



The ONE SOURCE for all your credit reporting needs

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FEE SCHEDULE FOR 2013

Our Fee Schedule for 2013 has been included with our Monthly Statement/Invoice. If you did not receive our Fee Schedule, please contact us. Due to our increased volume because of the number of new customers, (many referred by you) we have been able to hold the line on our fees for another year. **In fact we have been able to reduce some of our charges.**

If you are not using us for all of your credit needs, please review our fee schedule or our web page for a list of the products and services we offer.

Remember, we do not charge a monthly fee, we even have a Non-Dues Paying Membership, we do not charge a detail fee, we do not charge for an Experian OFAC search, we do not charge you a FACTA or Regulation fee, we do not quote you a low price and then add on fees to your monthly bill.

If you like our *SERVICEPLUS*, mortgage, business and employment credit reports, our flood, income tax verifications and R/E Tax payment verifications, our criminal and fingerprinting services along with the training and personal services we offer, please tell other banks, land lords, employers and municipalities about us. We hope to remain the only full service credit bureau in Illinois, and with your help, we will be here for another 85 years.

CREDIT REPORT TRAINING

The 3 national bureaus are now requiring us to conduct training of all users of credit reports. We will have classes, in our office on Dec. 12 and Dec. 13th. Call or e-mail us to reserve a space at one of these classes. Also, we can schedule classes in your office.

LASERPRO COMPLIANCE ONE

Our mortgage and consumer merged program, MCL MeridianLink programers told me the have an open ticket on both companies. MeridianLink is waiting for LaserPro & ComplianceOne to provide the technical specs to write an interface program. The problem is that both companies have told MeridianLink that they have not received any requests from any of their customers wishing to use MeridianLink.

If you are planning to use or are using these two systems, please tell them you wish to use KCB and MeridianLink and have them call MeridianLink at 714-708-6950.

If you do choose to use these companies before the interface is written, you can still use our subscriber numbers. Just tell ComplianceOne and LaserPro you have the numbers from the 3

bureaus. We will provide you the Experian, TU and Equifax sub-codes.

Also remember, at this time, if you these systems:

1. You are not in compliance with the FCRA.
2. You will be damaging your customers' credit scores.
3. You are not able to pull Employment credit reports. (If you do and you use a regular consumer credit report for employment purposes you are subject to a fine of \$2,500 and up to two years in prison for violation of the FCRA)
4. You can not pull Account Review credit reports. (If you use a regular credit report for account review, you are, again, damaging your customers credit scores)
5. You and your customers will not be able to talk to a real person for disputing credit reports.
6. You are not able to dispute or verify, on line using our Supplement features, with us any incorrect information on the credit reports.
7. You will not be talking to a real person who is a Certified FICO Pro.

If you have any questions, please contact us.

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Not all credit reports are the same. We have several systems and many formats. Using and understanding credit reports and credit scores will help you make more and better credit decisions.

After reviewing credit report files, we found the average credit score could be raised 29 points. Could you make more loans if your applicants' credit scores were higher? Do you know how to help your customers? Do you know how to send a file to us to dispute? Do you know how the credit bureaus, sort and retrieve files? Do you know how the credit scores are calculated? Do you know what a Score Factor is? Do you know how the Score Factors affect the Credit Score? Have you attended a class conducted by a Certified FICO Pro?

Learning how to do it right the first time will save you time. Just because you are "doing it they way you always have," **does not mean it is correct.**

One half of all consumers coming to us to help them correct their reports, went somewhere else first, and were told, incorrectly, how to correct their reports. They then want us to correct the reports correctly!

If you need a class for your employees or customers, please call us to set up a time and location. You can also watch our web page for the date and times for our next class.



April 20 to April 27, 2013

Money Smart Week was started by the Federal Reserve Bank of Chicago 11 years ago. It is now in Ind. Wis., Iowa, the Quad Cities, Rockford, Peoria Tri-County Area, Champaign, Bloomington/Normal, Decatur and Springfield. Two other Federal Reserve offices have also picked up the program.

