

Federal Reserve System

§ 227.2

one another. Any additional information must be presented consistent with the creditor's obligation to provide required disclosures in a clear and conspicuous manner.

iv. Model Forms G-18(F) and G-18(G) demonstrate two examples of ways in which transactions could be presented on the periodic statement. Model Form G-18(G) presents transactions grouped by type and Model Form G-18(F) presents transactions in a list in chronological order. Neither of these approaches to presenting transactions is required; a creditor may present transactions differently, such as in a list grouped by authorized user or other means.

11. *Model Form G-19*. See § 226.9(b)(3) regarding the headings required to be disclosed when describing in the tabular disclosure a grace period (or lack of a grace period) offered on check transactions that access a credit card account.

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PART 227—UNFAIR OR DECEPTIVE ACTS OR PRACTICES (REGULATION AA)

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SUPPLEMENT I TO PART 227—OFFICIAL STAFF COMMENTARY

AUTHORITY: 15 U.S.C. 57a(f).

EFFECTIVE DATE NOTE: At 74 FR 5559, Jan. 29, 2009, an authority citation was added to part 227, effective July 1, 2010.

Subpart A—General Provisions

AUTHORITY Sec. 18(f), Federal Trade Commission Act, as amended by Pub. L. 93-637.

EFFECTIVE DATE NOTE: At 74 FR 5559, Jan. 29, 2009, the authority citation to part 227, subpart A was removed, effective July 1, 2010.

§ 227.1 Definitions.

For the purposes of this part,¹ unless the context indicates otherwise, the following definitions apply:

(a) *Board* means the Board of Governors of the Federal Reserve System.

(b) *Consumer complaint* means an allegation by or on behalf of an individual, group of individuals, or other entity that a particular act or practice of a State member bank is unfair or deceptive, or in violation of a regulation issued by the Board pursuant to a Federal statute, or in violation of any other Act or regulation under which the bank must operate.

(c) *State member bank* means a bank that is chartered by a State and is a member of the Federal Reserve System.

(d) Unless the context indicates otherwise, *bank* shall be construed to mean a *State member bank*, and *complaint* to mean a *consumer complaint*.

[Reg. AA, 41 FR 44362, Oct. 8, 1976]

EFFECTIVE DATE NOTE: At 74 FR 5559, Jan. 29, 2009, § 227.1 was removed, effective July 1, 2010.

§ 227.2 Consumer complaint procedure.

(a) *Submission of complaints*. (1) Any consumer having a complaint regarding a State member bank is invited to submit it to the Federal Reserve System. The complaint should be submitted in writing, if possible, and should include the following information:

(i) A description of the act or practice that is thought to be unfair or deceptive, or in violation of existing law or regulation, including all relevant facts;

¹The words *this part*, as used herein, mean title 12, chapter II, part 227 of the Code of Federal Regulations, cited as 12 CFR part 227 and designated as Regulation AA.