

Collect: Quarterly Submissions for Credit Card Agreement Webinar

Slides and transcript to accompany the webinar video presentation

Disclaimer

The PowerPoint slides and corresponding transcript from the webinar are provided on the following pages. A recording of this webinar is located at <https://www.consumerfinance.gov/data-research/credit-card-data/>.

This is a Compliance Aid issued by the Consumer Financial Protection Bureau. The Bureau published a Policy Statement on Compliance Aids, available at <https://www.consumerfinance.gov/policy-compliance/rulemaking/finalrules/policy-statement-compliance-aids/>, that explains the Bureau's approach to Compliance Aids.

The content of this webinar is current as of December 2021.

A person who has a specific regulatory question about the requirements after reviewing the webinar and these materials may submit the question on the Bureau's website at <https://reginquiries.consumerfinance.gov/>.

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Collect: Quarterly Submissions for Credit Card Agreements

Webinar | December 2021



Slide 1: Hello and welcome to the Consumer Financial Protection Bureau’s webinar on submitting Quarterly Credit Card Agreements to the Bureau.

Topics

- Overview of the quarterly credit card agreement (QCCA) submission requirements
- Overview of Collect
- Submission Steps
 - Create a credit card entry
 - Add an agreement
 - Amend an agreement
 - Withdraw an agreement

Slide 2: Today's webinar will start with an overview of the quarterly credit card agreement (QCCA) submission requirements. Then we will provide an overview of Collect, the website used for submitting agreements. Finally, we will walk through the website to show you how to add, amend, and withdraw a credit card agreement.

General Disclaimer

- This presentation is not a substitute for the regulation and its official interpretations.
- The instructions in the Collect system provide more comprehensive information regarding the requirements.
- This webinar is current as of December 2021.



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Slide 3: The Bureau releases webinars, like this one, to help institutions comply with the Bureau's rules. Before we begin, we need to let you know that this presentation is not a substitute for the regulation and its official interpretations. Although efforts have been made to ensure the accuracy of this webinar's content, additional resources available on the Bureau's website provide more comprehensive information regarding the requirements. This webinar is current as of December 2021.

Your institution may use Collect for additional Bureau collections. This webinar only discusses the quarterly credit card agreement submission requirements.

Submission Requirements

Collect: Quarterly Submissions for Credit Card Agreements



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Slide 4: Let's begin by briefly discussing the quarterly credit card agreement submission requirements.

Quarterly Credit Card Agreement Submission Requirements

The Truth in Lending Act, 15 U.S.C. 1632(d), and Regulation Z, 12 CFR 1026.58(c), requires each card issuer to make quarterly submissions of its credit card agreements to the Bureau when the card issuer:

- offers a new credit card agreement,
- amends a credit card agreement, and
- withdraws a credit card agreement



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Slide 5: The Truth in Lending Act, 15 U.S.C. 1632(d), and Regulation Z, 12 CFR 1026.58(c), requires each card issuer to make quarterly submissions of its credit card agreements to the Bureau when the card issuer (1) offers a new credit card agreement, not previously submitted to the Bureau (2) amends a previously submitted credit card agreement, and (3) withdraws a previously submitted credit card agreement. Card issuer, for the purposes of QCCA, means an entity to which a consumer is legally obligated, or would be legally obligated, under the terms of a credit card agreement.

Quarterly Credit Card Agreement Submission Requirements

Quarterly submissions to the Bureau must be made using Collect, the Bureau's website used for submitting agreements, no later than the first business day on or after January 31, April 30, July 31, and October 31 of each year. For example....



If a card issuer offers a new credit card agreement between January 1 and March 31....



...it must submit that agreement to the Bureau by April 30 of that year.

Slide 6: Quarterly submissions to the Bureau must be made using Collect, the Bureau's website used for submitting agreements, no later than the first business day on or after January 31, April 30, July 31, and October 31 of each year.

For example, if a card issuer begins to offer a new credit card agreement between January 1 and March 31, it must submit that agreement to the Bureau by April 30 of that year.

Similarly, if between January 1 and March 31, an issuer amends a credit card agreement previously submitted to the Bureau, it must submit the amended agreement by April 30 of that year.

Quarterly Credit Card Agreement Submission Requirements

Quarterly submissions to the Bureau must be made using Collect, the Bureau's website used for submitting agreements, no later than the first business day on or after January 31, April 30, July 31, and October 31 of each year. For example....



If a card issuer withdraws a credit card agreement between January 1 and March 31 during that time period....

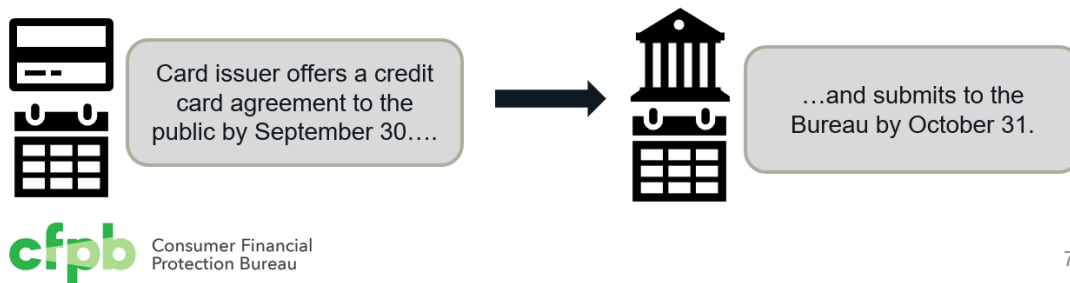


...it must notify the Bureau, using Collect, that it no longer offers that agreement by April 30 of that year.

Slide 6: If a card issuer withdraws a credit card agreement during that time period, it must notify the Bureau, using Collect, that it no longer offers to the public that agreement by April 30 of that year.

Quarterly Credit Card Agreement Submission Requirements

A card issuer is *not* required to make a quarterly submission to the Bureau if, during the previous calendar quarter, the card issuer did not (1) offer a new credit card agreement that was not submitted to the Bureau previously, (2) amend an agreement previously submitted to the Bureau, or (3) cease to offer an agreement previously submitted to the Bureau. For example,



Slide 7: A card issuer is not required to make a quarterly submission to the Bureau if, during the previous calendar quarter, the card issuer did not (1) offer a new credit card agreement that was not submitted to the Bureau previously, (2) amend an agreement previously submitted to the Bureau, or (3) cease to offer an agreement previously submitted to the Bureau.

