

# Together

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## HEADLINE NEWS

### Matz Schedules Town Meeting to Discuss CU Issues



Chairman Deborah Matz of the National Credit Union Administration (NCUA) announced an upcoming Town Hall meeting to discuss corporate credit unions and other credit union issues. The session will be held on Wednesday, September 30, at the National Harbor near Hyattsville, Maryland.

In her announcement Matz said, “These Town Hall meetings will provide an invaluable and important venue to have genuine dialogue about a variety of critical issues.

“The dislocations experienced by the financial markets have had a significant effect on both corporate and natural person credit unions, and it is incumbent on NCUA and the industry to come together in a forward-looking and reasoned manner to find solutions.

“The ongoing corporate rulemaking is but one element of this process; I am hopeful that, working together, we can turn the broader challenges into a catalyst for changes that will set a course for an even brighter future for the credit union industry.”

Use the resource link below to access registration for the September 30<sup>th</sup> session:  
<http://webapps.ncua.gov/TownHallRegistration/default.aspx?2>.

The session is scheduled to last from 8:30 a.m. to 2:00 p.m., although times are approximate. League president Pat Mahaney has already registered for the session and is willing to drive and take up to five other people with him. The drive to National Harbor is a little over two hours in traffic.

Contact Pat at the League office if you would like to join him for the drive.

### Project Zip Code: Don't Get Left Out of That Number!

Help make our voices heard in Congress by getting in the count with Project Zip Code. If you've never used it before, Project Zip Code is a user friendly, privacy secure CD-rom computer program that counts your members and matches them with state legislative districts as well as the Congressional district in Delaware and in other states. These numbers are uploaded to CUNA's Project Zip Code website and combined with data from credit unions nationwide.

This data is crucial to federal and state advocacy efforts to fend off attacks by banker groups which continue to target credit union taxation status and our fields-of-membership. We know that our greatest strength is our members and that service to them is our only mission. It's so important that all credit unions participate in Project Zip Code and that we update our numbers annually. Without full participation we can't get a clear picture of our grassroots strength.



The Project Zip Code CD-ROM will be sent out in September, so please be on the lookout for it. The CD-ROM will contain the user manual with step-by-step instructions. We count on your participation; so regardless of whether it's your first time or it's been several years, we look forward to your participation in Project Zip Code version 10.0 and encourage you to get in that number!

If you have any questions about the program, please contact Alice Smith at the League office.

## [NCUA NOTES](#)

### NCUA 5300 Call Report Webcast to Be Held September 23

Recently, NCUA implemented a new web-based system for collecting Report of Officials and 5300 Call Report information. With a new system and new requirements asked for all users, the NCUA has offered a series of webcasts to assist credit unions with the transition and answer the questions they may have in becoming familiar with the new tools. The next webcast is scheduled to begin at 1 p.m. EST on September 23.

Users of the NCUA's new online system will find two distinct sections – "Credit Union Profile" and "Online Call Report." The profile collects standardized information about your credit union that will not be likely to change, such as Report of Officials information, disaster recovery information, emergency contacts and other similar items. Credit unions may begin crafting their profiles now and will need to have their information entered and completed by October 1 of this year.

The "Online Call Report" will now be where credit unions submit their Call Report information. This data may be entered beginning on October 1 and will be required to be completed by October 19 of this year.

Registrations may be completed by going to this link on the NCUA website:

<https://event.on24.com/eventRegistration/EventLobbyServlet?target=registration.jsp&eventid=153696&sessionid=1&key=F66DEFBDA485755B1B453B67289BA690&sourcepage=register>. Visitors to NCUA's website, [www.ncua.gov](http://www.ncua.gov), will also be able to access a Frequently Asked Questions resource, refer to archived webcasts, and browse additional supplemental information.

### Chairman Matz Addresses Concerns on Credit CARD Act Compliance

In response to credit union concerns about compliance with new requirements under the *Credit CARD Act*, NCUA Chairman Debbie Matz underscored NCUA's commitment to consumer protection and ensuring credit union compliance, while recognizing some credit unions may have technical difficulties and the need for examiners to work with credit unions on a case-by-case basis.

