CONSUMER FINANCIAL PROTECTION BUREAU | JULY 2022

Collect – Credit Card Agreement User Guide

Consumer Financial Protection Bureau

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Version Log

The Bureau updates this guide on a periodic basis. Below is a version log noting the history of this document and its updates:

Date	Version	Summary of Changes
July 2022	2	Added report functionality (Section 8).
November 2021	1	Original document

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1. Introduction

The Truth in Lending Act and Regulation Z require each card issuer to submit its credit card agreements to the Bureau when the card issuer offers a new credit card agreement, amends a credit card agreement, or withdraws a credit card agreement in a given quarter. There are exceptions to the submission requirements in certain circumstances. Issuers who may qualify for the de minimis exception under 1026.58(c)(5), the private label credit card exception under 1026.58(c)(6), or the product testing exception under 1026.58(c)(7) should reference the respective regulatory provision and reach out to Collect Support if they have any questions.

Quarterly submissions to the Bureau must be made using Collect no later than the first business day on or after January 31, April 30, July 31, and October 31 of each year. If a credit card agreement has been previously submitted to the Bureau, the agreement has not been amended, and the card issuer continues to offer the agreement to the public, no additional submission regarding that agreement is required for that calendar quarter.

This document provides a detailed walkthrough of how to create a credit card entry and upload an agreement for it, amend an agreement for an existing agreement, or withdraw a credit card agreement using Collect. Collect is the website through which issuers must submit their required agreements to the Bureau. The Bureau will no longer accept credit card agreements through emails, handwritten forms, faxed information, or any other channel or method. To access Collect, visit https://collect.consumerfinance.gov.

In addition to this detailed walkthrough of Collect, the Bureau has published additional resources to help financial institutions submit credit card agreements through Collect. These resources can be found on the Bureau's Collect submission instructions page at https://www.consumerfinance.gov/data-research/credit-card-data/.

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2. Registering with Collect

The Collect website requires issuers to register for login credentials prior to using the website. To register with Collect, a representative must complete the Collect registration form. The Collect registration form can be found at https://files.consumerfinance.gov/f/documents/cfpb_collect-registration.pdf. The registration form requires the following information:

- the institution's name and headquarters location;
- the institution's identification number, which can be an LEI, RSSD ID, or Tax ID;
- and the name and contact information for a point of contact.

In addition to being the issuer's primary contact for Collect, the point of contact will be assigned an account with privileges to add or remove secondary user access for others at your institution. For example, the point of contact can provide a colleague with access to Collect in order to make Quarterly Credit Card Agreement (QCCA) submissions. If that colleague forgets or loses their login information, they can contact the point of contact to get help with accessing their login information. If a point of contact is unavailable, users are always able to contact the Collect Support team directly by emailing Collect_Support@cfpb.gov.

Once the registration form has been completed, the form should be emailed to Collect_Support@cfpb.gov.

After processing your institution's registration form, the Bureau's Collect team will send a welcome email to the point of contact listed on the registration form. The welcome email will contain information about logging in to Collect. The Collect website can be accessed at https://collect.consumerfinance.gov.

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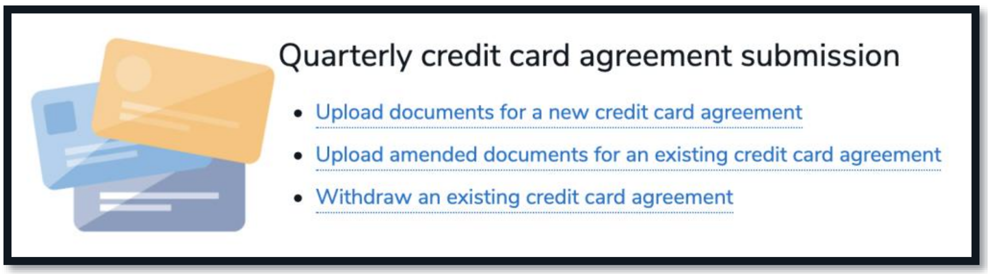
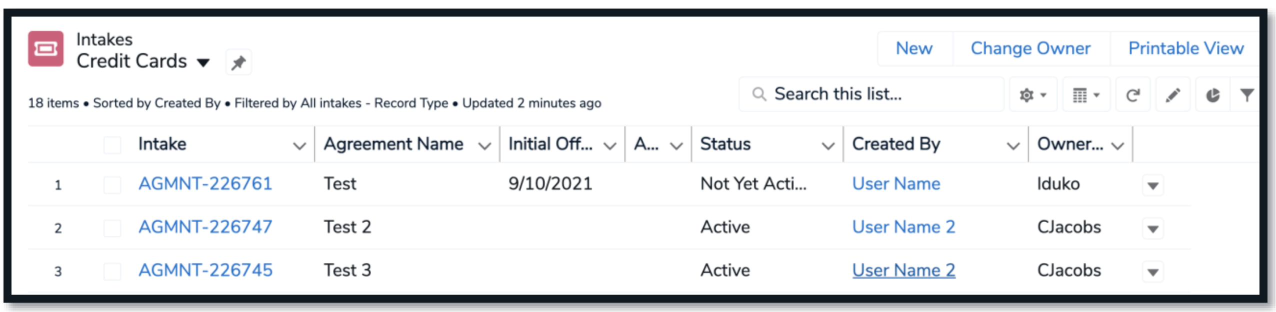
3. Review current submissions

This section applies to card issuers who have been making submissions of credit card agreements prior to the roll-out of Collect for the credit card agreement database in December of 2021. Active agreements submitted to the Bureau prior to November 1, 2021 have been transferred into Collect for issuers to review. If an agreement previously submitted to the Bureau has not been amended or withdrawn, no further action is required on your part. However, the first time you log into Collect, you can review current credit card agreement submissions, and optionally indicate if the review has been completed, by following the steps below.

From the Collect homepage, select **Upload amended documents for an existing credit card agreement**.



Select the agreement you would like to review.



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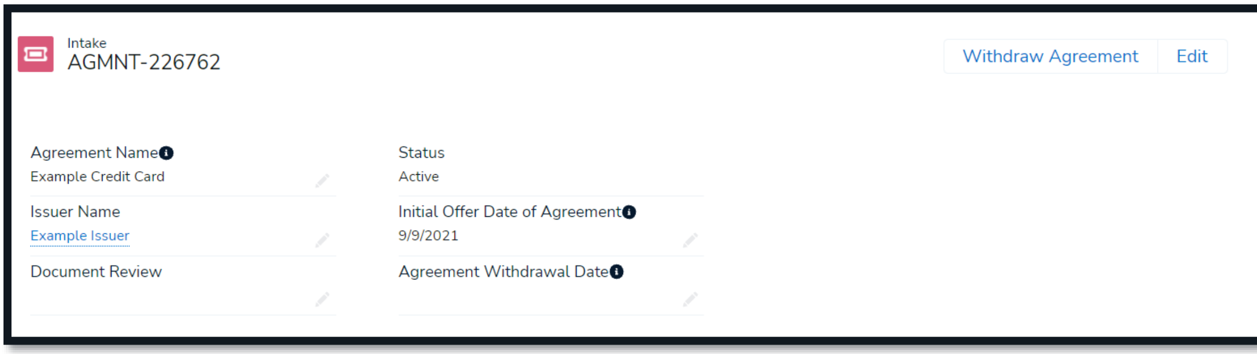
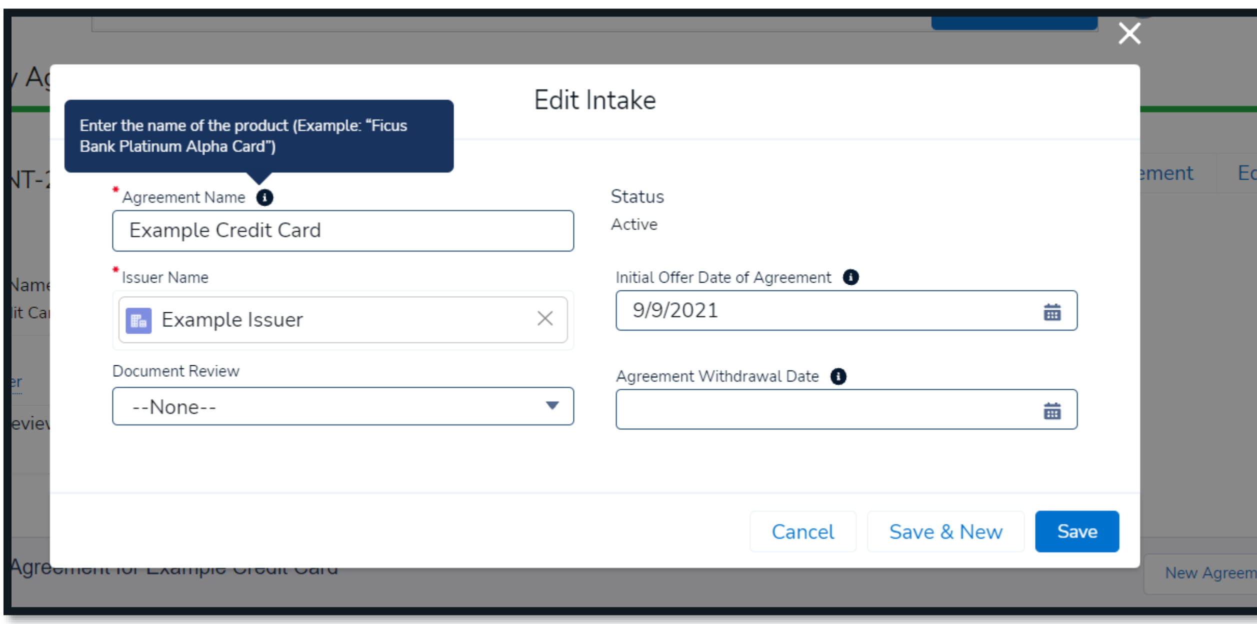
The system will direct you to the Intake record you have selected. Review the **Agreement Name**, **Issuer Name**, and **Initial Offer Date of Agreement** for accuracy.



In order to make updates, select **Edit**. If updates are made, select **Save** to save the updates and close the window or **Cancel** to close the window without making updates.