For example, a card issuer offers a credit card agreement to the public as of September 30 and submits it to the Bureau by October 31. Between September 30 and December 31, the card issuer continues to offer this agreement to the public without amending the agreement and does not begin offering any new agreements. The card issuer is not required to make any submission to the Bureau by the following January 31.

Quarterly Credit Card Agreement Submission Requirements

A card issuer is *not* required to make a quarterly submission to the Bureau if, during the previous calendar quarter, the card issuer did not (1) offer a new credit card agreement that was not submitted to the Bureau previously, (2) amend an agreement previously submitted to the Bureau, or (3) cease to offer an agreement previously submitted to the Bureau. For example,



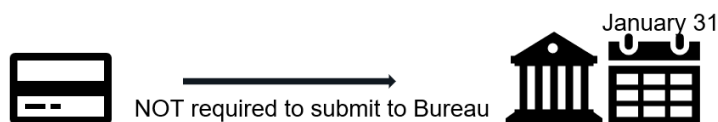
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Slide 7: A card issuer is not required to make a quarterly submission to the Bureau if, during the previous calendar quarter, the card issuer did not (1) offer a new credit card agreement that was not submitted to the Bureau previously, (2) amend an agreement previously submitted to the Bureau, or (3) cease to offer an agreement previously submitted to the Bureau.

For example, a card issuer offers a credit card agreement to the public as of September 30 and submit its to the Bureau by October 31. Between September 30 and December 31, the card issuer continues to offer this agreement to the public without amending the agreement and does not begin offering any new agreements. The card issuer is not required to make any submission to the Bureau by the following January 31.

Quarterly Credit Card Agreement Submission Requirements

A card issuer is *not* required to make a quarterly submission to the Bureau if, during the previous calendar quarter, the card issuer did not (1) offer a new credit card agreement that was not submitted to the Bureau previously, (2) amend an agreement previously submitted to the Bureau, or (3) cease to offer an agreement previously submitted to the Bureau. For example,



Slide 7: A card issuer is not required to make a quarterly submission to the Bureau if, during the previous calendar quarter, the card issuer did not (1) offer a new credit card agreement that was not submitted to the Bureau previously, (2) amend an agreement previously submitted to the Bureau, or (3) cease to offer an agreement previously submitted to the Bureau.

For example, a card issuer offers a credit card agreement to the public as of September 30 and submits it to the Bureau by October 31. Between September 30 and December 31, the card issuer continues to offer this agreement to the public without amending the agreement and does not begin offering any new agreements. The card issuer is not required to make any submission to the Bureau by the following January 31.

Quarterly Credit Card Agreement Exceptions

Regulation Z, sections 1026.58(c)(5), (6), and (7), provides a card issuer **three exceptions** from the requirement of making quarterly submissions of its credit card agreements to the Bureau:

1. the de minimis exception,
2. the private label credit card exception, and
3. the product testing exception.



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Slide 8: Regulation Z, sections 1026.58(c)(5), (6), and (7), provides a card issuer three exceptions from the requirement of making quarterly submissions of its credit card agreements to the Bureau: (1) the de minimis exception, (2) the private label credit card exception, and (3) the product testing exception.

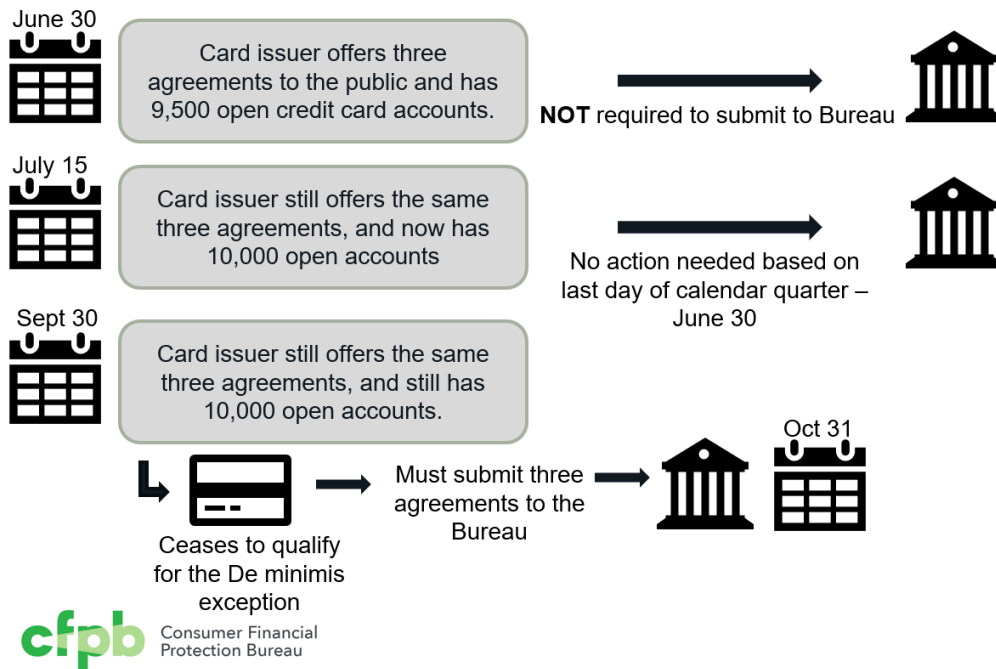
Quarterly Credit Card Agreement Exceptions

To qualify for De minimis exception

- Card issuer must have fewer than 10,000 open credit card accounts as of the last business day of the calendar quarter.
- Once the card issuer has 10,000 or more open credit card accounts as of the last business day of the calendar quarter, it must begin making quarterly submissions.

Slide 9: To qualify for the de minimis exception, the card issuer must have fewer than 10,000 open credit card accounts as of the last business day of the calendar quarter. Once the card issuer has 10,000 or more open credit card accounts as of the last business day of the calendar quarter, it must begin making quarterly submissions.

