In the attached supplemental notice of proposed rulemaking, the Office of Thrift Supervision (OTS) seeks comment on two provisions that would modify the electronic banking operations rule as proposed last October. The changes, if adopted:

- would require thrifts to give OTS notification before establishing a transactional web site; and
- would clarify that OTS may impose any additional procedures or conditions deemed necessary before new electronic means or facilities are used by thrifts with supervisory or compliance concerns.

Other than these two exceptions, thrifts would not have to give OTS advance notice to use electronic means or facilities to provide authorized products or services.

The agency’s overall objective remains to formulate an updated electronic operations rule that does not impede federal thrifts’ ability to adopt emerging technologies. But concerns about security, compliance and privacy issues have caused OTS to reflect further on the rule and to seek comment on the proposed new provisions before adopting a final rule.

The notification requirement would not apply to a thrift’s informational web site that simply provides information about the institution and its products and services.

Transactional web sites, on the other hand, enable users to access an account and obtain an account balance, transfer funds, pay bills, open an account or apply for a loan. Such web sites can present special concerns, including the adequacy of firewalls to thwart hackers, compliance concerns including disclosure of required information to customers, and the privacy of customer information. OTS believes the transactional web site notification requirement will permit the agency to better assist thrifts in identifying and dealing with the security, operational and compliance risks presented by such web sites.

OTS decided to ask for comment on these additional provisions because they were not included in the proposed regulation published Oct. 3, 1997, and because the new provisions would apply to both federally and state-chartered institutions under OTS jurisdiction, not just federal thrifts, as originally proposed.

The supplemental notice of proposed rulemaking was published in the August 13, 1998, edition of the Federal Register, Vol. 63, No. 156, pp. 43327 -43330. Written comments must be received on or before September 14, 1998, and should be addressed to: Manager, Dissemination Branch,
Records Management and Information Policy Division, Office of Thrift Supervision, 1700 G Street, N.W., Washington, DC 20552. Comments may be mailed or hand-delivered, faxed to 202/906-7755, or mailed to: public.info@ots.treas.gov. All commenters should include their name and telephone number.

For further information contact:

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— Ellen Seidman
Director
Office of Thrift Supervision

Attachment
§ 630.1206 Notice of leave.

(f) An agency may require that a request for leave under § 630.1203(a) be supported by evidence that is administratively acceptable to the agency.

5. In § 630.1207, the second sentence in paragraph (a) is revised and a sentence is added at the end of paragraphs (d), (e), and (g) to read as follows:

§ 630.1207 Medical certification.

(a) * * * * Except as provided in paragraph (g) of this section, an employee shall provide the written medical certification signed by the health care provider no later than 15 workdays after the date the agency requests such medical certification.

* * * *

(d) * * * * Except as provided in paragraph (g) of this section, an employee shall provide the second written medical certification signed by the health care provider no later than 15 workdays after the date the agency requests such medical certification.

* * * *

(e) * * * * Except as provided in paragraph (g) of this section, an employee shall provide the third written medical certification signed by the health care provider no later than 15 workdays after the date the agency requests such medical certification.

* * * *

(g) * * * * The medical certification signed by the health care provider must be received by the agency no later than 15 workdays after the date the family and medical leave began.

* * * *

6. In § 630.1208, paragraph (l) is added to read as follows:

§ 630.1208 Protection of employment and benefits.

* * * *

(l) An employee who does not comply with the notification requirements in § 630.1206 and does not provide medical certification signed by the health care provider that includes all of the information required in § 630.1207(b) is not entitled to family and medical leave.

[FR Doc. 98–21741 Filed 8–12–98; 8:45 am]

DEPARTMENT OF THE TREASURY

Office of Thrift Supervision

12 CFR Part 555

[No. 98–77]

RIN 1550–AB00

Electronic Operations

AGENCY: Office of Thrift Supervision, Treasury.

ACTION: Supplemental notice of proposed rulemaking.

SUMMARY: On October 3, 1997, the Office of Thrift Supervision (OTS) published a notice of proposed rulemaking (NPR) to streamline and update its electronic operations regulations. Today's supplemental notice of proposed rulemaking (Supplemental NPR) seeks comment on additional proposed rules that would require each savings association to notify OTS before it establishes a transactional web site. Savings associations that present supervisory or compliance concerns may be subject to additional procedural requirements.

DATES: Comments must be received on or before September 14, 1998.