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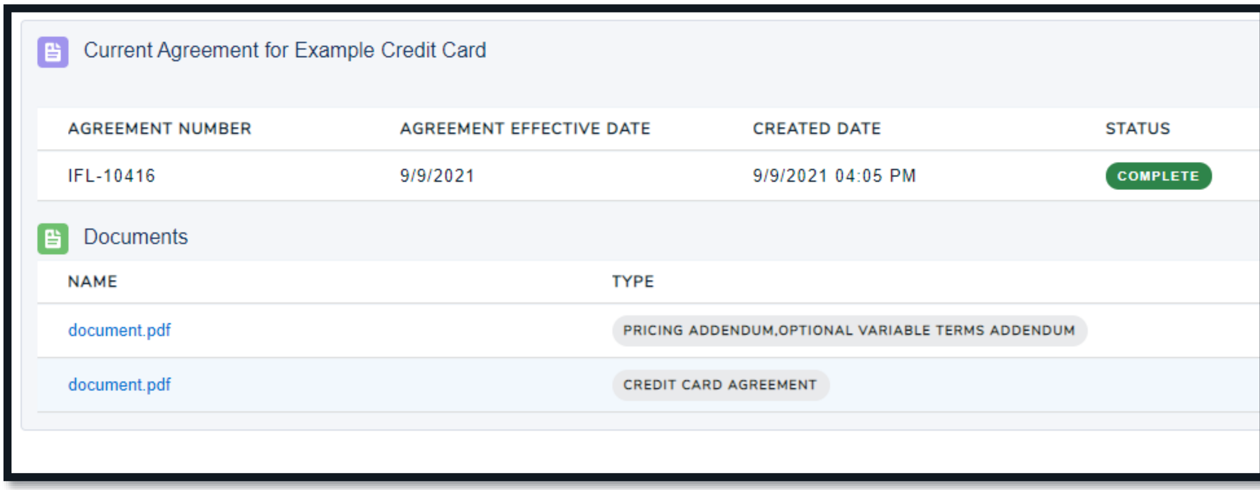
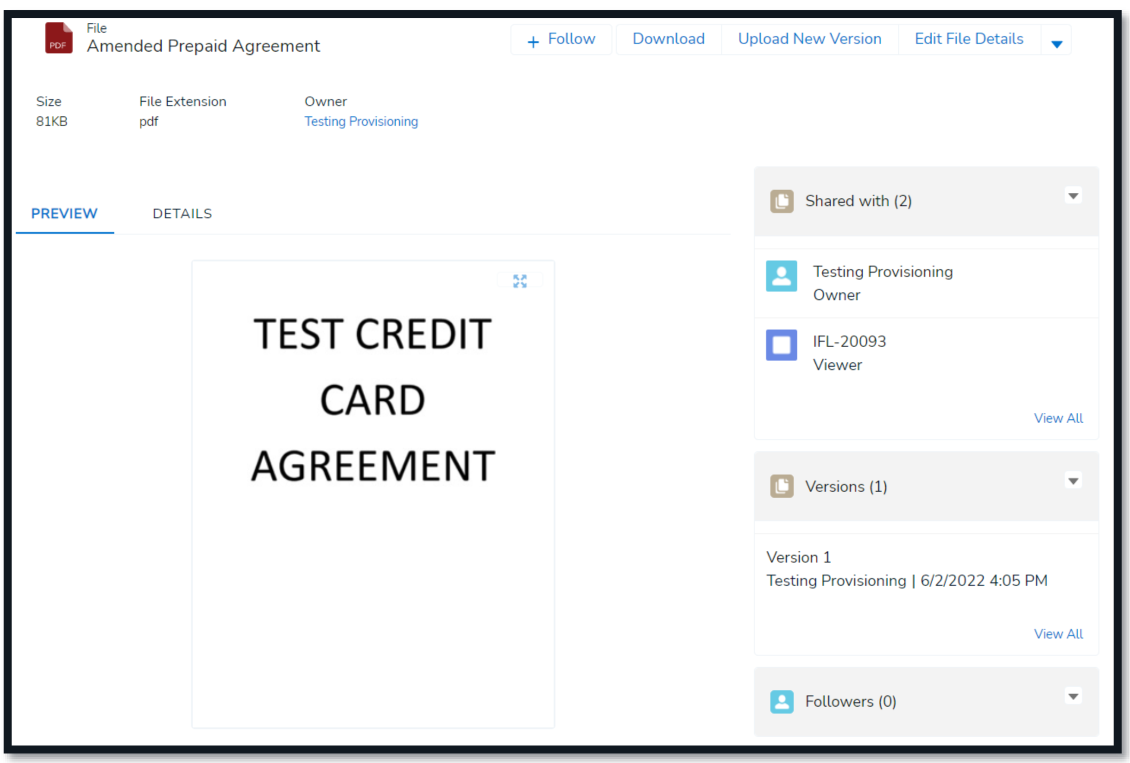
To review the agreement documents, select the document name in the documents box on the details page.



The system will direct you to a file detail page that will allow you to view the previously submitted document by selecting the document preview. The page also allows you to download a copy of the file by selecting **Download**. Select **Back** in the browser to return to the Intake page and review any additional documents attached to the agreement.



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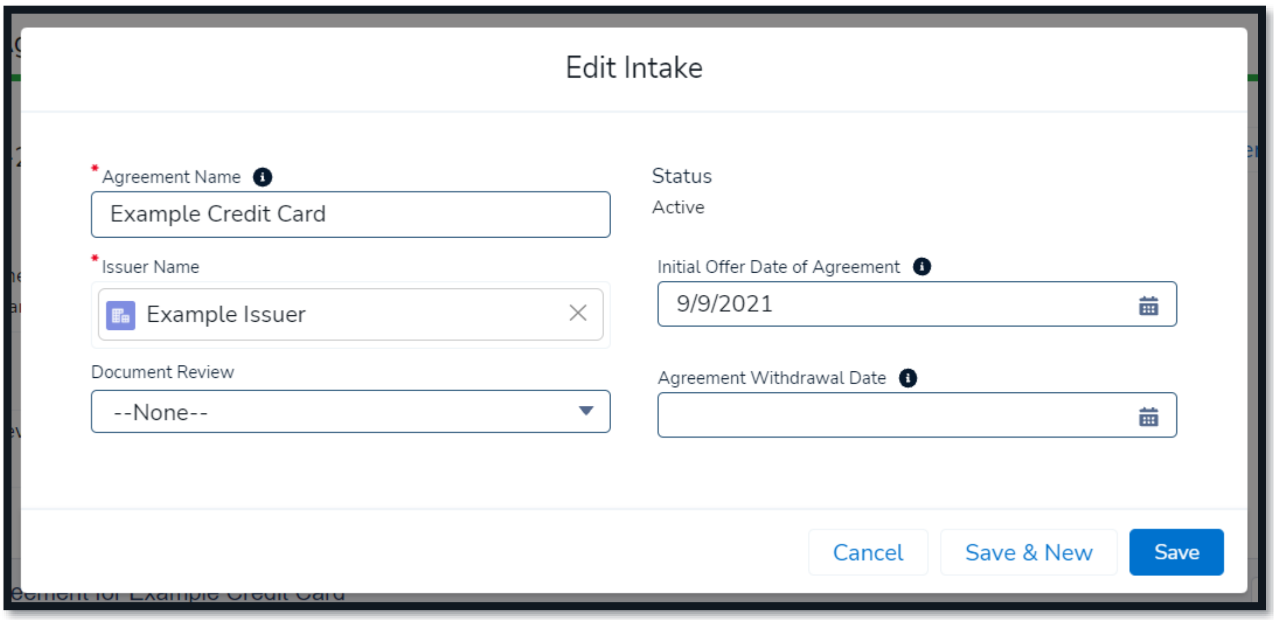
If any of the documents are incorrect, please follow the instructions for Amending a credit card agreement to upload a new set of agreement documents. Only system administrators can delete documents from the system, so please contact Collect Support using the button at the bottom of each page if you need assistance removing files that have been attached to a separate agreement intake record.

When all details have been confirmed, you may optionally set the **Document Review** value. Select **Edit** then select from the **Document Review** drop-down a value of **Confirmed – Correct** if the agreement details are correct, or **Reviewed – Incorrect** if errors have been identified. Once this has been set, select **Save** to close the window or **Cancel** to exit without saving.



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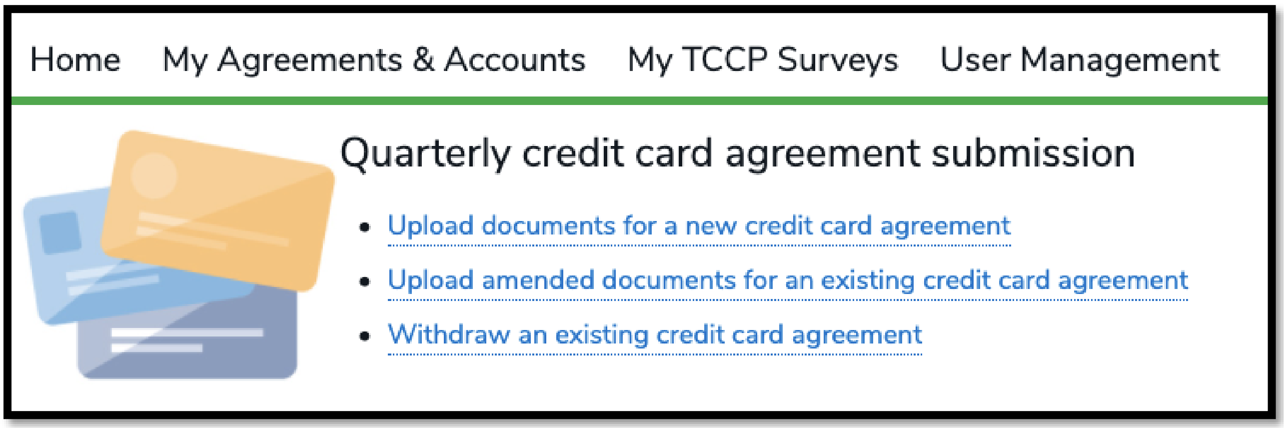
4. Create a new credit card agreement intake

Before uploading a credit card agreement, you must first create a new credit card agreement intake entry in the Collect system. From the Collect homepage, select **Upload documents for a new credit card agreement.**

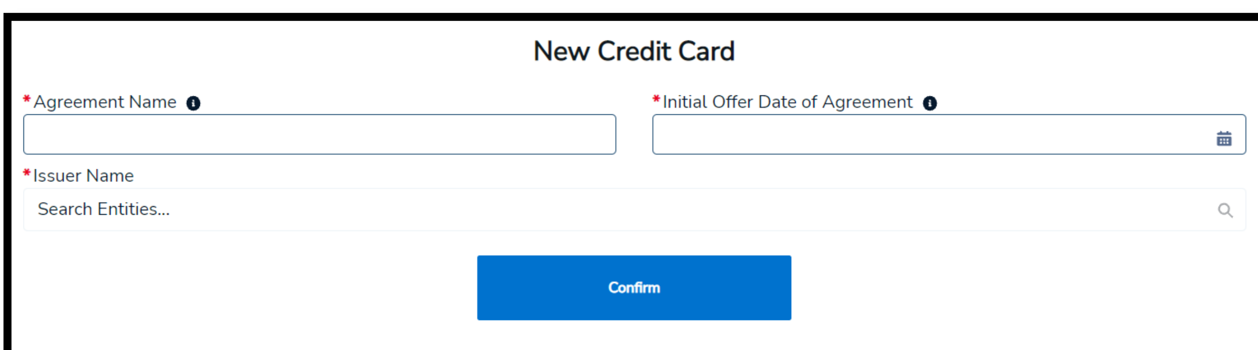


Enter all required fields:

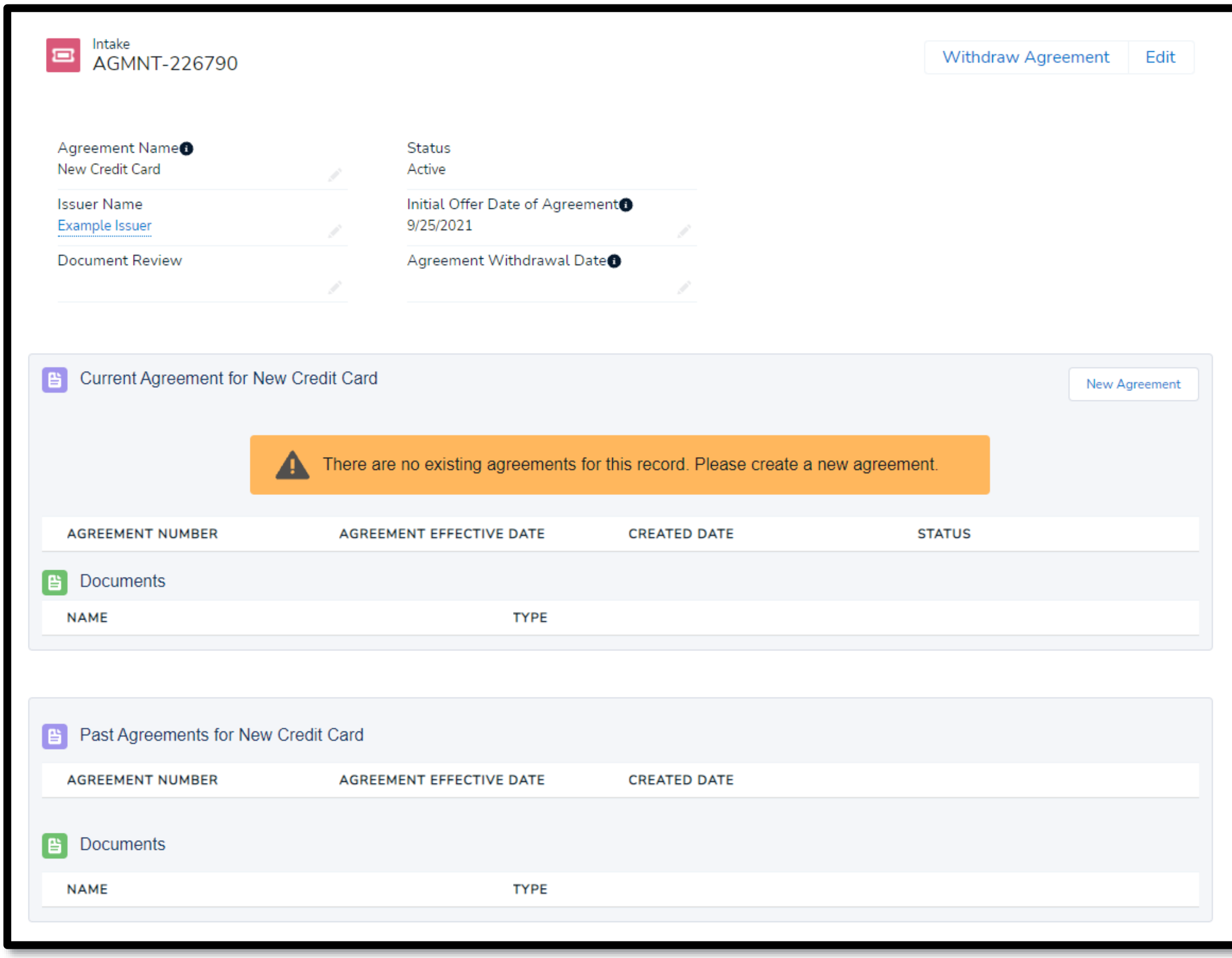
- Agreement Name: this is the name of the credit card.
- Issuer Name: this will be auto-populated when you enter your institution's name in **Search Entities**.
- Initial Offer Date of Agreement: the date the agreement was first offered.

