January 2019

Collect - TCCP Survey
User Guide
1. Start a TCCP Survey Submission

The Bureau of Consumer Financial Protection (Bureau) is required by law to collect certain credit card price and availability information from a sample of credit card issuers and report this information to Congress and make it available to the public, pursuant to provisions of the Truth In Lending Act (TILA), 15 USC 1646(b)(1), (2) & (4). If your financial institution received an email from the Bureau requesting it to complete the Terms of the Credit Card (TCCP) Survey, your financial institution must complete and submit the TCCP Survey to the Bureau. Absent instruction from the Bureau, do not file the TCCP Survey.

This document provides a detailed walkthrough of how to submit a TCCP Survey using Collect.

1. From the Collect homepage, select ‘Take the semi-annual TCCP Survey’ under TCCP Survey for existing credit cards.
2. Review the instructions provided on the page and select ‘Next’ to begin the Survey.

![TCCP Survey](image)

3. If you have previously submitted a TCCP Survey using Collect, you can choose to pre-populate this Survey using the previous Survey’s answers by selecting the appropriate previous Survey from the dropdown list. You will have the opportunity to edit your answers before submitting.

   Select ‘Next’ to proceed.

![TCCP Survey](image)

If you choose to pre-populate this Survey, review the instructions and previously submitted answers to confirm this is the Survey you would like to use. Select ‘Next’ and proceed to Step 6.

![TCCP Survey](image)

4. If you chose ‘No’ in the previous step, please select the appropriate credit card from the dropdown list.

   Select ‘Next’ and proceed to Step 6.

   If the appropriate credit card is not found in the dropdown list, select ‘here’ in the sentence under the dropdown stating ‘Credit card not listed? Click here to create a new card.’
Note: All fields with an (*) next to them are **required**.

5. Selecting ‘here’ in the previous step allows you to create a new credit card. Once you have input the card’s information, select ‘**Confirm**’ to proceed. You can then start back at Step 1 and select the newly created card.

6. From the dropdown list, select the report date for the answers you are providing on this Survey.

7. From the dropdown list, select whether this card is offered nationally, regionally, or in one state/territory.

   Select ‘**Next**’ to proceed.
8. Based on your selection for ‘Availability of Credit Card Plan,’ proceed to the following sections:

   a. **National**: Section 2.1 (Page 6)
   b. **Regional**: Section 2.2 (Page 8)
   c. **One State/Territory**: Section 2.3 (Page 11)
2. Availability of Credit Card Plan

2.1 National

The following steps will allow Collect users to submit the TCCP Survey for a credit card plan offered ‘Nationally.’

1. In the previous step (page 4), you indicated that you offer this card nationally.

2. The remainder of the Survey seeks information about the terms on which you offer the product on a national basis. Report the requested information for the terms that apply nationally. If any of those terms vary by state or territory, please report the requested information for the terms that apply in the largest number of states and territories.

3. Answer **(Yes or No)**: For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

   All APR questions in this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date. Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

   If your answer is ‘**No**,’ select ‘**Next**,’ proceed to Step 4 below, and then proceed to Section 3.2 on Page 14.

   If your answer is ‘**Yes**,’ select ‘**Next**,’ proceed to Step 4 below, and then proceed to Section 3.1 on Page 13.
4. Enter the purchase APR that you offer new customers of the product as of the reporting date.

If the purchase APR for new customers varies by customer segment, please give the midpoint of the range of APRs offered to new customers of the product as of the reporting date. **Do not enter the “%” sign in your answer, only numbers.**

For example, if the purchase APRs for new customers of the product vary from 16.99% to 28.99%, report the APR as 22.99.

Select ‘**Next**’ to proceed.
2.2 Regional

The following steps will allow Collect users to submit the TCCP Survey for credit card plans offered ‘Regionally.’

1. In the previous step (page 4), you indicated that you offer this card regionally.

2. Select the states or territories where you issue this credit card.
   
   **Use the CTRL key on Windows or the Command (⌘) key on Mac OS to select multiple states at once.**

   Select ‘Next’ to proceed.

3. The remainder of the Survey seeks information about the terms on which you offer the product on a regional basis. Please report the requested information for the region in which you issue the credit card.
4. Answer (Yes or No): For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date. Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

If your answer is ‘No,’ select ‘Next,’ proceed to Step 5 below, and then proceed to Section 3.2 on Page 14.

If your answer is ‘Yes,’ select ‘Next,’ proceed to Step 5 below, and then proceed to Section 3.1 on Page 13.
5. Enter the purchase APR that you offer new customers of the product as of the reporting date.