ADDRESSES: Send comments to Manager, Dissemination Branch, Records Management and Information Policy, Office of Thrift Supervision, 1700 G Street, NW., Washington DC 20552; Attention Docket No. 98–77. These submissions may be hand-delivered to 1700 G Street, NW., from 9:00 a.m. to 5:00 p.m. on business days; they may be sent by facsimile transmission to FAX Number (202) 906–7555 or by e-mail public.info@ots.treas.gov. Those commenting by e-mail should include their name and telephone number. Comments will be available for inspection at 1700 G Street, NW., from 9:00 a.m. until 4:00 p.m. on business days.

FOR FURTHER INFORMATION CONTACT:


SUPPLEMENTARY INFORMATION:

I. Background

On October 3, 1997, OTS published a notice of proposed rulemaking (NPR) to streamline and update its regulations relating to electronic operations. The NPR followed an April 2, 1997 advance notice of proposed rulemaking (ANPR) seeking comment on all aspects of banking affected by electronic operations.

The ANPR was designed to elicit information to enhance OTS’s understanding of new electronic banking technologies and the impact of these technologies on the regulation of Federal savings associations. The ANPR asked a series of questions concerning the types of restrictions or requirements OTS should impose on electronic operations, including Internet banking.

Based on the information obtained through the ANPR, the NPR proposed to amend OTS’s electronic operations regulations to address advances in technology and to permit prudent innovation through the use of emerging technology by Federal savings associations. The NPR noted that OTS would continue to gain additional experience with electronic technology and might issue more specific guidance regulating particular elements of electronic operations.

The comment period on the NPR closed on December 2, 1997. OTS received nine comment letters on the NPR from five Federal savings associations, two trade associations, and two technology firms. One commenter urged OTS not to require a Federal savings association to obtain the OTS’s prior approval before adopting new technologies “unless absolutely necessary to ensure industry-wide safety and soundness.”

After considering these comments and reflecting on its supervisory experience and knowledge, OTS believes that safety and soundness and compliance considerations currently warrant the agency receiving advance notice of industry use of one developing technology—transactional web sites. Such web sites allow savings association customers to use the Internet to conduct a wide variety of financial transactions. They may, however, also pose particular security, compliance, and privacy risks, as discussed more fully in Part II.A., below. The notice requirement will enable OTS to better...
assist regulated institutions to deal with these risks. The same considerations require that the Regional Offices have discretion to impose additional requirements in appropriate circumstances.

Because the safety and soundness and compliance considerations are similar for state-chartered and federally-chartered institutions, this Supplemental NPR proposes to require every savings association to notify OTS before it establishes a transactional web site and comply with additional requirements that the Regional Offices may impose in appropriate circumstances. Since the ANPR and NPR did not specifically discuss these requirements and the ANPR and NPR applied only to Federal savings associations, OTS has concluded that additional public comment would assist in the promulgation of a final rule.

This Supplemental NPR supplements, rather than supersedes the NPR. OTS intends to promulgate one final rule implementing the NPR and the Supplemental NPR. However, rather than codifying the final rule in part 545 as OTS had proposed, OTS is proposing to codify the final rule in a new part 555. The reason is that part 545 only applies to Federal savings associations while the new requirements proposed would apply to all savings associations. When OTS publishes the final rule, it intends to take the provisions designated as subpart B to part 545 in the NPR and redesignate them, in final form, as subpart A to the new part 555 proposed today. As explained in proposed § 555.100, subpart A to part 555 would apply only to Federal savings associations, whereas subpart B to part 555 would apply to all savings associations.

II. Supplemental Proposed Provisions

A. Must I Inform OTS Before I Use Electronic Means or Facilities? (Proposed § 555.300)

Proposed § 555.300(a) sets forth the general rule that a savings association does not have to inform OTS in advance when it plans to use electronic means and facilities except under two circumstances. OTS encourages a savings association to consult with the appropriate Regional Office before it begins activities using electronic means or facilities, even where not required to inform OTS in advance. As with other activities, OTS will continue to rely on its existing supervisory examinations and application processes to ensure the savings association's ability to engage in new activities in a safe, sound, secure, and compliant manner.

The proposed rule contains two exceptions to this general rule. First, proposed § 555.300(b) would require every savings association to notify OTS before it establishes a transactional web site. OTS proposes to define a "transactional web site" for purposes of this rule as an Internet site that enables users to conduct financial transactions such as accessing an account, obtaining an account balance, transferring funds, processing bill payments, opening an account, applying for or obtaining a loan, or purchasing other products or services.