Note: All fields with a (*) next to them are required.

Select **Confirm** to proceed.



After inputting the details and selecting **Confirm,** you will be directed to the Agreements page.



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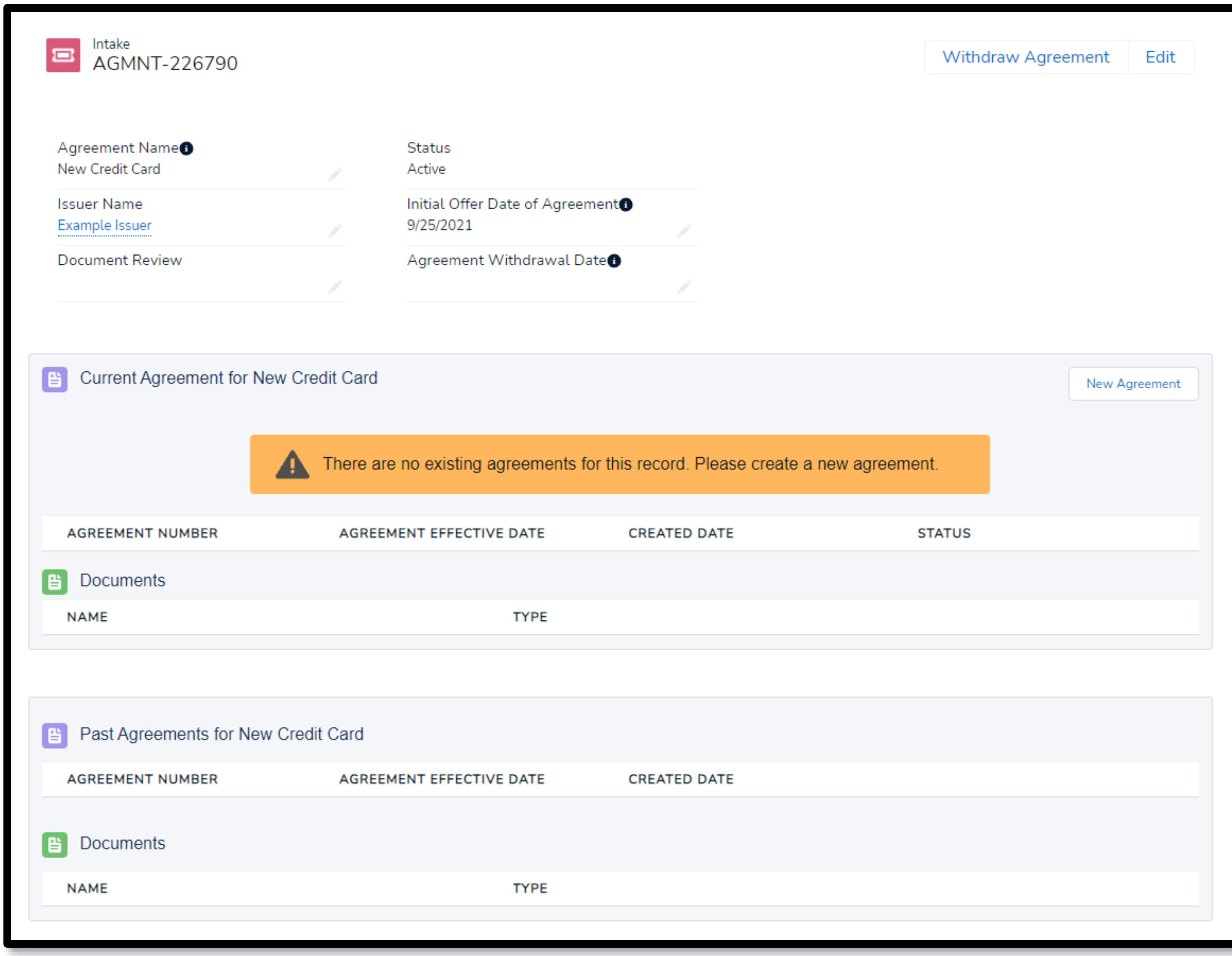
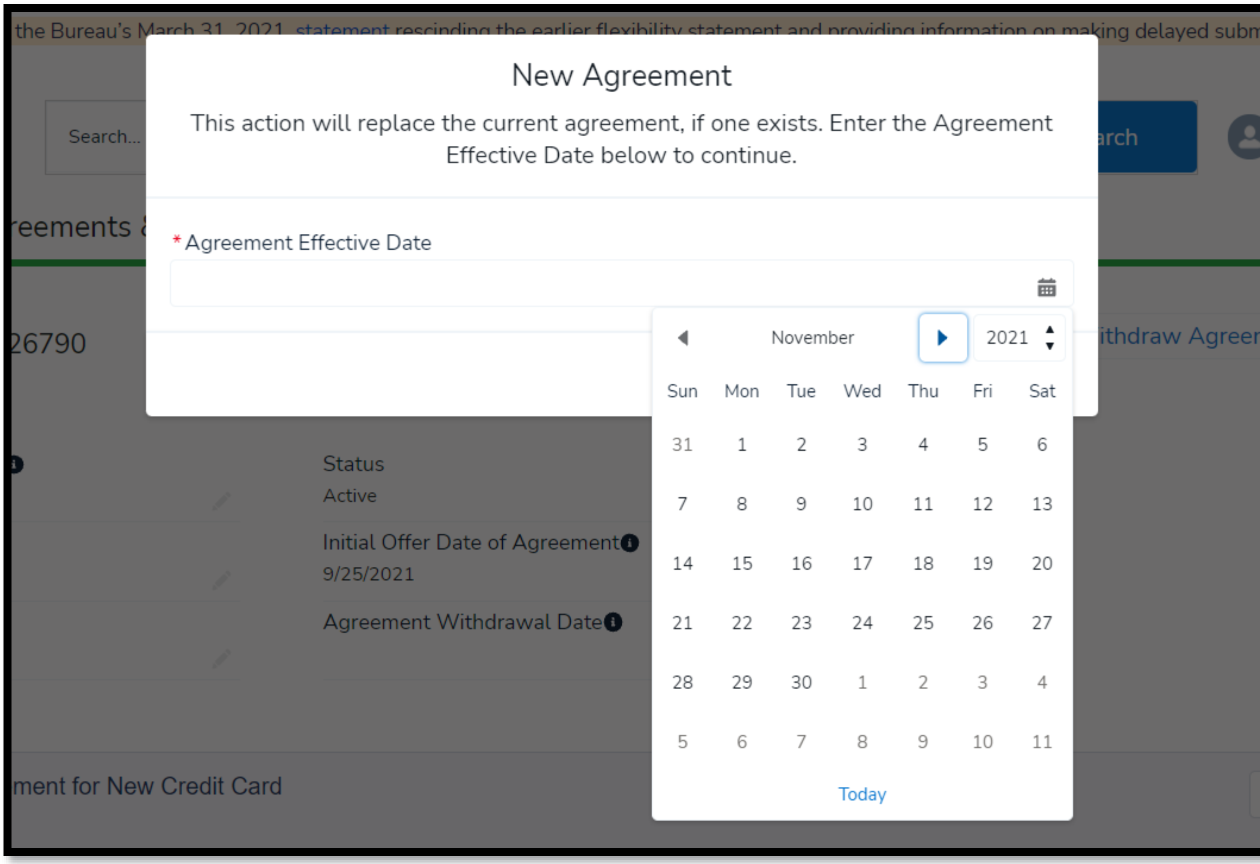
5. Add agreement documents to a credit card agreement

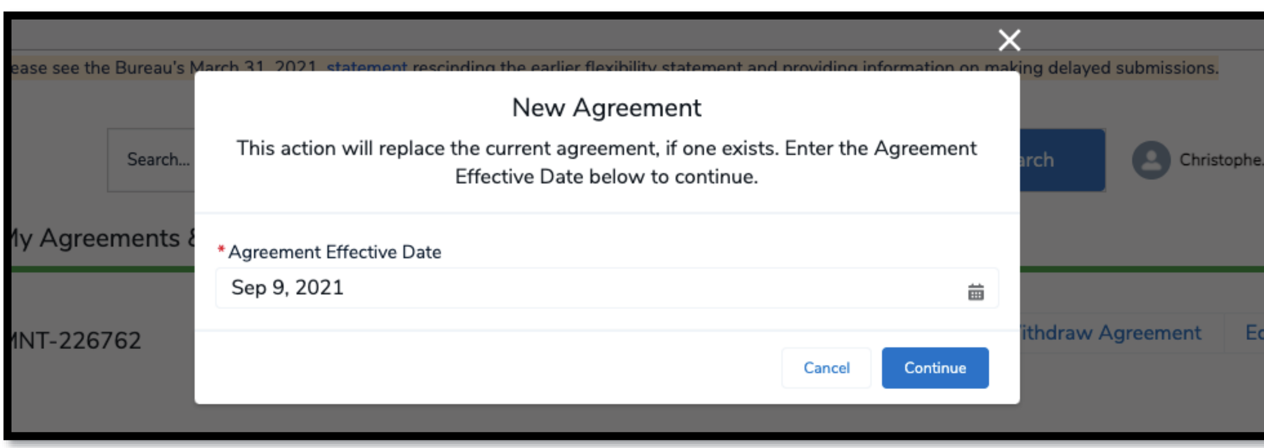
From the Agreement page, select the **New Agreement** button to the right of the section title, **Current Agreement for [Agreement Name].**



Add the **Agreement Effective Date**. A dropdown calendar will appear when you select the input field.



After the **Agreement Effective Date** has been entered, select **Continue** to proceed.



Submissions must contain the credit card agreement, the pricing addendum, and may optionally include a variable terms addendum if applicable. An issuer must submit only one pricing addendum with each agreement. This may be submitted all in one file, or in two or three files.

