



Federal Deposit Insurance Corporation
550 17th Street NW, Washington, D.C. 20429-9990

Financial Institution Letter
FIL-89-2005
September 2, 2005

HURRICANE KATRINA

Assistance for Displaced Customers

Summary: The federal banking and thrift regulatory agencies are encouraging institutions to consider all reasonable and prudent steps to assist customers in areas damaged by Hurricane Katrina.

Distribution:

FDIC-Supervised Banks (Commercial and Savings)
in the Atlanta and Dallas Regions

Suggested Routing:

Chief Executive Officer
Compliance Officer
Chief Lending Officer
Chief Financial Officer/Cashier

Related Topics:

Deposits
Lending

Attachment:

Interagency press release: "Agencies Encourage Insured Depository Institution to Assist Displaced Customers"

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FDIC Call Center 877-ASKFDIC
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Note:

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Highlights:

- Agencies are working with other state agencies and industry groups to identify customer needs and monitor institutions' restoration progress.
- Waiving ATM, overdraft, and late fees; extending repayment terms; restructuring existing loans or easing terms for new loans; deferring payments; easing credit card limits; and easing restrictions on check cashing can contribute to the health of the community and serve the long-term interests of the institution.
- Agencies are encouraging institutions to be reasonable in their approach to verifying the identity of displaced individuals.