### CUNA Confirms: NCUSIF Saying Premium Only Around 0.15%

The Credit Union National Association (CUNA) has confirmed with NCUA that it is still saying credit unions will only be charged a premium of about .15 percent this fall. CUNA made the confirmation after other incorrect reports began circulating on the Internet recently that an extra NCUSIF premium or special assessment is under consideration by the agency. In June, NCUA indicated that federally insured credit unions should expect a premium assessment of around .15 percent (or higher, depending on NCUSIF costs) that would likely be approved by the NCUA Board in September. The agency is planning no separate insurance assessment in addition to the one it has already indicated credit unions will be charged. "In light of this, our reading of the situation is that credit unions can still expect just the roughly 15 basis point premium to be levied by NCUA next month," said CUNA Chief Economist Bill Hampel.

### NCUA Adopts New Final Rule: Disclosing Overdraft Fees & Providing Balance Information

A final rule adopted by NCUA requires credit unions to disclose on periodic statement the dollar amounts charged for overdraft fees and returned item fees, **both for the month and the year-to-**

**date.** The NCUA action more closely aligns the federal credit union regulator's Truth in Savings Act rule and its official staff commentary with that of the Federal Reserve Board's Regulation DD.

The final rule also requires credit unions to provide account balance information through an automated system that discloses only the amount of funds available for withdrawal, without including the additional funds that would be available under an overdraft program.

The NCUA rules will become effective in January of 2010. For more detailed analysis of the new rules, use this resource link (you will need a password to enter the site):  
[http://www.cuna.org/reg\\_advocacy/member/analysis/ncua\\_083109.html](http://www.cuna.org/reg_advocacy/member/analysis/ncua_083109.html).

## CU SYSTEM NEWS

Time Is Running Out for These Two Events...

- The 2009 Annual Volunteer Leadership Conference is scheduled for October 23-25, 2009, in Ocean City, MD. The conference is designed for board and supervisory committee members. The registration deadline for hotel rooms is September 21, and the conference form is due by October 9.
- Sign up today for the **Fall Golf Outing for Educational Scholarships**. Come out and join the fun on Thursday, October 15, at the Deerfield Golf Club in Newark, Delaware. Registration deadline: October 9. For more information, call Bob Walls at 302-733-0426 or email [rwalls@louviers.com](mailto:rwalls@louviers.com). Co-sponsored by the Louviers Federal Credit Union and Delaware Credit Union League scholarship funds.

Mica to Step Down As CUNA President/CEO in January 2011

Dan Mica has announced that he is stepping down as President and CEO of the Credit Union National Association effective January 2011. Mica assumed his duties at CUNA in July 1996, a time of major internal and external challenge for the association. Since then, he has restored sound financial management to the association's business operations, unified credit unions in support of legislation protecting consumers' membership rights, and strengthened CUNA's senior management.



Under his leadership, CUNA has become one of the most highly respected and influential trade associations in Washington. This is evidenced by a recent congressional poll conducted by the *National Journal*, showing lawmakers consider CUNA one of the most effective groups on Capitol Hill. Personally, Mica is a regular on the list of top lobbyists annually named by *The Hill* newspaper, a publication covering Congress and Capitol Hill.

CUNA Chairman Kris Mecham noted that a committee will be formed to find Mica's replacement and that Mica will participate throughout that search.

Compliance: Due Diligence a Must When Working With NCUA

Credit unions should take care to use the same due diligence when dealing with the National Credit Union Administration or other regulators that they take when dealing with everyday vendors, attorney Christopher Pippett advised in the August issue of *Credit Union Magazine*.

To ward off potential letters of understanding and agreement (LUA) from regulators, Pippett advised that credit union officials should push back against regulators if they do not agree with a course of action or believe that they can't meet a deadline imposed by a certain timetable. In the event that an LUA is issued, credit unions should seek legal advice before signing it and should never simply sign an LUA when it is first presented by a regulatory examiner.

Further, the attorney that is representing the credit union in the event of an LUA should be familiar with credit union law, Pippett said. While reviewing the LUA, credit unions should discuss reasonable

alternatives that could address the examiners concerns and evaluate the prospective timeline for any recommended actions.