Quarterly Credit Card Agreement Exceptions



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Slide 9: For example, as of June 30, a card issuer offers three agreements to the public and has 9,500 open credit card accounts. The card issuer is not required to submit any agreements to the Bureau because the card issuer qualifies for the de minimis exception.

As of July 15, the card issuer still offers the same three agreements, but now has 10,000 open accounts. The card issuer is not required to take any action at this time, because whether a card issuer qualifies for the de minimis exception is determined as of the last business day of the calendar quarter, which was June 30.

As of September 30, the card issuer still offers the same three agreements and still has 10,000 open accounts. Because the card issuer had 10,000 open accounts as of September 30, the card issuer ceased to qualify for the de minimis exception and must submit the three agreements it offers to the Bureau by October 31, the next quarterly submission deadline.

Quarterly Credit Card Agreement Exceptions

To qualify for Private label credit card exception

The card issuer, as of the last business day of the calendar quarter, must have an agreement that:

1. is offered for accounts under one or more private label credit card plans each of which has fewer than 10,000 open accounts, and
2. is not offered to the public other than for accounts under such a plan.

Slide 10: To qualify for the private label credit card exception, the card issuer, as of the last business day of the calendar quarter, must have an agreement that (1) is offered for accounts under one or more private label credit card plans, each of which has fewer than 10,000 open accounts, and (2) is not offered to the public other than for accounts under such a plan.

Quarterly Credit Card Agreement Exceptions

To qualify for Private label credit card exception

The card issuer, as of the last business day of the calendar quarter, must have an agreement that:

1. is offered for accounts under one or more private label credit card plans each of which has fewer than 10,000 open accounts, and
2. is not offered to the public other than for accounts under such a plan.



Card issuer offers to the public a credit card agreement offered solely for private label credit card accounts with credit cards that can be used only at Merchant A and has 8,000 such open accounts.

NOT required to submit to Bureau



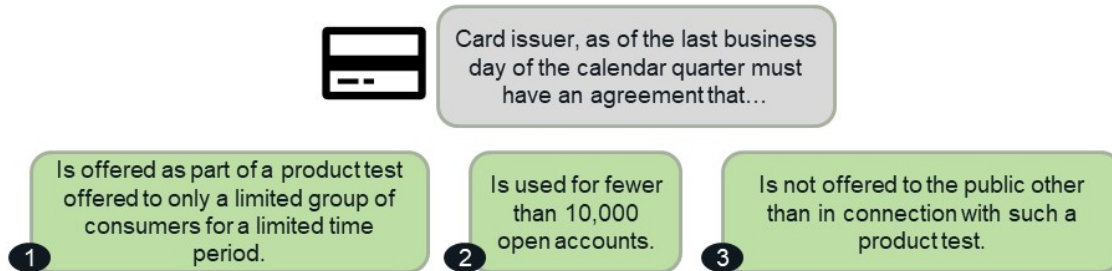
Slide 10: For example, a card issuer offers to the public a credit card agreement offered solely for private label credit card accounts with credit cards that can be used only at Merchant A. The card issuer has 8,000 open accounts with such credit cards usable only at Merchant A. The card issuer is not required to submit this agreement to the Bureau because the agreement is offered for a private label credit card plan with fewer than 10,000 open accounts, and the credit card agreement is not offered to the public other than for accounts under that private label credit card plan.

The term private label credit card account means a credit card account under an open-end (not home-secured) consumer credit plan with a credit card that can be used to make purchases only at a single merchant or an affiliated group of merchants. This term applies to any such credit card account, regardless of whether it is issued by the merchant or its affiliate or by an unaffiliated third party.

Quarterly Credit Card Agreement Exceptions

Product testing exception

To qualify for the producer testing exception....



Slide 11: To qualify for the product testing exception, the card issuer, as of the last business day of the calendar quarter, must have an agreement that:

1. is offered as part of a product test offered to only a limited group of consumers for a limited period of time,
2. is used for fewer than 10,000 open accounts, and
3. is not offered to the public other than in connection with such a product test.

Quarterly Credit Card Agreement Exceptions

Card issuers should note that the private label and product testing exceptions apply to an agreement, while the de minimis exception's applicability depends on the issuer's total number of open credit card accounts.

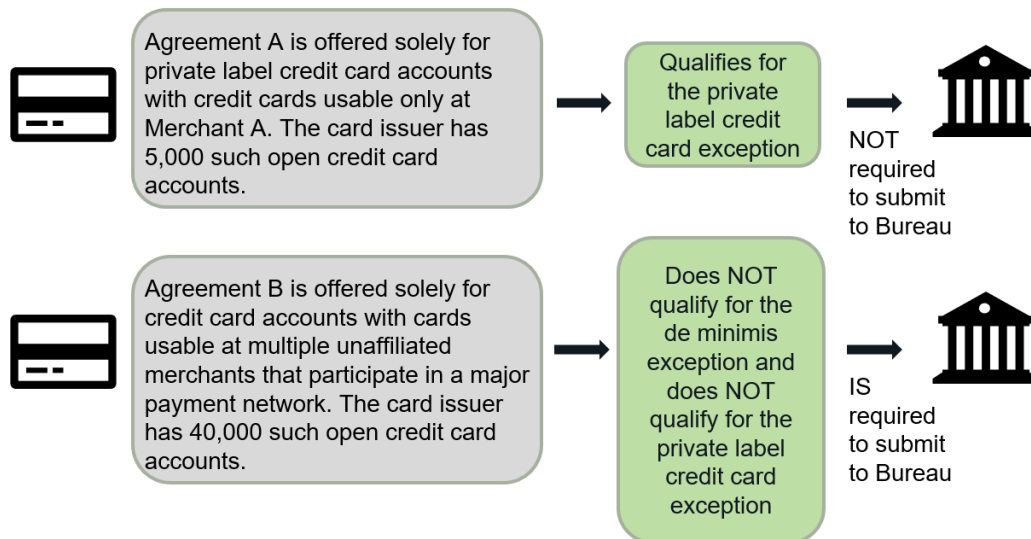
Therefore, some agreements offered by a card issuer may qualify for the private label credit card exception or the product testing exception even though the card issuer also offers other agreements with 10,000 or more open accounts.