   If the purchase APR for new customers varies by customer segment, please give the midpoints of the range of APRs offered to new customers of the product as of the reporting date. **Do not enter the “%” sign in your answer, only numbers.**

   For example, if the purchase APRs for new customers of the product vary from 16.99% to 28.99%, report the APR as 22.99.

   Select ‘Next’ to proceed.
2.3 One State/Territory

The following steps will allow Collect users to submit the TCCP Survey for credit card plans offered in ‘One State/Territory.’

1. In the previous step (page 4), you indicated that you offer this credit card in one state or territory.

2. Select the state or territory where you issue this product.
   Select ‘Next’ to proceed.

3. The remainder of the Survey seeks information about the terms on which you offer the product in that one state or territory. Report the requested information for the product terms that apply in that one state or territory.
4. Answer (Yes or No): For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

   All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date. Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

   If your answer is ‘No,’ select ‘Next,’ proceed to Step 5 below, and then proceed to Section 3.2 on Page 14.

   If your answer is ‘Yes,’ select ‘Next,’ proceed to Step 5 below, and then proceed to Section 3.1 on Page 13.
5. Enter the purchase APR that you offer new customers of the product as of the reporting date.

   If the purchase APR for new customers varies by customer segment, please give the midpoints of the range of APRs offered to new customers of the product as of the reporting date. **Do not enter the “%” sign in your answer, only numbers.**

   For example, if the purchase APRs for new customers of the product vary from 16.99% to 28.99%, report the APR as 22.99.

   Select ‘Next’ to proceed.
3. Complete Credit Card Plan Terms

If your response to any or all of the questions is ‘Yes,’ you must fill out all subsequent questions related to the response.

3.1 APR varies by balance

1. If you indicated that the purchase APR varies with the balance of the card, enter the balance range for each applicable tier. You do not need to use all four tiers in order to proceed.

2. The value in each ‘From’ field must be less than the value of its corresponding ‘To’ field. Do not include the “$” sign in your answer, only numbers.

Once you have entered the balance range for each applicable tier, select ‘Next’ to proceed.
3.2 Variable rate

1. Answer **(Yes or No)**: Is this a variable rate card?

   Answer ‘**Yes**’ if the purchase APR on accounts varies over time with changes in an underlying base rate, like the U.S. Prime Rate.

   Otherwise, answer ‘**No**’ and select ‘**Next**.’

2. If you answered ‘**Yes**’ to the previous question, indicate the underlying index for your purchase APR.

   Available Options:
   
a. Prime
b. One-month T-bill
c. Three-month T-bill
d. Six-month T-bill
e. One-year T-bill
f. Fed Funds
g. Cost of Funds
h. Federal Reserve Discount Rate
i. Other
3.3 Periodic fee

1. Answer (Yes or No): Does the card have an annual, monthly, weekly or other periodic fee?

   If your answer is ‘Yes,’ enter the amount of any such fee on an annualized basis. **Do not include the “$” sign in your answer, only numbers.**

   For example, if the card has a $12 monthly fee, but no annual fee, enter 144 ($12 monthly fee multiplied by 12 months). If the card has a $100 annual fee, but no monthly or other periodic fees, enter 100.

   If your answer is ‘No,’ do not include an entry and select ‘Next.’
3.4 Grace period

1. Answer (Yes or No): Does this card have a grace period on purchases during which interest does not accrue?

For the purposes of this question, the grace period is the period between the end of the billing cycle and the date by which purchases made in that cycle can be repaid without incurring interest charges. If interest begins to accrue from the date of purchase, you do not offer a grace period.

If your answer is ‘Yes,’ enter the length of the grace period.

Enter the number of days. Do not enter the term “days.” Report a one-month grace period as 30 days.

If your answer is ‘No,’ do not include an entry and select ‘Next.’
3.5 Minimum finance charge

1. Answer (Yes or No): Does this card have a minimum finance charge?

   If your answer is ‘Yes,’ enter the amount of the charge in dollars. **Do not enter the “$” sign.**

   If your answer is ‘No,’ do not include an entry and select ‘Next.’
3.6 Transaction fee

1. Answer **(Yes or No)**: Do you impose a transaction fee for each use of the card to make a purchase?

   If your answer is ‘**No,**’ do not include an entry and select ‘**Next.**’

   If your answer is ‘**Yes,**’ and the charge amount is a set monetary amount, enter the amount of the charge in dollars. **Do not include the “$” sign in your answer.**

   If your answer is ‘**Yes,**’ and the charge is a percentage of the transaction, enter that percentage. **Do not include the “%” sign in your answer.**

   For example, if the card has a $12.99 transaction fee, enter 12.99. If the card has a transaction fee that is 12.9 percent of the balance, enter 12.9.
3.7 Cash advance

1. Answer (Yes or No): Do you offer cash advances on the card?
   - If your answer is ‘No,’ continue to step 13.
   - If your answer is ‘Yes,’ continue on this page.