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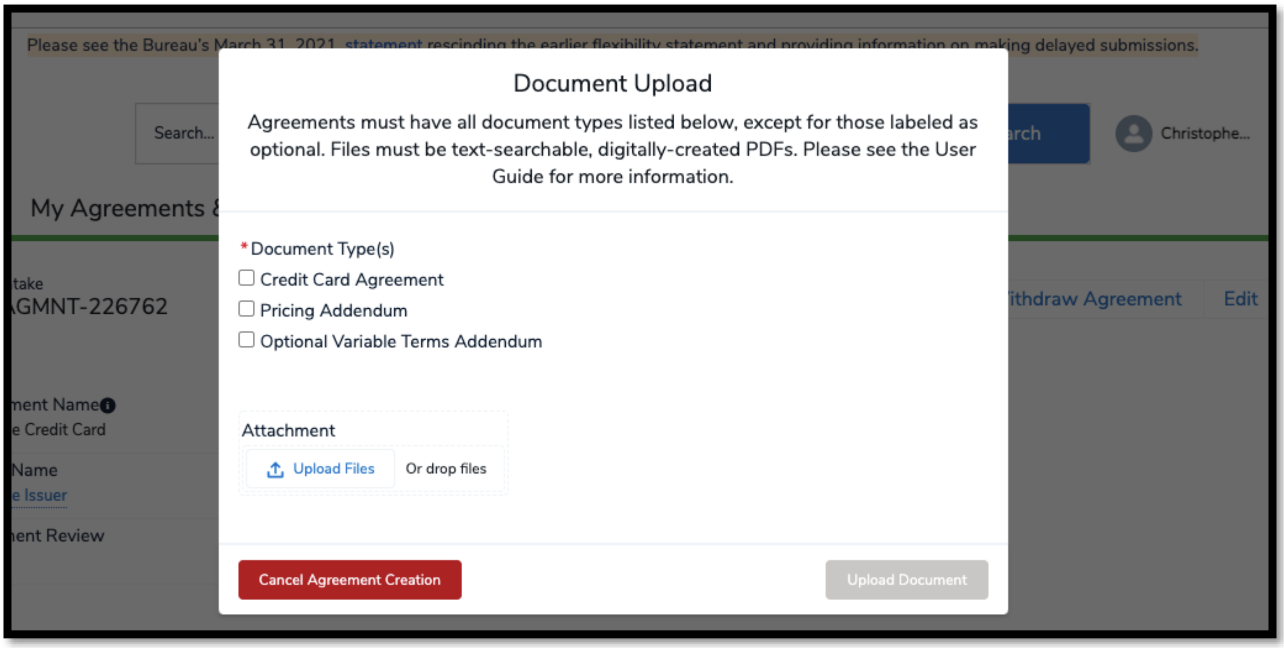
Please select the appropriate document type(s) for each file uploaded, select **Upload Files** to select the file you would like to upload, and then select **Upload Document**.

Files submitted through Collect **must** be in the Portable Document Format (PDF) file format, and must be text-searchable, digitally-created PDFs. PDF files should **not** be scanned documents, otherwise known as "image-only" PDFs. For questions about file formats, please contact Collect Support (see Section 9).



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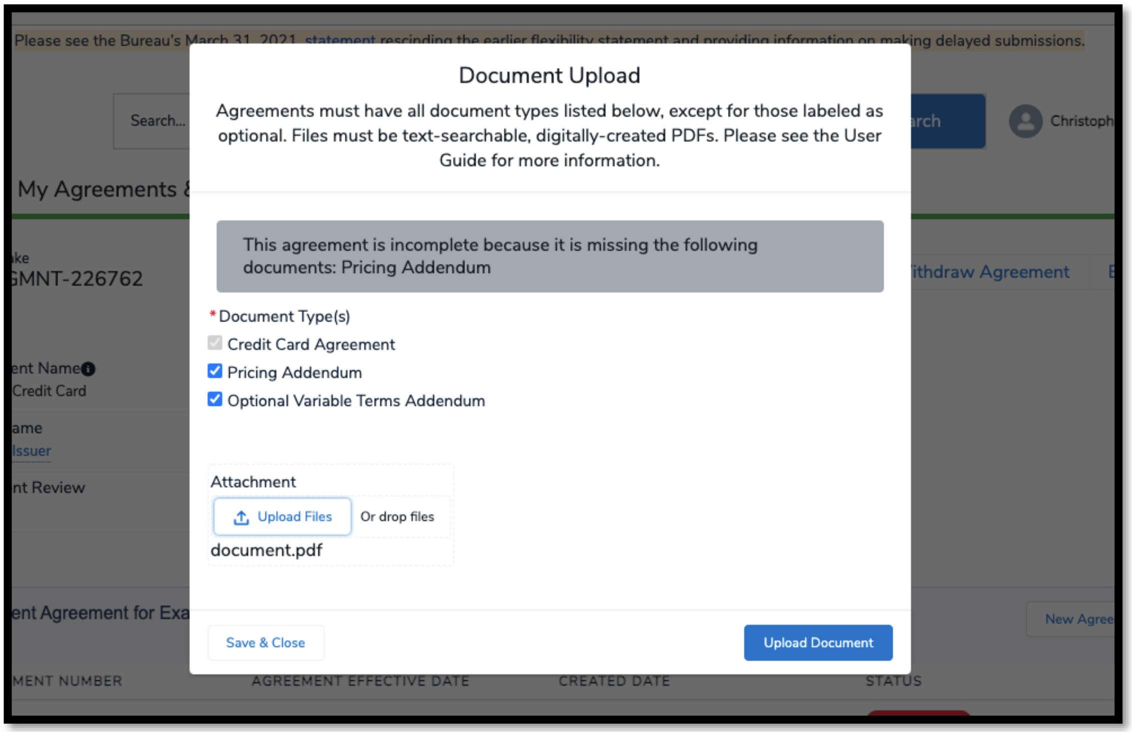
If you included all required information in a single document, and selected the appropriate Document Types, you have now successfully submitted a credit card agreement. If you need to submit additional documents to meet the QCCA reporting requirements, you will be prompted to continue uploading documents until all required Document Types have been uploaded.



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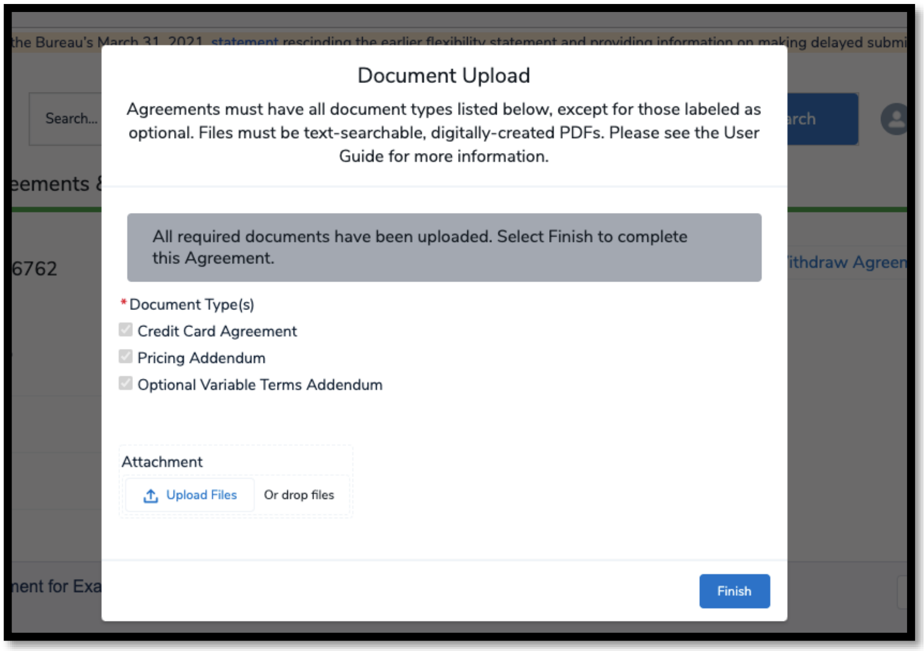
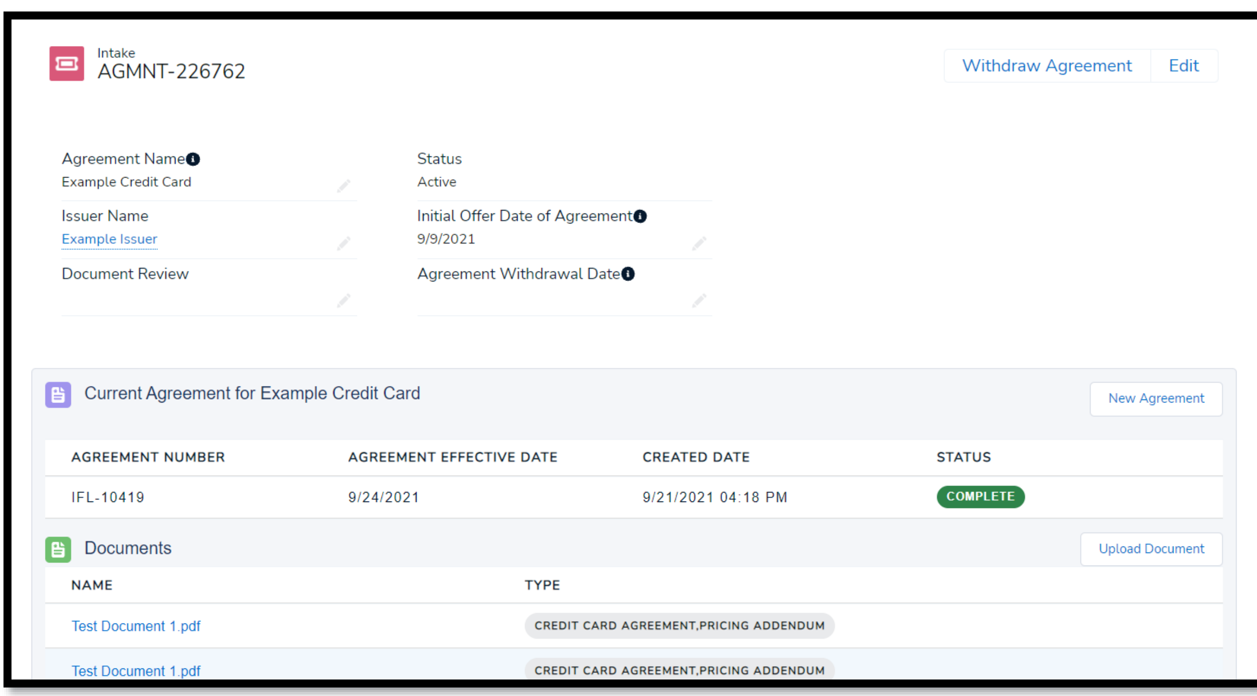
After all required document types have been uploaded, select **Finish.** You have now successfully submitted a credit card agreement.



After selecting **Finish,** you will be directed to the Agreements page, where you can confirm that the Agreement has been completed with all relevant documents uploaded. Uploaded documents will be displayed in the **Documents** section of the **Current Agreement for [Agreement Name]** box.



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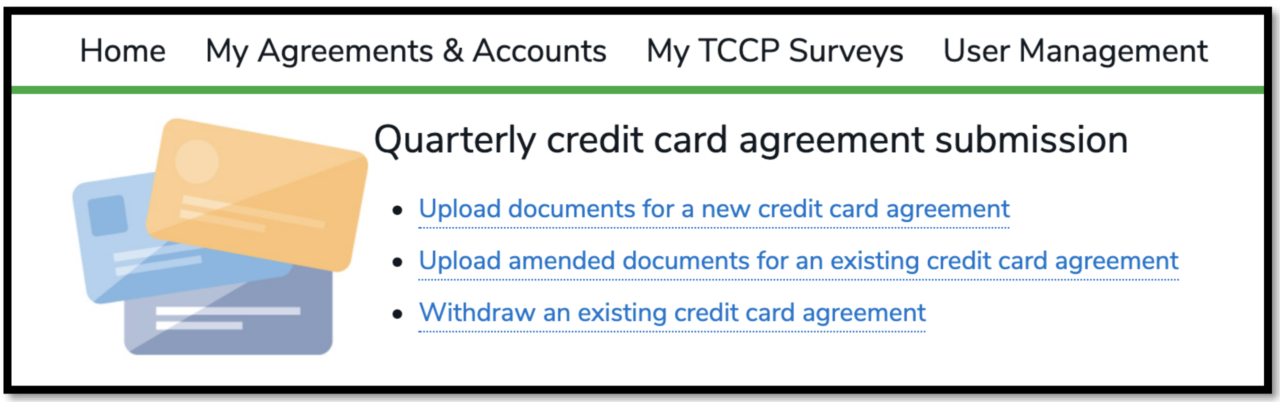
6. Amend an existing credit card agreement

You can amend an agreement by uploading additional documents that have not been included or archive previously submitted documents and uploading new files for the credit card agreement, pricing addendum, and variable terms addendum. This is the process through which issuers will make an affirmative quarterly submission to provide an updated agreement. There are two ways to begin the process of amending an existing credit card agreement.

First, you can locate your agreement by selecting **Upload amended documents for an existing credit card agreement** from the Collect Homepage. This will direct you to the credit card list.



Alternatively, you can view all of your agreements by selecting **My Agreements & Accounts** from the toolbar.