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Slide 12: Card issuers should note that the private label and product testing exceptions apply to an agreement, while the de minimis exception's applicability depends on the issuer's total number of open credit card accounts. Therefore, some agreements offered by a card issuer may qualify for the private label credit card exception or the product testing exception even though the card issuer also offers other agreements with 10,000 or more open accounts.

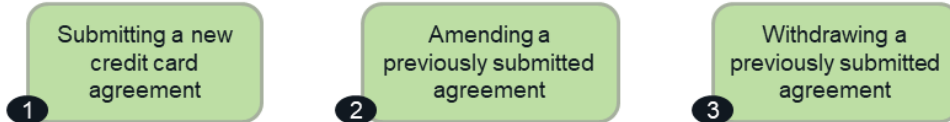
Quarterly Credit Card Agreement Exceptions



Slide 12: For example, a card issuer offers to the public two credit card agreements. Agreement A is offered solely for private label credit card accounts with credit cards usable only at Merchant A. The card issuer has 5,000 open credit card accounts with such credit cards usable only at Merchant A. Agreement B is offered solely for credit card accounts with cards usable at multiple unaffiliated merchants that participate in a major payment network. The card issuer has 40,000 open credit card accounts with such payment network cards. The card issuer is not required to submit Agreement A to the Bureau because Agreement A qualifies for the private label credit card exception. Agreement A is offered for accounts under a private label credit card plan with fewer than 10,000 open accounts (i.e., the 5,000 accounts with credit cards usable only at Merchant A) and is not otherwise offered to the public. The card issuer is required to submit Agreement B to the Bureau. The card issuer does not qualify for the de minimis exception because it has more than 10,000 open accounts, and Agreement B does not qualify for the private label credit card exception because it is not offered solely for accounts under a private label credit card plan with fewer than 10,000 open accounts.

Quarterly Credit Card Agreement Submission Requirements

- The information required to make a quarterly submission to the Bureau depends on whether the issuer is:



- All quarterly submissions must be made using the Bureau's Collect platform.

Slide 13: The information required to make a quarterly submission to the Bureau depends on whether the issuer is (1) submitting a new credit card agreement to the Bureau, (2) amending a previously submitted agreement to the Bureau, or (3) withdrawing a previously submitted agreement.

All quarterly submissions must be made using the Bureau's Collect platform.

Quarterly Credit Card Agreement Submission Requirements

- When submitting a new agreement, a card issuer must submit the credit card agreement to the Bureau.
- Similarly, when submitting an amended agreement, a card issuer must submit the entire amended agreement to the Bureau.
- When withdrawing an agreement, a card issuer must notify the Bureau that it is withdrawing the agreement.

Slide 14: When submitting a new agreement, a card issuer must submit the credit card agreement to the Bureau. Similarly, when submitting an amended agreement, a card issuer must submit the entire amended agreement to the Bureau. When withdrawing an agreement, a card issuer must notify the Bureau that it is withdrawing the agreement.

Quarterly Credit Card Agreement Submission Requirements

- The credit card agreement, for the purposes of QCCA, means the written document or documents evidencing the terms of the legal obligation, or the prospective legal obligation, between a card issuer and a consumer for a credit card account under an open-end (not home-secured) consumer credit plan.
- The credit card agreement also includes the pricing information for the credit card plan. In their submission, card issuers should not include any personally identifiable information relating to any cardholder.

Slide 15: The credit card agreement, for the purposes of QCCA, means the written document or documents evidencing the terms of the legal obligation, or the prospective legal obligation, between a card issuer and a consumer for a credit card account under an open-end (not home-secured) consumer credit plan.

The credit card agreement also includes the pricing information for the credit card plan. In their submission, card issuers should not include any personally identifiable information relating to any cardholder.

Quarterly Credit Card Agreement Submission Requirements

- Pricing information must be set forth in a single addendum to the agreement.
- Provisions of the agreement, other than the pricing information, that may vary from one cardholder to another, depending on the cardholder's creditworthiness or state of residence or other factors, may be set forth in a single addendum to the agreement separate from the pricing information addendum (e.g., in a variable terms addendum).

Slide 16: Pricing information must be set forth in a single addendum to the agreement. Provisions of the agreement, other than the pricing information, that may vary from one cardholder to another, depending on the cardholder's creditworthiness or state of residence or other factors, may be set forth in a single addendum to the agreement separate from the pricing information addendum (e.g., in a variable terms addendum).

Quarterly Credit Card Agreement Submission Requirements

- Pricing information, for purposes of QCCA, refers to certain information required to be disclosed to the consumer at account opening.
- Pricing information does not include temporary or promotional rates and terms or rates and terms that apply only to protected balances.
- Pricing information must be set forth in a single addendum to the agreement, even if it is also stated elsewhere in the agreement.



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Slide 17: Pricing information, for purposes of QCCA, refers to certain information required to be disclosed to the consumer at account opening, pursuant to Regulation Z, sections 1026.6(b)(2)(i) through (b)(2)(xii). However, pricing information does not include temporary or promotional rates and terms or rates and terms that apply only to protected balances. Pricing information must be set forth in a single addendum to the agreement, even if it is also stated elsewhere in the agreement.

Quarterly Credit Card Agreement Submission Requirements

- If a rate included in the pricing information is a variable rate, the issuer must identify the index or formula used in setting the rate and the margin.
- Rates that may vary from one cardholder to another must be disclosed by providing the index and the possible margins or range of margins.
- The value of the rate and the value of the index are not required to be disclosed.

Slide 18: If a rate included in the pricing information is a variable rate, the issuer must identify the index or formula used in setting the rate and the margin. Rates that may vary from one cardholder to another must be disclosed by providing the index and the possible margins (such as the prime rate plus 5 percent, 8 percent, 10 percent, or 12 percent) or range of margins (such as the prime rate plus from 5 to 12 percent). The value of the rate and the value of the index are not required to be disclosed.

