

# Download Consumer Compliance Handbook

About this Handbook Since the late 1960s, Congress has enacted a number of consumer protection and civil rights laws directly related to the activities of financialAbout this Handbook Since the late 1960s, Congress has enacted a number of consumer protection and civil rights laws directly related to the activities of financialConsumer Compliance Handbook. Last update: December 2016. Contains examination objectives, procedures, and other instructions for planning and conducting consumer compliance and Community Reinvestment Act examinations and for preparing and distributing examination findings.Resource Description; Overall Consumer Compliance: Federal Reserve's Consumer Compliance Handbook (Updated June 2012) (2.27 MB, 605 pages) Manual used to conduct compliance examinations of state member banks