

1 CHAIRPERSON JAMES: This afternoon we'll have two  
2 panels. The first is Industry Credit Practices and Procedures,  
3 and we've brought in three individuals from across the country to  
4 address this issue today. Panelist, when I call your name please  
5 come forward and be seated at the table in front. Mr. Tom  
6 Coates, director of Consumer Credit Counseling, Des Moines, Iowa.  
7 Mr. Robert Faiss, from Lionel, Sawyer, Faiss?

8 MR. FAISS: Yes --

9 CHAIRPERSON JAMES: Faiss. Sorry for cremating your  
10 name. Welcome.

11 MR. FAISS: Thank you.

12 CHAIRPERSON JAMES: From Lionel, Sawyer, & Collins in  
13 Las Vegas, Mr. I. Nelson Rose a professor of law at Whittier Law  
14 School in Costa Mesa, California.

15 Thank you gentlemen for being here. I want to remind  
16 you that you do have 15 minutes each and please be mindful of Ms.  
17 DuCré who is sitting right over here to your right and she will  
18 keep you apprised of the time and I will also remind you that  
19 you are presumed to be under oath as you present your testimony  
20 to this Federal Commission.

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