

January 19, 2010

NFCC CARD Act National Locator Line Update

The National Foundation for Credit Counseling's CARD Act National Locator Line (NLL) will go live on January 25th, 2010. We are postponing the live launch of our CARD Act NLL in an effort to ensure all creditor and servicer partners have the opportunity to test the system and provide feedback to the NFCC regarding its service and functionality.

The system is now available to test by calling – 910-442-4401.

We are asking creditors and servicers for any feedback regarding the functionality and use of the line so that we can make any necessary changes to the CARD Act NLL. Please forward any feedback to Josh Dunning at jdunning@nfcc.org.

System Testing

There will not be any changes to the previously assigned and communicated toll-free 800 numbers. On January 25th, 2010 all assigned toll-free lines will be live for consumers. Until January 25th, all of the assigned lines will be directed into our General Locator Line, which has been in use for several years, and will ensure no calls are misplaced.

In Testing Mode:

1. Calls will not be automatically connected to Member Agencies, during the test period calls will be routed to a voicemail. Once the system is live calls will be routed automatically to our Member Agencies by selecting 1, 2, or 3. This technology will be similar to that which currently routes our calls in the General Locator Line.
2. Calls will not be routed for "other languages". Once the system is live consumers requesting 'other languages' will be routed for service to a Member Agency.
3. Spanish language menus will not be available prior to January 25th.

If you have any questions, contact Josh Dunning at 301-576-2519 or jdunning@nfcc.org.