Classes on financial matters are sponsored by over 300 partners, including The Illinois Treasurer's office, Illinois St. Univ., National City (PNC), KCB Information Services, Heritage Bank, CEFUCU, Krogers, Heartland Bank, Friendship House, Common Place, and the Creitenton Centers.

All classes are free and they range from buying groceries, to family budgeting, to buying a home, to understanding credit scores, to planing a funeral and many other subjects are covered. www.moneysmartweek.org

*We will hope to have two classes in Springfield, Decatur, Bloomington and Peoria. The two classes we sponsor are, **Credit Scores: The Silent Killer, and, ID Theft: Prevention and Recovery.***

If you would like to host or conduct a class, please contact me so we can schedule it. We are always looking for new topics.

TWO MILLION TRANSFER TO CREDIT UNIONS IN DECADE

Last Monday, Nov. 5, marked the first anniversary of Bank Transfer Day, a national grass-roots social media movement that motivated 664,000 consumers to join credit unions, leaving their rising big bank fees behind. What's more, Bank Transfer Day's unprecedented and widespread media coverage told the story of credit unions as a better alternative to banks. But will credit unions be able to build on the movement's momentum and expand its positive message to keep attracting new members and grow deposits and assets? Some credit union leaders say Bank Transfer Day one year later still represents an extraordinary opportunity to craft a central and continuous marketing message that will keep



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the positive credit union brand in front of the public for years to come. But others argue the day was just a one-off event that will eventually fade away. But the momentum did carry through 2012. Last month, 56% of credit unions said members' growth in the past year has exceeded expectations, and 55% of credit unions said accounts have been increasing among new members, according to a survey by NAFCU. (11-8-12, Creditandcollectionnews.com)

BANKRUPTCY FILINGS DROP TO LOWEST LEVELS SINCE 2008

Bankruptcy filings have fallen in the United States for two straight years, reaching the lowest level since 2008. Filings for bankruptcy fell 14 percent nationally in fiscal 2012, which ended Sept. 30, according to data the Administrative Office of the U.S. Courts released Wednesday. "It's an encouraging sign for the economy. It makes me think about getting into a different line of work," said Tim Theisen, a bankruptcy attorney in Anoka. "Three years ago, there were a lot more people that had really hit their rock bottom." Theisen said banks have stricter lending standards than they did before the recession, which may help keep people out of bankruptcy proceedings. One reason filings declined in 2011 and 2012 is that creditors have been less aggressive with debtors in the past two years, said Edward Morrison, a law professor at the University of Chicago who studies bankruptcy and the economy. States created obstacles for banks to foreclose on past-due homeowners after revelations of robo-signing in the fall of 2010. Robo-signing was a system in which banks created similar foreclosure documents for many homeowners but did not review them case by case. (11-8-12, Creditandcollectionnews.com)

NEW LOWS FOR CHARGE-OFFS, DELINQUENCIES; NEAR-RECORD HIGHS FOR MORTGAGES

Consumer credit card delinquency rates set new record lows in the third quarter ended Sept. 30 while consumer mortgage defaults rose to near-record highs, according to the Federal Reserve's Charge-Off and Delinquency Rates on Loans and Leases at Commercial Banks. Credit card charge-offs decreased to a seasonally-adjusted average of 3.92 percent, the lowest mark since 2007. The charge-off rate fell fairly sharply from 4.18 percent in the second quarter of 2012, according to the Fed data. Consumer credit card delinquencies among all member banks averaged 2.83 percent in the third quarter, down from 2.90 percent in the second quarter, and the lowest level for consumer credit card delinquencies dating to 1991 when the Fed began tracking that data. Late payments on consumer mortgages remained high. The average delinquency rate for consumer real estate loans increased to 10.77 percent in the third quarter from 10.54 percent in the previous

period. The rate includes home equity lines of credit. Residential real estate loan delinquencies have increased in four consecutive quarters.