Quarterly Credit Card Agreement Submission Requirements

- Pricing information that may vary from one cardholder to another depending on the cardholder's creditworthiness or state of residence or other factors must be disclosed either by setting forth all the possible variations or by providing a range of possible variations.
- Pricing information must be set forth in a single addendum to each agreement.

Slide 19: Pricing information that may vary from one cardholder to another depending on the cardholder's creditworthiness or state of residence or other factors must be disclosed either by setting forth all the possible variations (such as purchase APRs of 13 percent, 15 percent, 17 percent, and 19 percent) or by providing a range of possible variations (such as purchase APRs ranging from 13 percent to 19 percent).

Pricing information must be set forth in a single addendum to each agreement.

Quarterly Credit Card Agreement Submission Requirements

- When withdrawing a previously submitted agreement, a card issuer will notify the Bureau using the Collect platform that the agreement is no longer offered to the public.
- In order to withdraw a previously submitted agreement, users will be prompted by the Collect System to enter an agreement withdrawal date.

Slide 20: When withdrawing a previously submitted agreement, a card issuer will notify the Bureau using the Collect platform that the agreement is no longer offered to the public. In order to withdraw a previously submitted agreement, users will be prompted by the Collect System to enter an agreement withdrawal date.

Collect Overview

Collect: Quarterly Submissions for Credit Card Agreements



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Slide 21: Next, we'll provide an overview of Collect and how a card issuer uses this system to make quarterly submissions of its credit card agreements.

Collect Overview

- Collect is the website through which issuers will submit their required credit card agreements to the Bureau.
- The Bureau cannot accept credit card agreements through emails, handwritten forms, or fax information.
- If you ever have problems using Collect, please reach out to our Collect Support team at Collect_Support@cfpb.gov.



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Slide 22: Collect is the website through which issuers will submit their required credit card agreements to the Bureau. As of the fourth quarter in 2021, the Bureau will no longer accept credit card agreements through email. If you ever have problems using Collect, please reach out to our Collect Support team at Collect_Support@cfpb.gov. Collect gives you the ability to view all your current QCCA submissions as of Q3 2021, and it is compatible with all web browsers.

Collect Overview

- The Collect registration form requires the following information:
 - your institution's name and headquarters location,
 - your institution's identification number, which can be an LEI, RSSD ID, or Tax ID; and
 - the name and contact information for a point of contact.
- The point of contact will be assigned an account with privileges to add or remove user access for others at your institution.



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Slide 23: To get access to the Collect website, someone at your institution needs to complete the Collect registration form. The Collect registration form is available on the Bureau's website, and the website's URL is provided at the end of this webinar.

The registration form requires the following information: your institution's name and headquarters location; your institution's identification number, which can be an LEI, RSSD ID, or Tax ID; and the name and contact information for a point of contact.

In addition to being your institution's primary point of contact for Collect, the point of contact will be assigned an account with privileges to add or remove user access for others at your institution. For example, the point of contact can provide a colleague access to Collect in order to make QCCA submissions. If that colleague forgets or loses their login information, they can contact the point of contact to get help with accessing their login information. Or, if a point of contact is unavailable, you can contact the Collect Support team directly.

Collect Overview

- Collect Registration Form Cont.
 - Email the completed form to Collect_Support@cfpb.gov.
 - After processing your institution's registration form, the Bureau's Collect team will send a welcome email to the point of contact listed on the registration form.
 - The welcome email will contain information about logging in to Collect.



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Slide 24: Once the registration form has been filled out, the form should be emailed to Collect_Support@cfpb.gov.

After processing your institution's registration form, the Bureau's Collect team will send a welcome email to the point of contact listed on the registration form. The welcome email will contain information about logging in to Collect.

Now that you know how to get login information, let's discuss what happens the first time you log in to Collect.

Collect Overview

- The first time you log in to Collect, you will be prompted to enable a two-factor authentication system.
 - Two-factor authentication consists of a password and a token that is sent to your phone via an authenticator application.
- Two-factor authentication is optional.



The screenshot shows the CFPB Collect login interface. At the top, the CFPB logo and 'Consumer Financial Protection Bureau' are displayed. A 'Log Out' link is in the top right. The main content area explains that the Bureau offers two-factor authentication for login. It states: 'Two-factor Authentication offers another layer of security for logging in that requires a mobile device and an authenticator app. Many authenticator apps are free and can be found on your device's app store by searching for "authenticator".' It then says: 'Once you enter your password, the system will instruct you to enter the randomly generated code from your authenticator app.' Below this, it asks 'Would you like to enroll in Two-factor Authentication?' with radio buttons for 'Yes' and 'No'. There is also a checkbox for 'Do Not Remind Me Again'. A blue 'Next' button is at the bottom right.

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Slide 25: The first time you log in to Collect, you will be prompted to enable a two-factor authentication system. Two-factor authentication is an increasingly used standard for strengthening information system cybersecurity. Two-factor authentication consists of a password and a token that is sent to your phone via an authenticator application.

Collect does not require two-factor authentication. You may choose to log into Collect without using a token or authenticator application. However, if you opt-in to the two-factor authentication system, you will need to enter both your password and token to gain access to Collect.

If you later decide to remove or add two-factor authentication, you will need to contact Collect Support.

Collect Overview

Home My Agreements & Accounts My TCCP Surveys User Management



Quarterly credit card agreement submission

- [Upload documents for a new credit card agreement](#)
- [Upload amended documents for an existing credit card agreement](#)
- [Withdraw an existing credit card agreement](#)

Slide 26: After closing the two-factor prompt, you will be on the Collect homepage.

Now that we have logged in, let's upload a credit card agreement in Collect

Create a Credit Card Entry

Collect: Quarterly Submissions for Credit Card Agreements




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Slide 27: Before you can upload a credit card agreement, you must first create a credit card agreement entry in Collect. Think of this entry as a box into which you will file information, including agreement changes, over the life of the agreement.

Create a Credit Card Entry

Home My Agreements & Accounts My TCCP Surveys User Management



Quarterly credit card agreement submission

- [Upload documents for a new credit card agreement](#)
- [Upload amended documents for an existing credit card agreement](#)
- [Withdraw an existing credit card agreement](#)

Slide 28: To start this process, select the “Upload documents for a new credit card agreement” link found on the Collect homepage.

