

# Resiliency and Rebuilding

The Role of Financial Institutions and the Community  
Reinvestment Act in Long-Term Recovery

Tuesday, April 10, 2018

BBVA Compass

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# Disasters 2017

## Hurricane Harvey

Hurricane Harvey, a Category 4 with winds of more than 130 mph, caused significant wind and flood damage throughout the Texas Gulf Region. During the height of the storm, 105 branches were closed.

## Hurricane Irma

Hurricane Irma broke records, with wind speeds of up to 185 mph harming the Caribbean region and Florida.

## Hurricane Maria

Hurricane Maria caused catastrophic damage in Puerto Rico, home to our call center, sustaining winds of 175 mph.

# Activation of Customer Offers

Special rates and terms on consumer and business loans

Discounted rates on auto loans

Discounted rates on home equity, construction and renovation loans and lines of credit

Deferred payments on existing consumer and small business loans and credit cards

Waived late fees

Penalty-free CD withdrawals

# Volunteer Efforts

**1,030** volunteer hours

**129** employee &  
family/friend volunteers

**70** individual  
volunteering entries

**15** team events



FEMA Application Assistance



Houston  
Community ToolBank





# Conclusions

- ❑ Greater cooperation between public and private sectors is needed to rebuild communities that are recovering after natural disasters.
- ❑ Increased strategic engagement with banks and credit unions who serve these communities is needed.
- ❑ Philanthropy cannot be forgotten and should have a “seat” at the table throughout the disaster recovery process.
- ❑ We must recognize that there is no “one size, fits all” solution for disaster recovery work (every community and every disaster is unique and requires a tailored response).
- ❑ Disaster Recovery provides an opportunity to rebuild deteriorating communities and create a more level playing field for LMI individuals and families when done correct, but more oftentimes than not, this opportunity is never realized.

# Regulatory Guidance

## ***Designated Disaster Areas***

•Activities that help to attract new, or retain existing businesses or residents in a designated disaster area and are related to disaster recovery. Per Q&A . 12(g)(4)(ii), an activity will be presumed to revitalize or stabilize the area if the activity is consistent with a bona fide government revitalization or stabilization plan or disaster recovery plan. Examiners generally will consider all activities relating to disaster recovery that revitalize or stabilize a designated disaster area, but will give greater weight to those activities that are most responsive to community needs, including the needs of LMI individuals or neighborhoods.

## •CRA Questions and Answers (Q&A)

<http://www.ffiec.gov/cra/pdf/2010-4903.pdf>.

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