OTS believes that using a web site to conduct such activities raises safety and soundness and compliance concerns not present when the activities are conducted through more established technologies. OTS has been, and continues to be, concerned with the adequacy of firewalls to prevent hackers from breaking into an association's computer systems and thereby jeopardizing the association's security. However, OTS is also concerned about other operational and compliance risks presented by Internet banking and intends to increase its monitoring of web sites for compliance with disclosure laws and regulations.

OTS reviews the safety and soundness of new activities, the appropriateness of the internal controls and security precautions, and compliance with applicable laws and regulations on a case-by-case and institution-by-institution basis in connection with applications and through the examination process. For institutions subject to an application process (e.g., de novo applications), initial safety and soundness and compliance determinations will be part of the application review. After application approval or where no application is required, safety and soundness and compliance will generally be assessed as part of the examination process. This process will review and assess the institution's identification of risks of the activity, the steps it has taken to mitigate these risks, the testing it has undertaken to ensure safety and soundness, and its compliance monitoring process.

Statistics from the United States Senate's Permanent Investigations Subcommittee indicate that banking, insurance and securities firms collectively lost more than $800 million in 1996 to computer crimes. This figure is expected to grow as more financial services firms conduct business over the Internet. Susanna Schwartz, Internet Security: The Bane of Electronic Commerce?, 22 Insurance & Technology 40 (Sept. 1997). A 1997 survey by the Computer Security Institute and the Federal Bureau of Investigations found that of 428 corporations, government agencies, financial institutions, and universities surveyed, 53 percent reported having been victims of computer viruses and 42 percent acknowledged receiving false computer alarms. A 1996 study of 21 computer systems in the prior 12 months. In 1995, the FBI estimated that computer criminals cost United States businesses $7.5 billion a year. Losses ranged from outright theft to forgery of computer applications to the destruction of files and data to the cost of fixing security problems. David H. Freedman et al., Crime, 122 U.S. News & World Report 56 (June 2, 1997).

Additionally, OTS is concerned about protecting the privacy of individuals submitting information (or about whom information has been submitted). The collection of baseline information on transactional web sites is an important and integral part of OTS efforts to enhance its supervision of Internet banking activities.

While collecting this information will impose a minimal burden on savings associations, it will also allow individual associations, and the industry as a whole, to reap important benefits. OTS will be better able to assist associations that are contemplating or already conducting Internet operations to identify and address the risks that accompanying such activities. This will help institutions avoid problems and protect consumers. The information will also broaden the agency's awareness of trends in Internet banking operations, which it can share with institutions.

At this time, OTS is not proposing to require a notice under § 555.300(b) for any activities using electronic means or facilities other than transactional web sites. For example, a savings association would not be required, under this paragraph, to notify OTS before it establishes an informational web site.

OTS has been studying compliance and privacy issues relating to savings association web sites and notes that a number of industry and governmental studies and reports have been issued on these issues. For example, two recent industry studies reported a significant number of potential violations of advertising and disclosure requirements on the web sites of banks and other financial service providers, though these studies did not focus on savings associations. The identified problems included failure to: (1) use the term "annual percentage rate" or "APR" and provide advertising disclosures required by Regulation 2 (Truth in Lending Act); (2) include the Equal Housing Lender logotype and legend as required by the Fair Housing Act; (3) post annual percentage yields as required by the Truth in Savings Act, and (4) provide disclaimers that non-insured products are not insured by the Federal Deposit Insurance Corporation as required by FDIC regulations. See Richard Insley, Click Here To Violate the Law (visited July 30, 1998) http://www.moneypage.com/features/RegZWebsiteViolations.html; Jo Ann S. Barefoot, Don't Get You Compliance Record Tangled in the Web, ABA Banking Journal 26-30 (June 1998).

Similarly, a recent Federal Trade Commission report included an analysis of 125 web sites operated by financial service providers. It found that while 97 percent of the sites collected personal information, only 17 percent of those sites contained appropriate disclosures such as a privacy policy notice or an information practice statement. See Federal Trade Commission, Privacy Online: A Report to Congress (June 1998) at 22, 24, 27.

The industry and FTC reports identified only those compliance problems that could be readily observed by viewing the web site. These studies raise serious and legitimate concerns regarding both informational and transactional web sites. Because savings associations could perform a broad range of activities through transactional web sites, OTS believes that transactional web sites are likely to raise other more complex compliance and privacy issues, in addition to those identified in the studies.
problems.

types of web sites for operational and compliance
advance notice requirement to transactional web
regulatory burden, OTS is proposing to limit the
applicable to transactional web sites. To minimize
transactional and informational web sites. OTS
studies cited in footnote 8 above apply equally to
Report reporting process.