FDIC SETTLES SUIT AGAINST WESTSOUND BANK EXECUTIVES

The Federal Deposit Insurance Corp. will collect \$1.73 million in its lawsuit against former directors and officers of Bremerton's Westsound Bank, whose failure cost the agency at least \$100 million.

The former directors and officers of failed Westsound Bank have settled a liability lawsuit by the Federal Deposit Insurance Corp. for \$1.73 million.

The FDIC, which took control of the Bremerton bank in May 2009 and estimated its losses at more than \$100 million, filed a lawsuit in federal court in Seattle a year ago, alleging gross negligence and breach of fiduciary duty by former CEO David Johnson; Brett Green, the bank's former executive vice president of sales and lending; and nine former directors, including board Chairman Louis Weir.

The lawsuit sought at least \$15 million in losses to the bank from 34 bad loans.

The defendants admitted no wrongdoing, and their Oklahoma liability insurer, BancInsure, covered the \$1.73 million and the costs of their legal defense. The FDIC provided a copy of the settlement agreement.

The agency didn't waive its authority to take further administrative actions, such as civil monetary penalties, against individual defendants. It also said the agreement does not protect the defendants from claims the Justice Department could bring.

An attorney for Johnson said he had no comment. Attorneys for the directors did not return calls. (11-20-12, By Sanjay Bhatt, Seattle Times business reporter)

SUPREME COURT DEALS A BLOW TO CREDIT CARD PRIVACY

The U.S. Supreme Court ruled on Tuesday that consumers who receive receipts from the federal government that contain confidential credit card information may not be able to sue for damages.

The court unanimously said the government may not lose its traditional immunity from lawsuits in cases seeking damages under the Fair Credit Reporting Act, which is designed to ensure fair and accurate credit reporting and protect customer privacy. James Bormes, a Chicago lawyer, had paid a \$350 federal court filing fee through the government's pay.gov system with his American Express card. He said his receipts for that transaction contained his card's expiration date, violating FCRA provisions designed to protect against identity

theft. Bormes sued the government, seeking class-action status on behalf of people with receipts that displayed card expiration dates or too many digits from credit and debit card numbers.

DATA BREACH CASE STUDY LESSON: TRANSPARENCY

According to a recent Ponemon Institute study, 44 percent of consumers who were notified about a data breach believed the breached company was hiding something. When data breaches occur, it is extremely important to be there for customers and to address their concerns. When companies hide a data breach, impacted consumers begin to suspect the breach is actually much worse than the company claims, and trust in the organization begins to wane.

Data breaches just don't quit, and, for the most part, that's bad news for consumers and businesses. But there's good news too, in the lessons learned from recent events. The business community now has multiple points of reference about what works and what doesn't in breach preparedness and response.

Experian® Data Breach Resolution works closely with companies in breach response, and we've seen firsthand the mistakes and successes that companies can experience. Here are the top five takeaways garnered from years of experience with actual incidents.

Have You Had a Data Breach?

Call us on our Rapid Response Hotline: **1 866 751 1323**

SPEAKERS

We have presentations for service clubs, churches, employers, high schools and colleges. The presentations range from 15 minutes to one hour. the topics we can cover are: ID Theft, Credit Scoring and Credit Reports.

KCB INFO SERVICES HOURS

Monday - Friday 9:00am to 4:30pm

KCB Information Services offers: Consumer Credit Reports, ServicePlus Credit Reports Collections Reports, Business Credit reports, Employment Credit reports, Residential Mortgage Credit Reports, Merged Credit Reports, Fannie Mae & Freddie Mac access, Criminal background checks, LiveScan Finger Printing, Tenant Screening Reports, Flood Zone Determination, Flood Life of Loan Certification, AVMs, 4506-T, Income Tax Verifications, Real Estate Tax Payment Verifications and Identity Authentication. KCB Information Services has served businesses since 1928 and serves Central Illinois for Experian and Equifax.