARD Act NLL will be subject to a CARD Act NLL Policy in addition to the NFCC's Member Quality Standards. Under our policy, the NFCC will require participating NFCC Agencies to verify their EOUST-approved status periodically and to serve any NLL caller whose creditor billing address is located anywhere within the state in which the agency is approved by the EOUST* to provide credit counseling services.

Q. Will the CARD Act NLL be answered by a recorded message or a live person?

A. Recorded message.

Q. Will the same toll-free number be used by all creditors?

A. Each Creditor will have the option of being assigned a unique toll-free number.

Q. If NFCC Member Agencies have further questions, who should we contact?

A. Josh Dunning at jdunning@nfcc.org or (301) 576-2519.

**Note: "EOUST-approved" referred to herein includes approval by the United States Trustee and/or approval by a bankruptcy administrator pursuant to 11 U.S.C. § 111(a)(1).*