2. Answer (Yes or No): Do you impose a transaction fee for each cash advance?
   - If your answer is ‘No,’ continue to step 13.
   - If your answer is ‘Yes,’ and the fee is a percentage of the cash advance amount, enter that percentage. **Do not enter the “%” sign.**
   - If your answer is ‘Yes,’ and the fee has a minimum dollar amount, enter that amount. **Do not enter the “$” sign.**
   - If your answer is ‘Yes,’ but the fee is not a percentage, or a percentage subject to a minimum dollar amount, please describe how you calculate the fee.

Select ‘Next’ to proceed.
3.8 Late fee

1. Answer (Yes or No): Does this card charge late fees?
   
a. If your answer is ‘No,’ do not include an entry and select ‘Next.’

b. If your answer is ‘Yes,’ enter the amount of the first late fee on the account. **Do not enter the “$” sign.**

   c. If your answer is ‘Yes,’ enter the amount of the late fee after the first late fee. **Do not enter the “$” sign.**

   d. If your answer is ‘Yes,’ but you charge late fees that are not fixed dollar amounts, please explain your late fee policy.

   e. Select ‘Next’ to proceed.
3.9 Overlimit fee

1. Answer **(Yes or No)**: Does this card ever charge overlimit fees?

   If your answer is ‘**No**,’ do not include an entry and select ‘**Next**.’

   If your answer is ‘**Yes**,’ enter the amount of the overlimit fees when charged. Enter this amount in dollars. **Do not enter the “$” sign.**

   If your answer is ‘**Yes**,’ but you charge overlimit fees that are not fixed dollar amounts, please explain what overlimit fees you charge.

   Select ‘**Next**’ to proceed.
3.10 Balance computation method

1. From the dropdown list, select this credit card’s balance computation method used to calculate interest charges on purchase balances.
   a. Average daily balance including new purchases
   b. Average daily balance excluding new purchases
   c. Adjusted balance
   d. Previous balance
   e. Other

Select ‘Next’ to proceed.
3.11 Credit card plan enhancements

1. This question is optional. Indicate which, if any, of the following enhancements are available to all holders of this card free of charge. **Use the CTRL key on Windows or the Command (⌘) key on Mac OS to select multiple credit card enhancements.**

   a. Rebates on purchases
   b. Extension on manufacturer’s warranty
   c. Purchase protection/security
   d. Travel insurance
   e. Travel related discounts
   f. Automobile rental insurance
   g. Discounts on purchases of goods and services (other than travel related)
   h. Credit card registration
   i. Debt cancellation coverage
   j. Access to free credit score
   k. Cashback rewards
   l. Travel-related rewards
   m. Other rewards
   n. Mobile wallet provisioning
   o. Fee-free foreign transactions
   p. Chip card
   q. Other

Select ‘**Next**’ to proceed.
3.12 Contact information

1. Enter consumer contact information.

If consumers have questions about the terms offered on this product, what telephone number can they use? A **toll-free number is requested if available**.

Select ‘**Next**’ to proceed.
3.13 Review submission

1. You are nearly finished with the TCCP Survey.

2. Please review your answers to this Survey. Please note that a question without a corresponding value is either a question you weren’t asked or an optional question to which you didn’t respond.

   After you review, select ‘Next.’

3. This is the last opportunity to change or edit any of the answers in this Survey. Please select the ‘Previous’ button to review all of your responses for accuracy. You may make any necessary changes at this time. By selecting ‘Previous,’ you will not lose any responses that you have already entered.

   Information cannot be edited after submission without contacting Collect Support.

   After you review, select ‘Next’ to record your Survey and finalize your responses.

4. Congratulations! Your Survey responses have been recorded and submitted to the Bureau. You may now navigate back to the homepage or log out and close this page.
4. Contact Collect Support

Submitted an error? Need additional help in completing your TCCP Survey? We’re here to help. There are two easy ways to reach out to the Collect Support Team.

4.1 Collect Support button

At the bottom of each Collect page, select the ‘Need Help? Reach out to us!’ button to send a message to the support team.

4.2 Email the Collect Support team directly

Email the support team directly at Collect_Support@cfpb.gov. Include your question and any additional details and a team member will reach back out to you.