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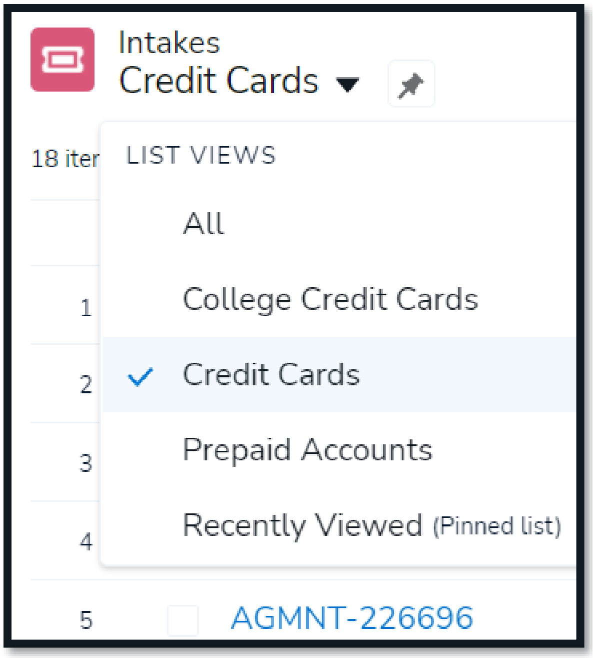
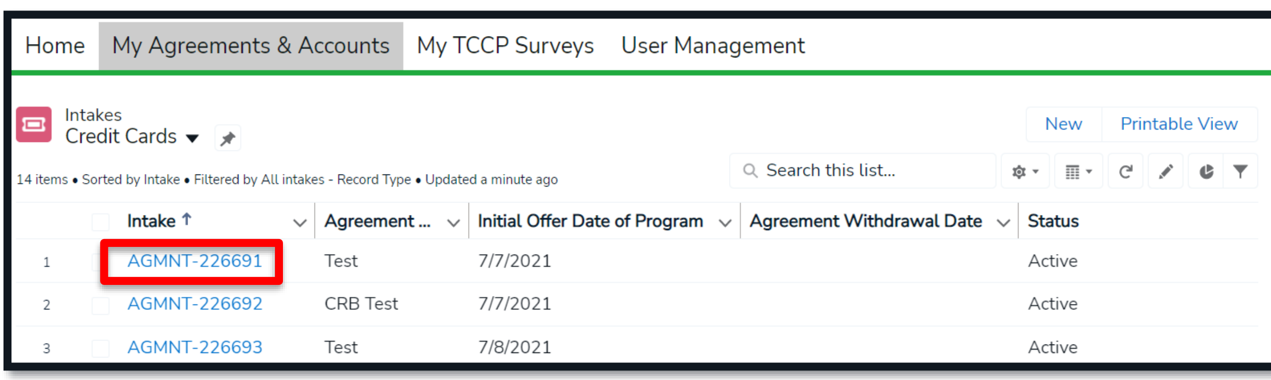
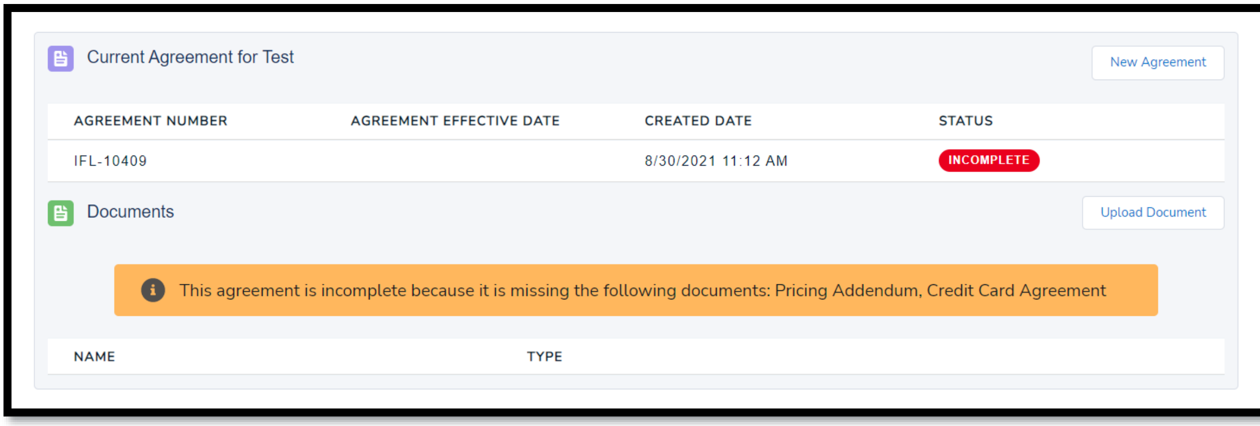
Using either method, the system will navigate you to the agreement list and you can use the down arrow to select the **Credit Cards** list.



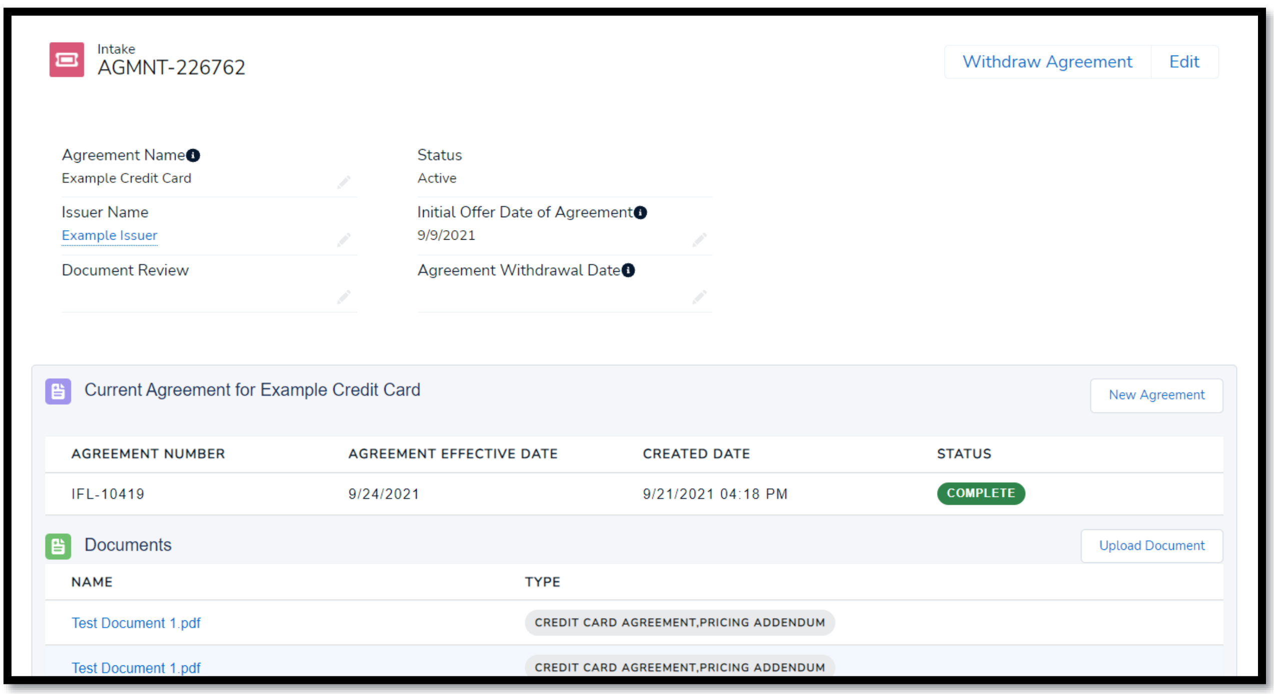
Once you are viewing the credit card list, select the Credit Card Agreement you would like to amend by selecting the Intake record number.



Selecting the Intake number will navigate you to that Agreement page. Select **Upload Document** in the current agreement box in order to add additional documents for an incomplete agreement, following the instructions in section 5.



When you upload an amended or new document for the agreement, current agreement documents will be automatically archived. To do so, select **New Agreement**. Archived documents will be visible in the **Past Agreements for [Agreement Name]** box. Only system administrators can delete documents from the system, so please contact Collect support using the button at the bottom of each page if you need assistance removing files.



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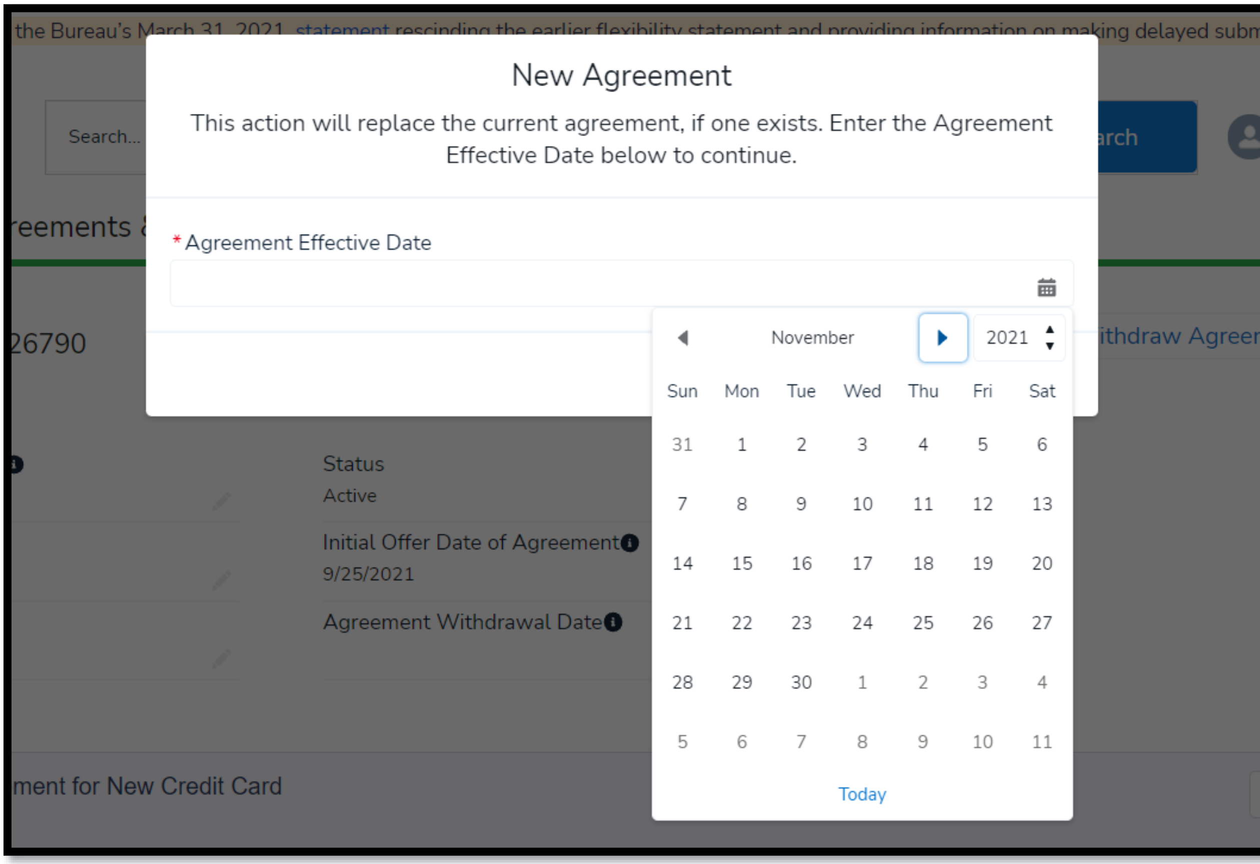
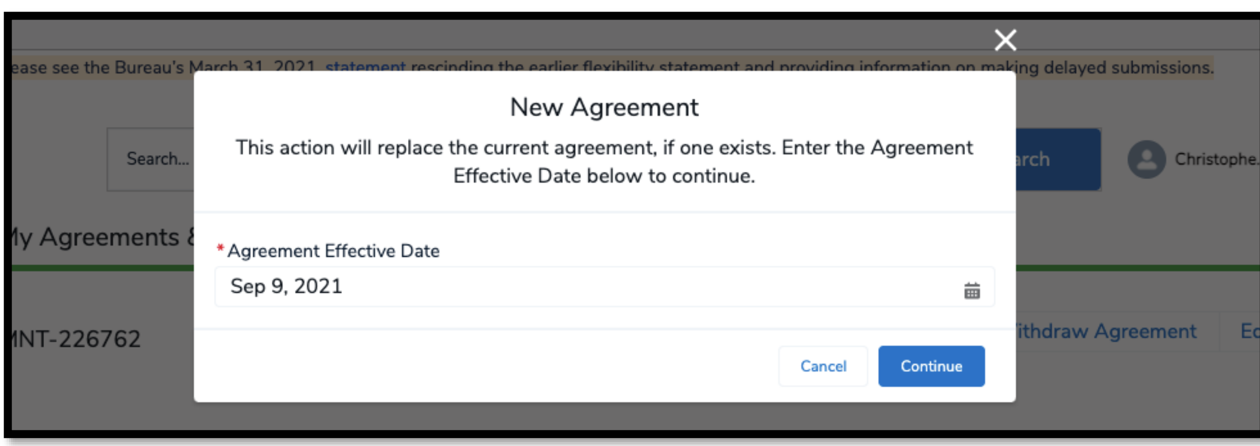
Enter the **Agreement Effective Date**. A dropdown calendar will appear when you select the input field.