Create a Credit Card Entry

New Credit Card

* Agreement Name ⓘ

* Initial Offer Date of Agreement ⓘ

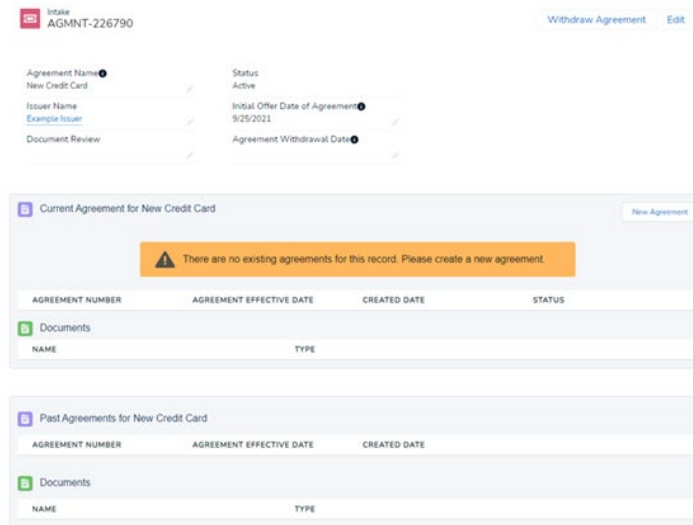
* Issuer Name

Search Entities...

Confirm

Slide 29: After selecting the link, you will be prompted to enter a number of pieces of information about the new credit card agreement. Once you have added this information, select 'Confirm,'

Create a Credit Card Entry



The screenshot shows the 'Create a Credit Card Entry' form. At the top, there's a header with 'Intake' and 'AGMNT-226790' on the left, and 'Withdraw Agreement' and 'Edit' on the right. Below this, there are two columns of input fields. The left column has 'Agreement Name' (with a dropdown menu showing 'New Credit Card'), 'Issuer Name' (with a dropdown menu showing 'Example Issuer'), and 'Document Review'. The right column has 'Status' (with a dropdown menu showing 'Active'), 'Initial Offer Date of Agreement' (with a date picker showing '9/25/2021'), and 'Agreement Withdrawal Date' (with a date picker). Below these fields, there are two main sections: 'Current Agreement for New Credit Card' and 'Past Agreements for New Credit Card'. Each section has a 'New Agreement' button and a table with columns for 'AGREEMENT NUMBER', 'AGREEMENT EFFECTIVE DATE', 'CREATED DATE', and 'STATUS'. The 'Current Agreement' section also has a 'Documents' section with columns for 'NAME' and 'TYPE'. A warning message states: 'There are no existing agreements for this record. Please create a new agreement.'

Slide 30: After clicking 'Confirm', you will land on the 'Agreements' page. You have now created a credit card agreement entry.

The next step is to add an agreement for that entry. So, you've created the box; now you need to file the agreement into the box.

Submit A Credit Card Agreement

Intake
AGMNT-226790

[Withdraw Agreement](#) [Edit](#)

Agreement Name
New Credit Card

Issuer Name
[Example Issuer](#)

Document Review

Status
Active

Initial Offer Date of Agreement
9/25/2021

Agreement Withdrawal Date

Current Agreement for New Credit Card [New Agreement](#)

⚠ There are no existing agreements for this record. Please create a new agreement.

AGREEMENT NUMBER	AGREEMENT EFFECTIVE DATE	CREATED DATE	STATUS
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Documents

NAME	TYPE
------	------

Past Agreements for New Credit Card

AGREEMENT NUMBER	AGREEMENT EFFECTIVE DATE	CREATED DATE
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Documents

NAME	TYPE
------	------



Consumer Financial
Protection Bureau

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Slide 31: To upload an agreement, click on the 'New Agreement' button to the right of the section title.



Submit A Credit Card Agreement

New Agreement

This action will replace the current agreement, if one exists. Enter the Agreement Effective Date below to continue.

* Agreement Effective Date

Aug 20, 2021

Cancel

Continue



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Slide 32: After clicking the 'New Agreement' button, you will be prompted to enter the Agreement Effective Date. Once you have added the agreement effective date, click continue, which is located at the bottom right of the window.

Submit A Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

* Document Type(s)

- ☐ Credit Card Agreement
- ☐ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment

 Upload Files Or drop files



You may only need to upload one file, but if so, that file must include both the credit card agreement and pricing addendum.

Cancel Agreement Creation

Upload Document



33

Slide 33: Next you should see a 'Document Upload' page. On this page, you will see three types of files you can upload. Remember, you are required to submit both the credit card agreement and the pricing addendum. The Variable Terms addendum is optional. You may only need to upload one file, but if so, that file must include both the credit card agreement and pricing addendum.

Submit A Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

* Document Type(s)

- ☒ Credit Card Agreement
- ☐ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment

 Upload Files Or drop files
Test Agreement.pdf

Cancel Agreement Creation

Upload Document



Consumer Financial
Protection Bureau

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Slide 34: Select the document type you are uploading and then upload the file. Once the file is uploaded click the 'Upload Document' button, which is located on the bottom right of the window

Submit A Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

This agreement is incomplete because it is missing the following documents: Pricing Addendum

* Document Type(s)

- ☒ Credit Card Agreement
- ☐ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment

[Upload Files](#) Or drop files

[Save & Close](#)

[Upload Document](#)



35

Slide 35: If you only have one document to upload, you are now finished!
If you need to upload a second document, notice that the top gray box will alert you that your submission is incomplete.

Submit A Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

This agreement is incomplete because it is missing the following documents: Pricing Addendum

* Document Type(s)

- ☒ Credit Card Agreement
- ☐ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment

[Upload Files](#) Or drop files

[Save & Close](#) [Upload Document](#)

Remember, you are required to submit both the credit card agreement and pricing addendum. Pricing information must be set forth in a single addendum, so you can submit only one pricing addendum with each agreement.



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Slide 36: To upload a second document, repeat the steps to upload the second file. Remember, you are required to submit both the credit card agreement and pricing addendum. Pricing information must be set forth in a single addendum, so you can submit only one pricing addendum with each agreement. Please reference the user guide for additional directions.