OTS. Savings association would have to file a notice with
web site by adding features enabling users to
change an informational web site to a transactional
association describe the transactional
may be brief. The proposed regulation
propose to prescribe any particular form
required by § 555.300(b). Because
association must follow any additional
Regional Office has informed a savings
web site, indicate the date the
association establishes a
must be noticed in the Regional Office before its last regular onsite
neglect, OTS may revise the rule to no longer
require notice before establishing a
transactional web site.

Second, a filing may also be required in the circumstances described in
proposed § 555.300(c). If the OTS
Regional Office has informed a savings
association of supervisory or
compliance concerns that may affect the
savings association's use of electronic
means or facilities, the savings
association must follow any additional
procedures the Regional Office has
imposed in writing.

B. How Do I Notify OTS? (Proposed
§ 555.310)

Proposed § 555.310 describes the
notice procedures applicable to notices
required by § 555.300(b). Because
establishing a transactional web site is
the only activity that would require
such a notice, the notice procedures have
been tailored to that activity.

Proposed § 555.310(a) would require a
savings association to provide a written
notice to the appropriate Regional Office
at least 30 days before establishing a
transactional web site. OTS does not
propose to prescribe any particular form
for the notice, but contemplates that it
may be brief. The proposed regulation
would simply require that a savings
association describe the transactional
web site, indicate the date the
transactional web site will become
operational, and list a contact familiar
with the deployment, operation, and
security of the transactional web site.

On receipt of the notice, the Regional
Office may determine that additional
information is required to ensure that the
savings association will operate the
transactional web site in a safe, sound,
secure, and compliant manner.

A typical notification might include the
following text:

[Name of savings association] plans to
establish a transactional web site on the
Internet at [URL]. It will be operational on
[Date]. The site will contain mortgage loan
applications that can be transmitted securely
to our loan processing office. For further
information contact: [Name at telephone
number, e-mail].

This notification requirement would
further the approach in the ANPR and
NPR by facilitating OTS's ability to
obtain information on the industry's use of
transactional web sites. It would also
efficiently allow OTS to keep abreast of
significant changes in the way particular
savings associations interact with their
existing or potential customers to enable
OTS to issue appropriate guidance.

Finally, it would respond to the concern
raised by the comments on the NPR that
OTS should be vigilant about new
electronic operations raising safety and
soundness concerns, by assisting OTS to
supervise effectively the electronic
operations of savings associations.

Proposed § 555.310(b) contains a
transition provision applicable to the
notice requirement in § 555.310(a). It
provides that if a savings association
established a transactional web site after
the date of its last regular onsite

Supervision or in accordance with the Paperwork
Reduction Act of 1995 (44 U.S.C.
§ 3506). The Office of Management and Budget has
recently issued its Final
Regulations (43 FR 44329, October 10, 1978). These
regulations implement the Paperwork
Reduction Act of 1995 (44 U.S.C.
§ 3501 et seq.) by providing standards for
agency actions that are intended to reduce
the collection of information from the public.

The Paperwork Reduction Act applies to
OTS's functions, including whether the
information collection is necessary for
the proper performance of
OTS's functions, and whether the
information is required by law or
secure.

OTS invites comment on all aspects of
this Supplemental NPR, but requests
that commenters limit their comments
to new matters raised by this
Supplemental NPR, rather than matters
addressed in the NPR. OTS solicits
specific comment on the following
questions:

1. Should OTS require a notice before an association
establishes a
transactional web site? Why or why not?
2. Is the proposed definition of a
"transactional web site" appropriate?
Are there alternative terms or
definitions that are commonly used and
understood in the industry that should be
substituted? Is the difference between a
transactional web site and an
informational web site clear and
appropriate?

3. Should OTS require a notice for any other activities such as establishing
any type of web site on an in-house
server, providing e-mail access for the
public, or collecting personal
information through an interactive web
site tool such as a mortgage calculator?

4. What Information should be
required in the notice filed with OTS?
Should OTS require the savings
association to provide additional
information such as: (a) how it will
conduct an activity, including
descriptions of security and internal
controls (e.g., the encryption level used,
the testing that has been performed), or
(b) how it will ensure compliance with
laws and regulations (e.g., disclosure
requirements)?

5. Is it appropriate for OTS to require
the notification 30 days before a savings
association begins an activity?

IV. Executive Order 12866

The Director of OTS has determined
that this proposed rule does not
constitute a "significant regulatory action"
for purposes of Executive
Order 12866.

