

**Office of Thrift Supervision**

Department of the Treasury

Managing Director, Examinations, Supervision, and Consumer Protection

1700 G Street, N.W., Washington, DC 20552 • (202) 906-7984

March 31, 2004

MEMORANDUM FOR: CHIEF EXECUTIVE OFFICERS**FROM:** Scott M. Albinson**SUBJECT:** Information Technology Examination Handbook –
Retail Payment Systems Booklet

On March 31, 2004, the Office of Thrift Supervision, along with the other federal banking agencies, issued updated guidance for examiners, financial institutions, and technology service providers in a new booklet entitled *Retail Payment Systems*. The booklet was issued through the Federal Financial Institutions Examination Council (FFIEC) and is the seventh in a series that will completely update and replace the *1996 FFIEC Information Systems Examination Handbook*.

The booklet provides guidance to examiners and thrifts regarding the effective management and use of retail payment systems, and will be used by OTS examiners in their evaluations of your retail payment systems program and those of your technology service providers. The booklet contains an overview of various retail payment systems along with a description of the roles of systems participants and third parties. It outlines the risks associated with retail payment systems and the risk management practices that financial institutions should implement in order to mitigate those risks.

With the issuance of the *Retail Payment Systems Booklet*, the OTS rescinded Chapter 20, *Retail EFT (ATM & POS)* and Chapter 21, *Automated Clearing House (ACH)* of the *1996 FFIEC Information Systems Examination Handbook*.

The booklet is being distributed electronically by the Office of Thrift Supervision and other FFIEC agencies and may be downloaded at <http://www.ffiec.gov/ffiecinfobase/index.html>. This site provides on-line and printable versions of all of the booklets in the series that have been published to date, as well as audio presentations related to the IT Examination Handbook update process, the booklets, and other resources. Questions regarding these booklets should be directed to your regional OTS office or to Robert E. Engebretth, Director, Technology Risk Management, (202) 906-5631.