Submit A Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

All required documents have been uploaded. Select Finish to complete this Agreement.

* Document Type(s)

☒ Credit Card Agreement

☒ Pricing Addendum

☐ Optional Variable Terms Addendum

Attachment

Upload Files

Or drop files

Save & Close

Upload Document

Finish

Slide 37: Once you have uploaded both the Credit Card Agreement and Pricing Addendum, you are finished! Notice that the gray box at the top of the page acknowledges that the Bureau received a complete submission.

Submit A Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

All required documents have been uploaded. Select Finish to complete this Agreement.

* Document Type(s)

- ☒ Credit Card Agreement
- ☒ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment

[Upload Files](#) Or drop files

[Save & Close](#)

[Upload Document](#)

[Finish](#)



Consumer Financial
Protection Bureau

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Slide 38: Click the 'Finish' button, which is located at the bottom right of the window. Clicking the finish button will take you back to the Credit Card entry page where you can confirm that the Agreement has been completed with all relevant documents uploaded.

Submit A Credit Card Agreement

- Files submitted through Collect must be in the Portable Document Format (PDF) file format.
- The PDF files should be digitally created, sometimes referred to as “true PDFs,” and must be text-searchable. PDF files should not be scanned documents, otherwise known as “image-only” PDFs.
- If your institution has questions about this file format, please contact Collect Support.



39

Slide 39: Files submitted through Collect must be in the Portable Document Format (PDF) file format. The PDF files should be digitally created, sometimes referred to as “true PDFs,” and must be text-searchable. PDF files should not be scanned documents, otherwise known as “image-only” PDFs. If your institution has questions about this file format, please contact Collect Support.

Amend a Credit Card Agreement

Collect: Quarterly Submissions for Credit Card Agreements




40

Slide 40: This is the process through which issuers will make an affirmative quarterly submission to provide an updated agreement. The process for amending a previously submitted credit card agreement is very similar to adding a new agreement; however, there are two different ways to initiate the process.

Amend a Credit Card Agreement

Home My Agreements & Accounts My TCCP Surveys User Management

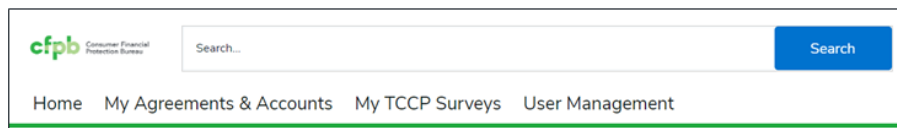


Quarterly credit card agreement submission

- [Upload documents for a new credit card agreement](#)
- [Upload amended documents for an existing credit card agreement](#)
- [Withdraw an existing credit card agreement](#)

Slide 41: The first way to amend a credit card agreement is to select “Upload amended documents for an existing credit card agreement” from the Collect homepage. This will direct you to the credit card list.

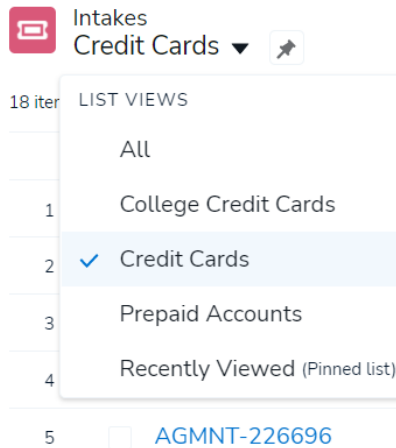
Amend a credit card agreement



The screenshot shows the top navigation bar of the CFPB Collect portal. On the left is the CFPB logo. To its right is a search bar with the placeholder text "Search..." and a blue "Search" button. Below the search bar is a horizontal menu with four links: "Home", "My Agreements & Accounts", "My TCCP Surveys", and "User Management". The "My Agreements & Accounts" link is highlighted with a green underline.



Slide 42: The second is to select the 'My Agreements & Accounts' tab at the top of the Collect homepage.

Amend a Credit Card Agreement



Slide 43: Both options will take you to the to the agreement list and you can use the down arrow to select the “Credit Cards” list.

Amend a Credit Card Agreement

 Intakes
Credit Cards ▼ 

[New](#) [Change Owner](#) [Printable View](#)


18 items • Sorted by Created By • Filtered by All Intakes - Record Type • Updated 2 minutes ago

Search this list...

	<input type="checkbox"/> Intake ▼	Agreement Name ▼	Initial Off... ▼	A... ▼	Status ▼	Created By ▼	Owner... ▼
1	<input type="checkbox"/> AGMNT-226761	Test	9/10/2021		Not Yet Acti...	User Name	Iduko ▼
2	<input type="checkbox"/> AGMNT-226747	Test 2			Active	User Name 2	CJacobs ▼
3	<input type="checkbox"/> AGMNT-226745	Test 3			Active	User Name 2	CJacobs ▼

Slide 44: Once you are viewing the credit card list, select the Credit Card Agreement you would like to amend by selecting the Intake record number.

Amend a Credit Card Agreement

 Intake
AGMNT-226762

[Withdraw Agreement](#) [Edit](#)

Agreement Name ⓘ
Example Credit Card


Issuer Name
[Example Issuer](#)

Document Review

Status
Active


Initial Offer Date of Agreement ⓘ
9/9/2021

Agreement Withdrawal Date ⓘ

 Current Agreement for Example Credit Card

[New Agreement](#)

AGREEMENT NUMBER	AGREEMENT EFFECTIVE DATE	CREATED DATE	STATUS
IFL-10419	9/24/2021	9/21/2021 04:18 PM	COMPLETE

 Documents

[Upload Document](#)

NAME	TYPE
Test Document 1.pdf	CREDIT CARD AGREEMENT,PRICING ADDENDUM
Test Document 1.pdf	CREDIT CARD AGREEMENT,PRICING ADDENDUM

Slide 45: To amend a completed agreement, select 'New Agreement' to add an amended agreement or pricing information. When you upload an amended or new document for the agreement, current agreement documents will be automatically archived. Archived documents will be visible in the Past Agreements box.

Amend a Credit Card Agreement

New Agreement

This action will replace the current agreement, if one exists. Enter the Agreement Effective Date below to continue.