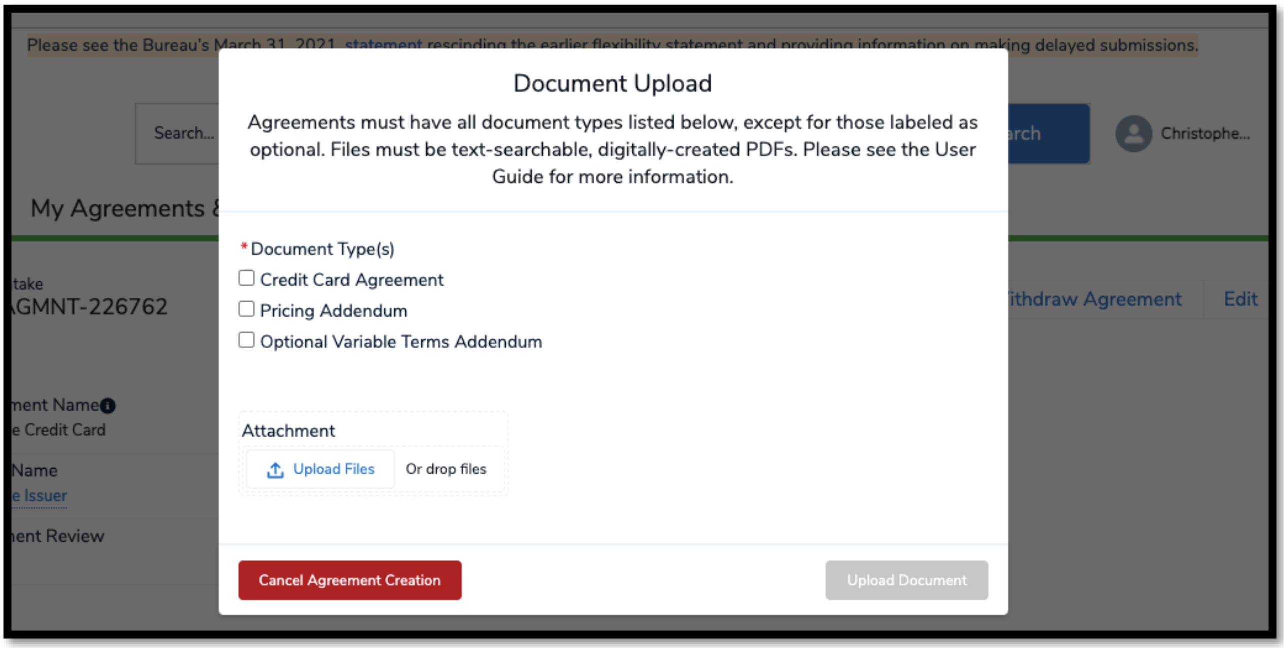


Select **Continue** to proceed.



Agreement document files must include the credit card agreement, pricing addendum, and optionally the variable terms addendum. This may be submitted all in one file, or in two or three files. An issuer must submit only one pricing addendum with each agreement.

- Please select the appropriate document type(s) for each file uploaded, select **Upload Files** to select the file you would like to upload, and then select **Upload Document**.
- Files submitted through Collect must be in the Portable Document Format (PDF) file format, and must be text-searchable, digitally-created PDFs. PDF files should not be scanned documents, otherwise known as “image-only” PDFs. For questions about file formats, please contact Collect Support (see Section 9).



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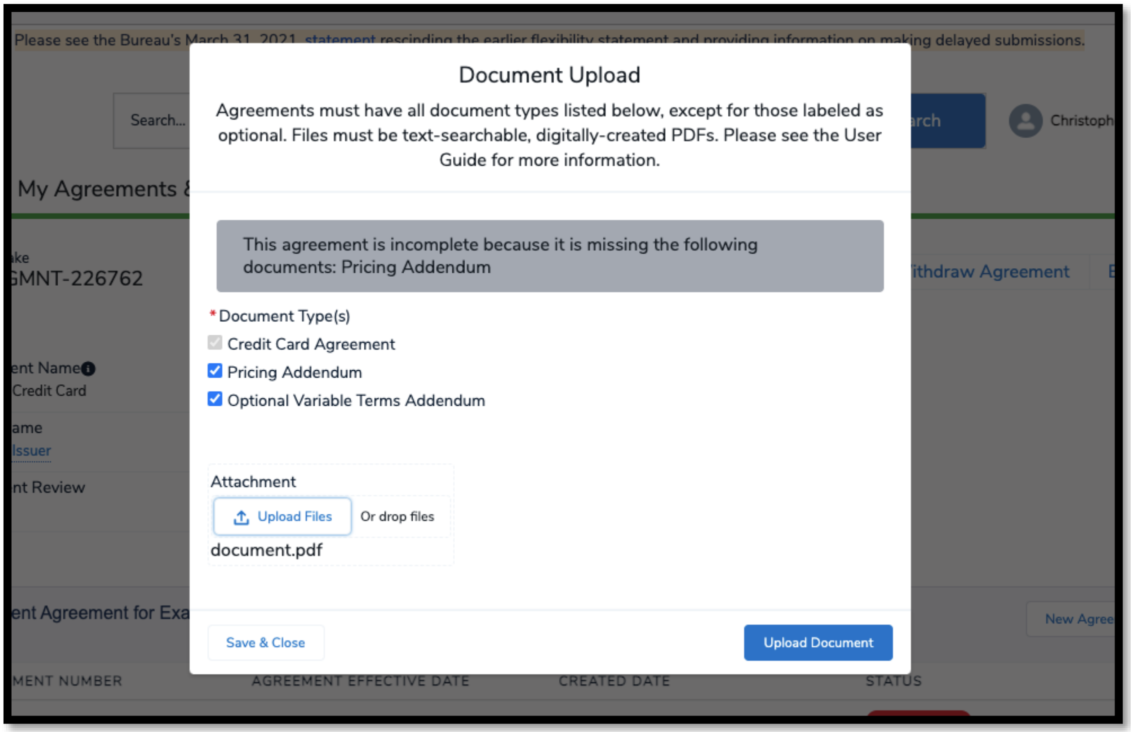
If you included all required information in a single document and selected the appropriate Submission Document Types, you have now successfully submitted a credit card agreement. If you need to submit additional documents to meet the QCCA reporting requirements, you will be prompted to continue uploading documents until all required Document Types have been uploaded.



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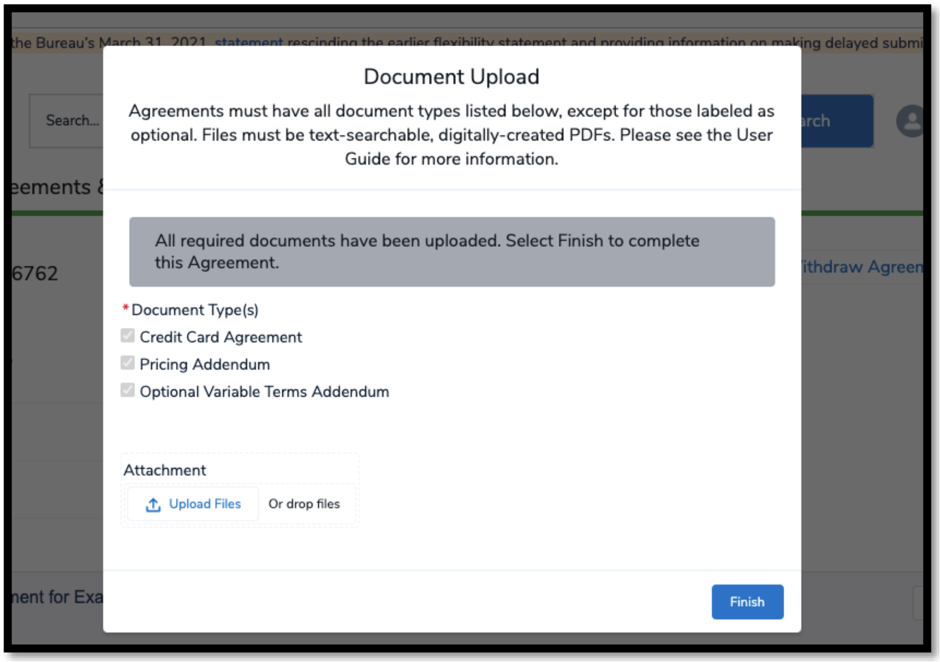
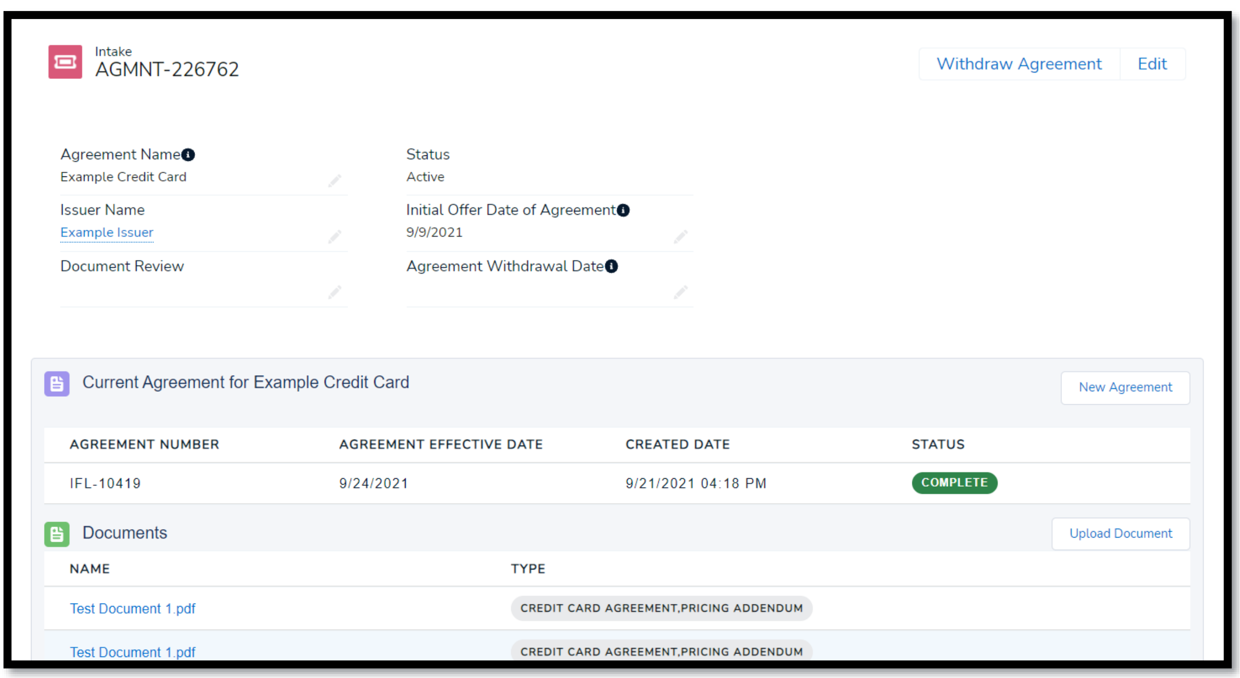
After all required document types have been uploaded, select **Finish**. You have now successfully submitted a credit card agreement.