V. Paperwork Reduction Act of 1995

OTS invites comment on:

Whether the proposed information
collection contained in this proposal is
necessary for the proper performance of
OTS's functions, including whether the
information has practical utility:

(1) The accuracy of OTS's estimate of
the burden of the proposed information
collection;

(2) Ways to enhance the quality,
utility, and clarity of the information to
be collected;

(3) Ways to minimize the burden of
the information collection on
respondents, including through the use
of automated data collection techniques or
other forms of information technology;

(4) Estimates of capital and start-up
costs of operation, maintenance and
purchases of services to provide
information.

Respondents are not required to
respond to this collection of information
unless it displays a currently valid OMB
control number.

The collection of information
requirements contained in this proposal
have been submitted to the Office of
Management and Budget for review in
accordance with the Paperwork
Reduction Act of 1995 (44 U.S.C.)
the private sector of $100 million or more. Accordingly, this rulemaking is not subject to section 202 of the Unfunded Mandates Act.

List of Subjects 12 CFR Part 555

Accounting, Consumer protection, Credit, Electronic funds transfers, Investments, Reporting and recordkeeping requirements, Savings associations.

Accordingly, the Office of Thrift Supervision proposes to amend chapter V, title 12 of the Code of Federal Regulations by adding part 555 as set forth below:

PART 555—ELECTRONIC OPERATIONS

Sec. 555.100 What does this part do?

Subpart A—Authority of Federal Savings Associations To Conduct Electronic Operations [Reserved]

Subpart B—Requirements Applicable to All Savings Associations

555.300 Must I inform OTS before I use electronic means or facilities?

555.310 How do I notify OTS?

Authority: 12 U.S.C. 1462a, 1463, 1464.

§555.100 What does this part do?

Subpart A of this part describes how a Federal savings association may provide products and services through electronic means and facilities. Subpart B of this part contains requirements applicable to all savings associations.

Subpart A—Authority of Federal Savings Associations to Conduct Electronic Operations [Reserved]

Subpart B—Requirements Applicable to All Savings Associations

§555.300 Must I inform OTS before I use electronic means or facilities?

(a) General. A savings association ("you") are not required to inform OTS before you use electronic means or facilities, except as provided in paragraphs (b) and (c) of this section. OTS encourages you to consult with your Regional Office before you engage in activities using electronic means or facilities in circumstances not covered by paragraphs (b) or (c) of this section.

(b) Activities requiring advance notice. You must file a written notice as described in §555.310 before you establish a transactional web site. A transactional web site is an Internet site that enables users to conduct financial transactions such as accessing an account, obtaining an account balance, transferring funds, processing bill payments, opening an account, applying for or obtaining a loan, or purchasing other products or services.

(c) Other procedures. If the OTS Regional Office has informed you of any supervisory or compliance concerns that may affect your use of electronic means or facilities, you must follow any procedures it has imposed in writing.

§555.310 How do I notify OTS?

(a) Notice requirement. You must file a written notice with the appropriate Regional Office at least 30 days before you establish a transactional web site. The notice must do three things:

(1) Describe the transactional web site.

(2) Indicate the date the transactional web site will become operational.

(3) List a contact familiar with the deployment, operation, and security of the transactional web site.

(b) Transition provision. If you established a transactional web site after the date of your last regular onsite OTS safety and soundness examination but before [Effective date of final rule], you must file a notice describing your activity by [30 days after effective date of final rule].


By the Office of Thrift Supervision.

Ellen Seidman, Director.

[FR Doc. 98–21704 Filed 8–12–98; 8:45 am]

BILLING CODE 6720–01–P

SMALL BUSINESS ADMINISTRATION

13 CFR Part 120

Business Loan Program

AGENCY: Small Business Administration (SBA).

ACTION: Notice of intent to reopen comment period for 7(a) lenders.

SUMMARY: On May 5, 1998, in 63 FR 24753, SBA published a proposed rule implementing Pub. L. 104–208 and Pub. L. 105–135 with respect to SBA financing in the 504 program, and clarifying existing regulations. The comment period ended on July 6, 1998. This notice reopens the comment period for 30 days to allow 7(a) lenders to comment on the proposed rule’s change to 13 CFR §120.111 on Eligible Passive Companies. The SBA is not reopening or extending the comment period of the proposed rule for other issues or parties.

DATES: This notice reopens the comment period as of August 13, 1998. Comments on the proposed regulation published on May 5, 1998, in 63 FR 24753, must be submitted on or before September 14, 1998.