* Agreement Effective Date



[Cancel](#)[Continue](#)

Slide 46: From this point forward, the process is the same as adding the credit card agreement. Enter the effective date of the amended agreement and click 'continue,' which is located at the bottom right of the screen.

Amend a Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

* Document Type(s)

- ☒ Credit Card Agreement
- ☒ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment



Upload Files

Or drop files

Test Agreement.pdf

Cancel Agreement Creation

Upload Document



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47

Slide 47: Next you should see a 'Document Upload' page. Select the document type you are uploading and then upload the file. Once the file is uploaded click the 'Upload Document' button, which is located on the bottom right of the window. Remember, you are required to submit both the credit card agreement and pricing addendum when amending a current agreement.

Amend a Credit Card Agreement

Document Upload

Agreements must have all document types listed below, except for those labeled as optional. Files must be text-searchable, digitally-created PDFs. Please see the User Guide for more information.

All required documents have been uploaded. Select Finish to complete this Agreement.

* Document Type(s)

- ☒ Credit Card Agreement
- ☒ Pricing Addendum
- ☐ Optional Variable Terms Addendum

Attachment

[Upload Files](#) Or drop files

[Save & Close](#)

[Upload Document](#)

[Finish](#)



48

Slide 48: Clicking the finish button will take you back to the Credit Card entry page.

Withdraw a Credit Card Agreement

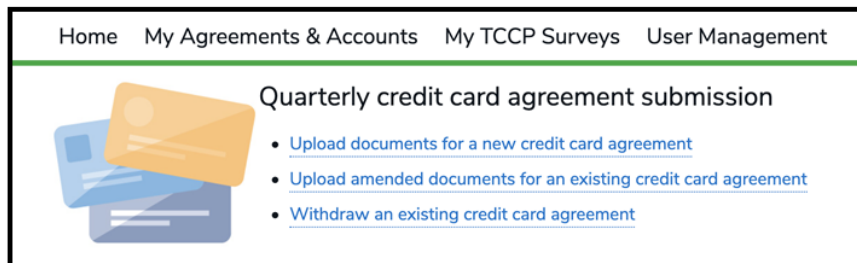
Collect: Quarterly Submissions for Credit Card Agreements



49

Slide 49: Similar to amending a credit card agreement, there are two different ways to withdraw an existing credit card agreement.

Withdraw a Credit Card Agreement



Slide 50: The first way to withdraw a previously submitted credit card agreement is to select the “Withdraw an existing credit card agreement” link from the Collect homepage. The system will direct you to the credit card list.

Withdraw a Credit Card Agreement

Home My Agreements & Accounts My TCCP Surveys User Management

Slide 51: The second is to select 'My Agreements & Accounts' from the toolbar. The system will navigate you to the agreement list and you can use the down arrow to select the Credit Cards list.

Withdraw a Credit Card Agreement

Intakes
Credit Cards ▼

New Change Owner Printable View


18 items • Sorted by Created By • Filtered by All Intakes - Record Type • Updated 2 minutes ago

Search this list...

	Intake	Agreement Name	Initial Off...	A...	Status	Created By	Owner...
1	AGMNT-226761	Test	9/10/2021		Not Yet Acti...	User Name	Iduko
2	AGMNT-226747	Test 2			Active	User Name 2	CJacobs
3	AGMNT-226745	Test 3			Active	User Name 2	CJacobs

Slide 52: From the credit card list, select the Credit Card Agreement you would like to withdraw by selecting the Intake record number.


Withdraw a Credit Card Agreement

 Intake
AGMNT-226762

Withdraw Agreement

Edit

Agreement Name● Example Credit Card	Status Active
Issuer Name Example Issuer	Initial Offer Date of Agreement● 9/9/2021
Document Review	Agreement Withdrawal Date●

 Current Agreement for Example Credit Card

New Agreement

Slide 53: The system will direct you to the selected agreement's details page. Select "Withdraw Agreement" on the top right of the page to proceed

Withdraw a Credit Card Agreement

Withdraw Agreement

*Agreement Withdrawal Date ⓘ

12/30/2021



Cancel

Save




54

Slide 54: Add the Agreement Withdrawal Date. A dropdown calendar will appear when you select the input field. Once the correct date has been selected, select the Save button to proceed.

Withdraw a Credit Card Agreement

Current Agreement for Example Credit Card New Agreement

 This agreement has been marked "withdrawn." No new agreement documents can be uploaded for this agreement.

AGREEMENT NUMBER	AGREEMENT EFFECTIVE DATE	CREATED DATE	STATUS
IFL-10416	9/9/2021	9/9/2021 04:05 PM	COMPLETE

Documents

NAME	TYPE
document.pdf	PRICING ADDENDUM, OPTIONAL VARIABLE TERMS ADDENDUM
document.pdf	CREDIT CARD AGREEMENT

Slide 55: You have withdrawn the agreement. You will be directed to the Credit Card Agreement page with the updated status of "withdrawn." You will be unable to upload any new agreement documents for this Credit Card Agreement entry.

Questions?



56

Slide 56: This concludes the credit card agreement webinar. If you have any questions, please use the following resources, or reach out to the Bureau.

Questions?

Need help? Reach out to us!

Have a question for us? Please use the form below to contact us.

• Preferred Contact Method
Email

• Question/Comment



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Slide 57: At the bottom of each Collect page, select the “Need Help? Reach out to us!” button to send a message to the support team.

Questions?

- The Collect registration form, and additional Collect resources, can be found at:
 - <https://www.consumerfinance.gov/data-research/credit-card-data/>
- Contact Collect Support at Collect_Support@cfpb.gov if you have questions about access to or using the Collect system.
- If you have questions about the requirements, you can submit a regulatory inquiry at <https://reginquiries.consumerfinance.gov/>



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Slide 58: The Collect registration form, and additional Collect resources, can be found at the above URL. Contact Collect Support at Collect_Support@cfpb.gov if you have questions about access to or using the Collect system. If you have questions about the requirements of Regulation Z, including those in section 1026.58, submit a regulatory inquiry at <https://reginquiries.consumerfinance.gov/>.

Thank you.