

RESCINDED

OCC BULLETIN 2016-44

Subject: Consigned Items and Other Customer Services
Date: December 14, 2016

To: Chief Executive Officers of All National Banks, Federal Savings Associations, and Federal Branches of Foreign Banks; Department and Division Heads; All Examining Personnel; and Other Interested Parties

Replaced-See OCC 2018-49

Description: Revised Comptroller's Handbook Booklet

Summary

The Office of the Comptroller of the Currency (OCC) issued today the "Consigned Items and Other Customer Services" booklet of the *Comptroller's Handbook*. This revised booklet replaces the booklet of the same name issued in June 1996 and the examination procedures issued in February 1998. This booklet provides updated guidance to examiners assessing the risks associated with consigned items and other customer services. Consigned items include traveler's checks, money orders, and U.S. commemorative coins. Other customer services include safe deposit boxes and messenger services.

Note for Community Banks

This booklet applies to examinations of all national banks and federal savings association engaged in activities associated with consigned items and other customer services.

Highlights

The revised booklet

- updates statutory and regulatory citations to reflect changes since the last publication and the integration of the former Office of Thrift Supervision into the OCC.
- provides revised examination procedures to guide examiners.

Further Information

Please contact the Operational Risk Policy Division at (202) 649-6550.

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Related Link

- ["Consigned Items and Other Customer Services" \(PDF\)](#)