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.

Grace E. Dailey
Senior Deputy Comptroller and Chief National Bank Examiner

Related Link

- “Consigned Items and Other Customer Services” (PDF)