After selecting **Finish**, you will be directed to the Agreements page, where you can confirm that the Agreement submission has been completed. Previously submitted agreements will remain archived within the intake record.



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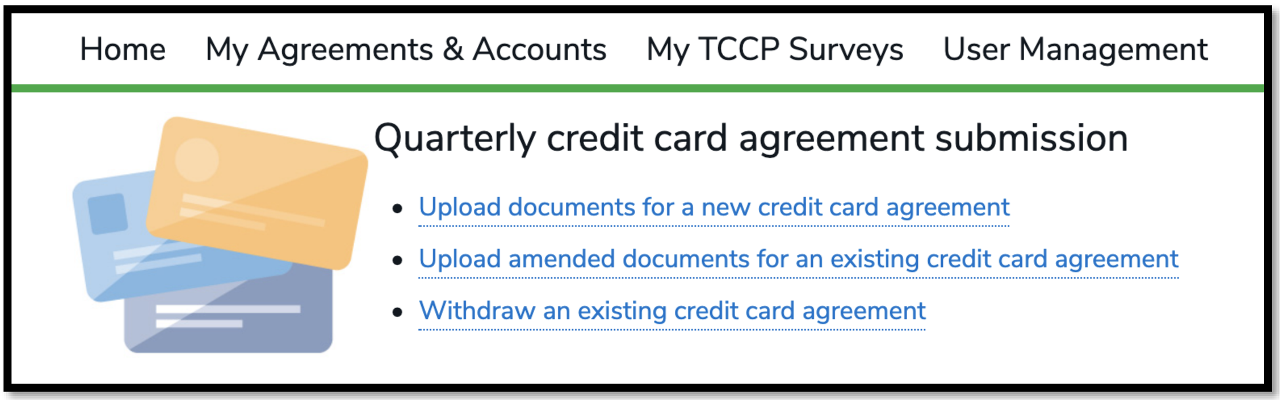
7. Withdraw a credit card agreement

An issuer will need to withdraw a credit card agreement if the agreement is no longer offered. There are two ways to begin the process of withdrawing an entry for a previously submitted credit card agreement.

First, from the Collect homepage, select **Withdraw an existing credit card agreement.** The system will direct you to the credit card list.



Alternatively, you can select **My Agreements & Accounts** from the toolbar. The system will navigate you to the agreement list and you can use the down arrow to select the **Credit Cards** list.

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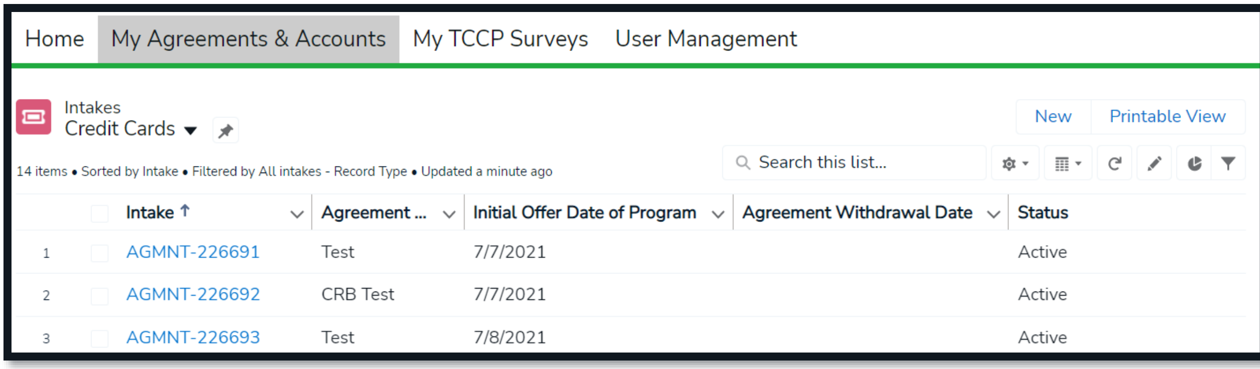
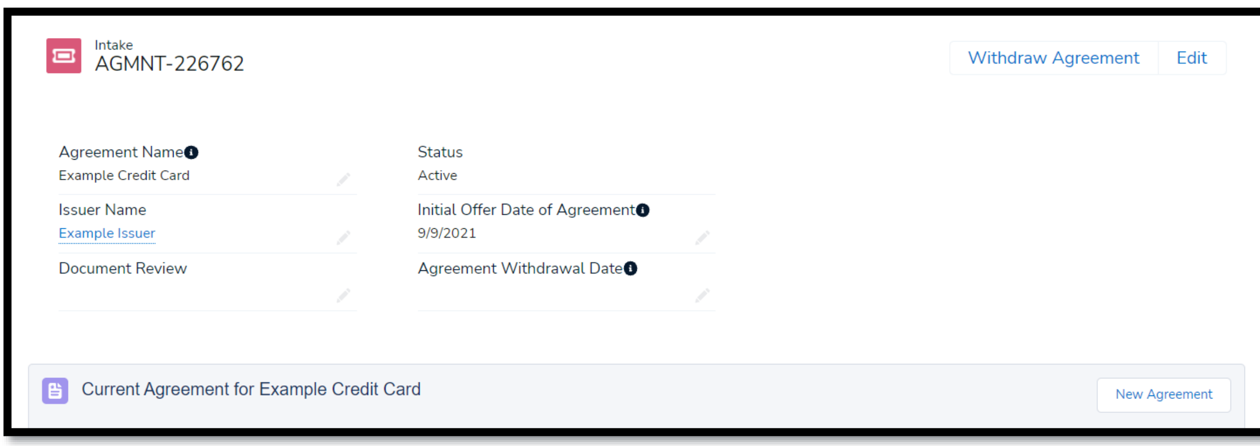
From the credit card list, select the Credit Card Agreement you would like to withdraw by selecting the Intake record number.



The system will direct you to the selected agreement's details page. Select **Withdraw Agreement** to proceed.



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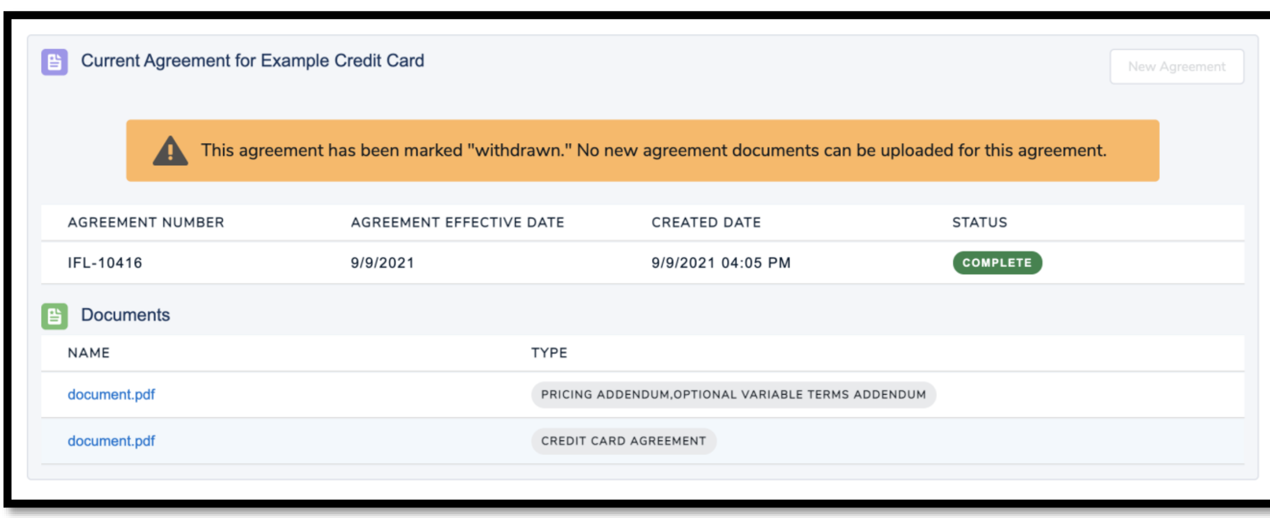
Add the **Agreement Withdrawal Date.** A dropdown calendar will appear when you select the input field. Once the correct date has been selected, select the **Save** button to proceed.

You will be directed to the Credit Card Agreement page with the updated status of "withdrawn." You will be unable to upload any new agreement documents for this Credit Card Agreement entry.



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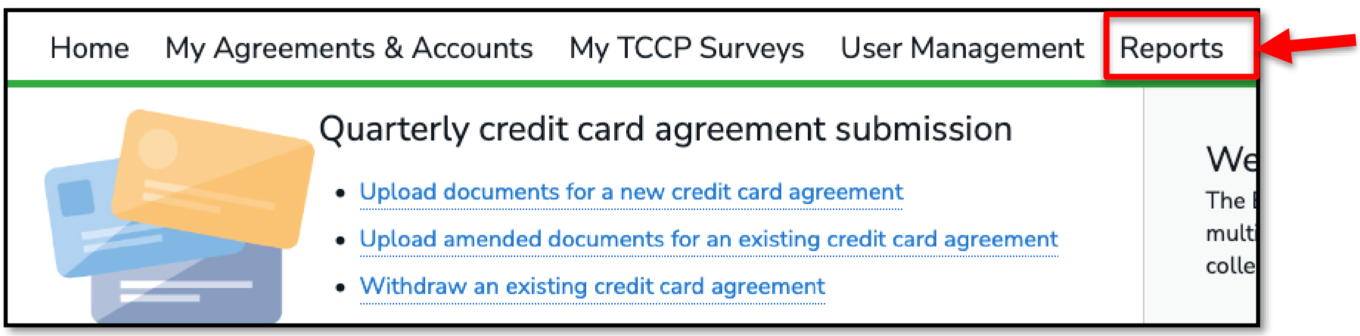
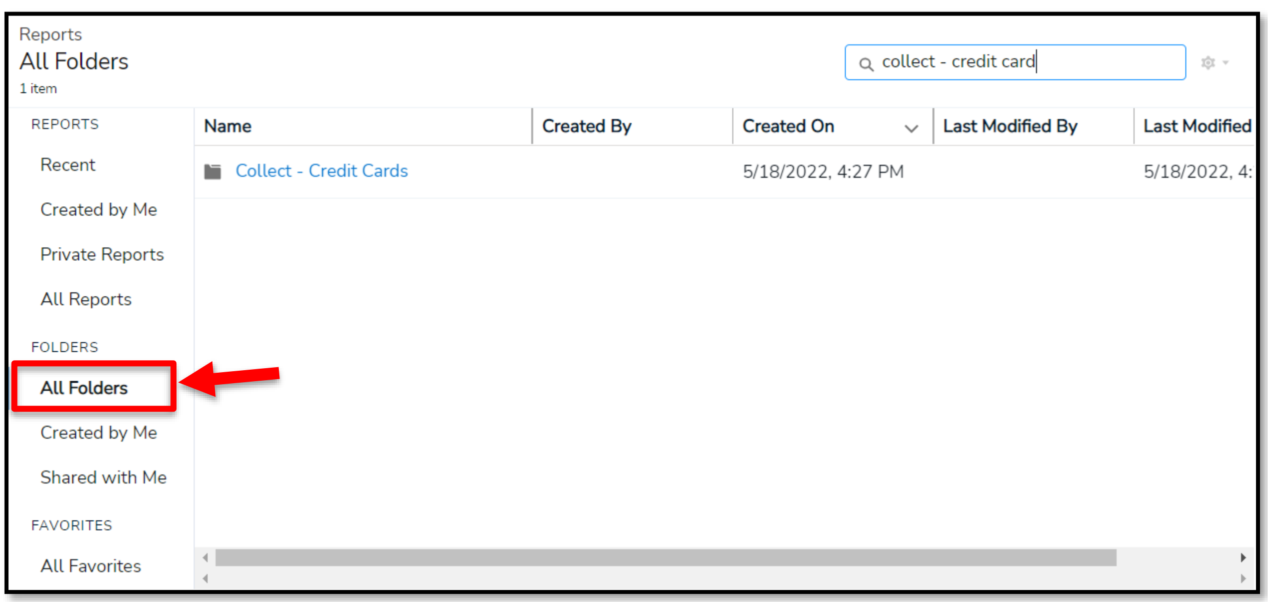
8. [NEW] Reports

Credit card issuers can now access prebuilt reports that document all previous credit card agreement submissions through Collect.

