

MEMORANDUM

To: *Internet Banking: Strategies, Tools, and Best Practices* Customers
From: Sheshunoff Information Services
Subject: Highlights

Having the right tools makes any job easier — just ask anyone who has tried to use a knife for a screwdriver. The enclosed new materials provide you with several new tools for Internet Banking, including sample policies, worksheets for web site development, Internet banking systems, and bill payment systems.

This edition of *Internet Banking: Strategies, Tools, and Best Practices* also includes four new chapters that provide compliance references for privacy, children's privacy, accessibility for the disabled, and posting regulatory notices.

Specifically, new material in this update includes the following:

- New Chapter 14 — Disclosure of Nonpublic Personal Information to Third Parties
- New Chapter 15 — Children's Online Privacy Protection Act
- New Chapter 16 — Accessibility of Web Sites to the Disabled
- New Chapter 17 — Posting or Regulatory Notices
- A Web Site Checklist (Chapter 9)
- An Internet Banking Systems Worksheet (Chapter 8A)
- A Sample Internet Banking Policy (Chapter 5)
- A Bill Payment System Worksheet (Chapter 6)