Step 1. To view prebuilt reports regarding your submitted credit card data, select **Reports** from the Collect homepage. Users will be able to select from the report folder any available reports that pertain to them.



Step 2. From **Reports**, select **All Folders**. This will show the user all folders they have access to.



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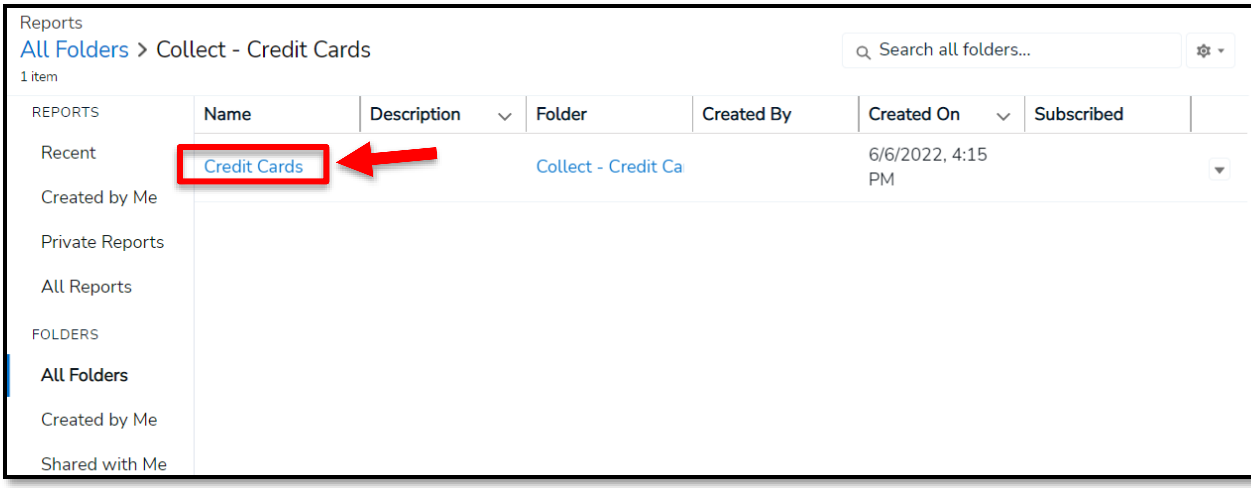
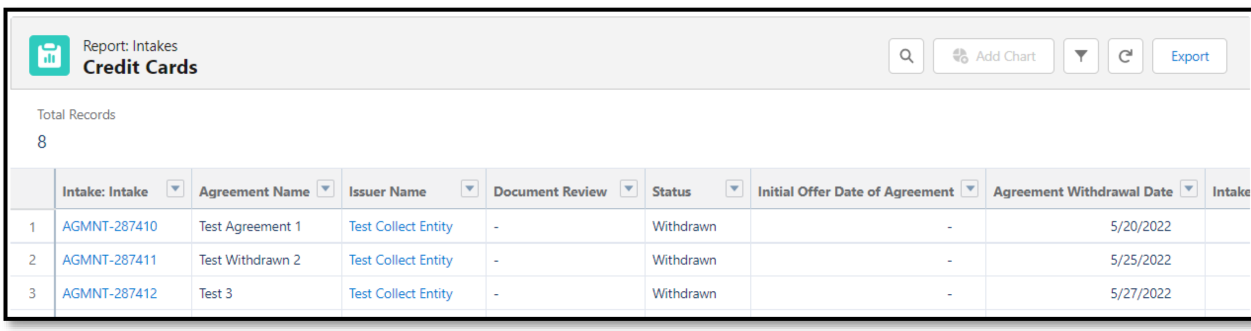
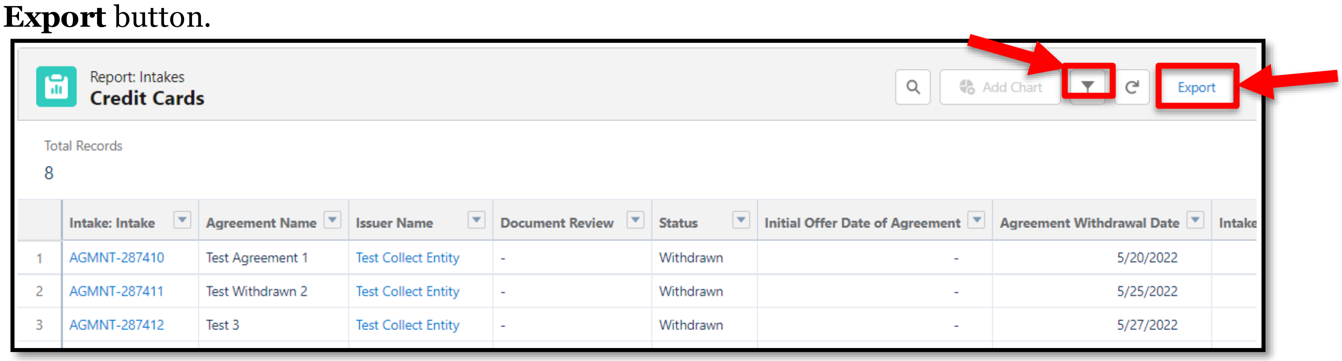
Step 3. To view the reports that have been pre-prepared for the user, select the **Collect – Credit Cards** folder. From within the folder, select the **Credit Cards** report.



Step 4. Select a report within the folder in order to view.



Step 5. Report filters can be set to select a different subset of records based on various date input fields, but the filters will reset to default each time the report is opened. Report details can be exported in Excel and CSV, in both formatted and unformatted versions, using the **Export** button.



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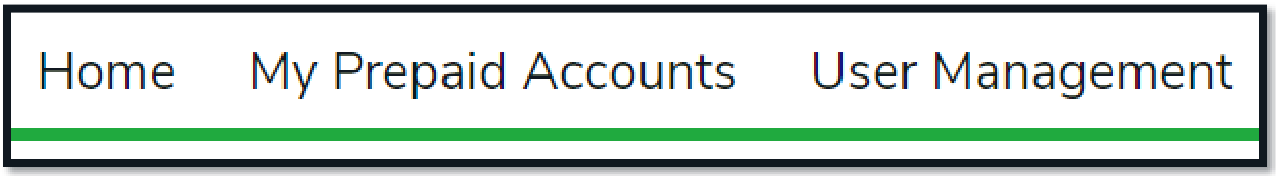
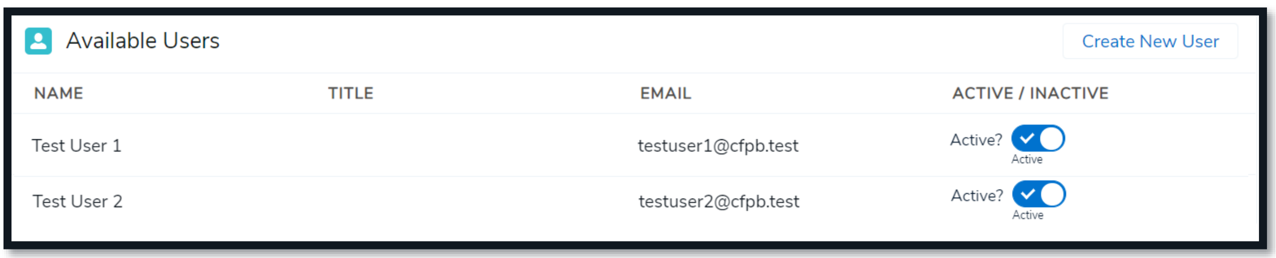
9. User management

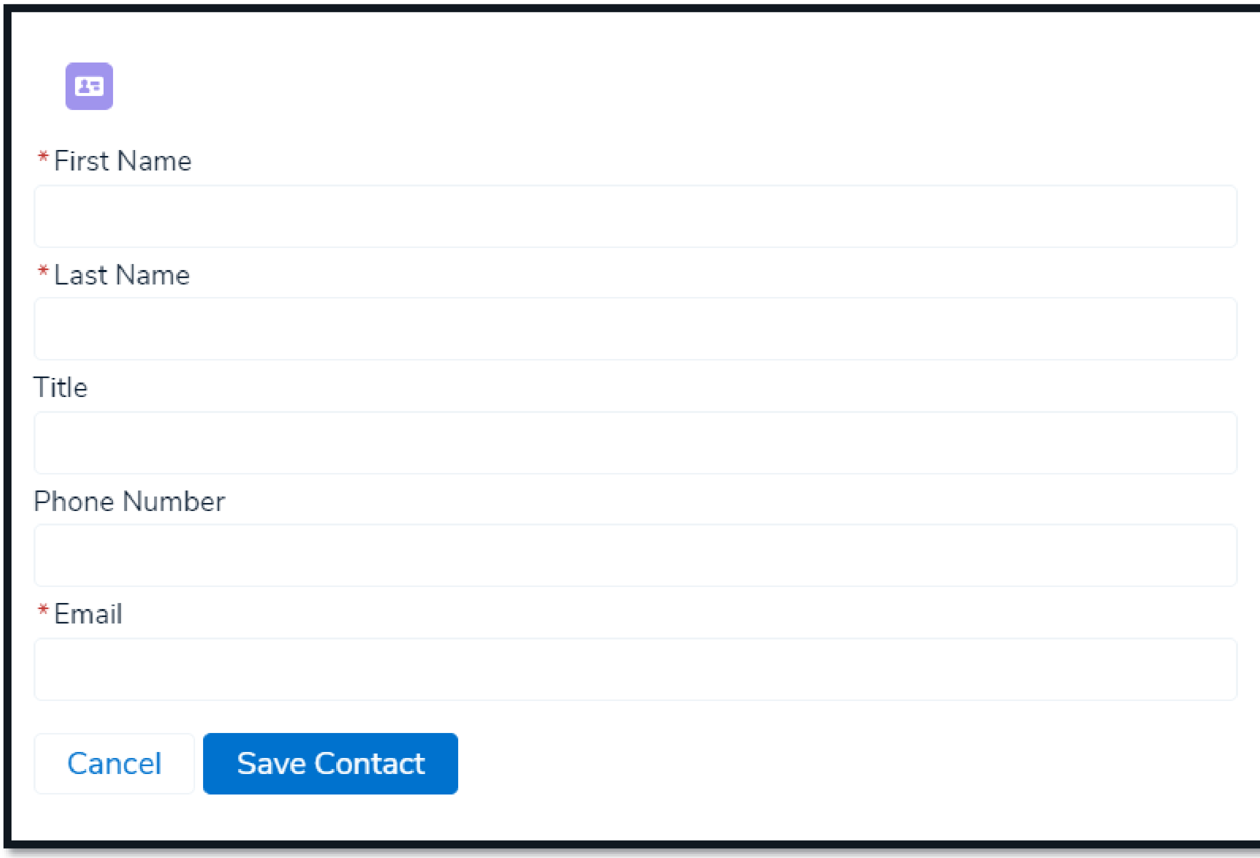
To create users, or review which users are active or inactive, select **User Management** from the Collect homepage.



The 'User Management' tab displays all the users for your institution. The point of contact is able to make a user active or inactive by toggling the 'Active/Inactive' switch. The point of contact can also create a new user by selecting ***Create New User.***



In order to create a new user, you, if you are the point of contact, will be prompted to provide their first name, last name, title, phone number, and email address. Afterwards, select **Save Contact.** A new user has been created.

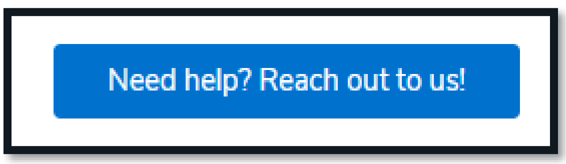


10. Contact Collect Support

Does your submission contain an error? Need additional help submitting credit card agreements? We're here to help. There are two easy ways to reach out to the Collect Support Team (see below). In addition, the Bureau has developed additional resources to help issuers submit their credit card agreements. These resources can be found at https://www.consumerfinance.gov/data-research/credit-card-data/credit-card-agreement-submission.

10.1 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.



10.2 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.