Credit unions should also ensure that the document reflects steps that the credit union has taken to address the regulator's concerns. The LUA should not be made public and should contain a definite end date. Credit unions should also make sure to communicate with the regulator as the agreement is produced and should continue that sense of communication as the LUA is executed, Pippett added.

Chris Pippett is a partner in the law firm of Saul Ewing, LLP, and is the Delaware League's retained counsel. He will be a featured speaker on due diligence and board governance at October's Volunteer Leadership Conference. A shortened version of this article also appears in the September issue of the *Credit Union Directors* newsletter.

### New SAR Acknowledgements for BSA E-Filing Submissions

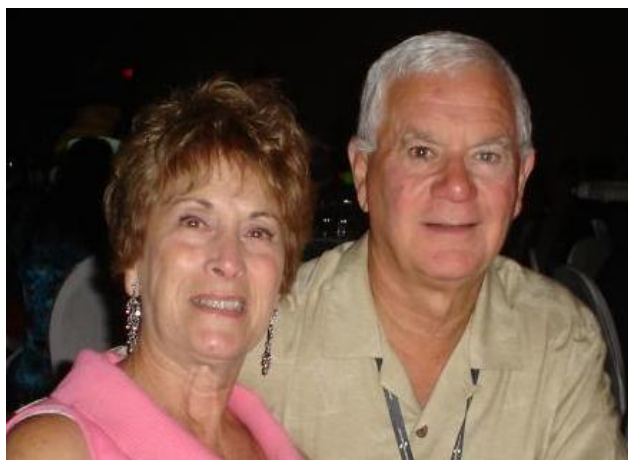
On September 12, 2009, the Financial Crimes Enforcement Network (FinCEN) implemented Suspicious Activity Report (SAR) Acknowledgements for Bank Secrecy Act Electronic Filing (BSA E-Filing) submissions. This functionality will give BSA E-Filers a Document Control Number (DCN) as an acknowledgement of receipt for a submitted SAR. Acknowledgements will be available for all SAR form types.

The BSA E-Filing system will offer filers a self-enrollment feature to allow them to register to receive SAR Acknowledgement files when they are ready to begin processing. There is no enrollment deadline at this time; however, FinCEN strongly encourages filers to enroll to receive this critical feedback.

FinCEN has developed a new [question and answer document](#) (hot topics) designed to provide filers with the information necessary to make required changes for SAR Acknowledgements and Validations. It is available at the BSA website: [http://www.fincen.gov/forms/bsa\\_forms/](http://www.fincen.gov/forms/bsa_forms/). FinCEN has also revised the BSA E-Filing Electronic Filing Requirements, which include new SAR Acknowledgement file record formats and SAR Validation error codes and descriptions.

### DELAWARE NOTES

Sam Minutola from **ICI FCU** and Jim Everhart and Ann Duling from **LOUVIERS FCU** attended the Fiserv conference held in August in Nashville.



**Sam Minutola and his wife Annamarie**



**Jim Everhart and his wife Chris**

Sam Minutola also was honored in a recent article by News Journal sports columnist Jack Ireland, who stated, "Anyone who was around amateur youth baseball in Delaware or Delaware County for a 50-year period that ended in 1998 knows Sam Minutola." Sam was recognized for the 13 years he coached the Del Vets American Legion team and many years coaching Little League and Catholic Youth Organization (CYO) teams.

**DEL-ONE (DELAWARE FCU)** is again participating in the Third Annual Holiday Auction and Tastes of Milford on November 19. This function benefits the Chamber of Commerce For Greater Milford, Inc., and People's Place. Area restaurants will have the opportunity to showcase their menus, ranging from mouthwatering soups, entrees and appetizers to decadent desserts while Del-One sponsors a live and silent auction.

**EAGLE ONE FCU** launched its new website, [www.eagleonecu.com](http://www.eagleonecu.com), on August 1. The credit union's website has been completely redesigned to increase Eagle One's web presence, enhance members' online services and create a more user-friendly experience. CEO John F. King stated, "Eagle One has always been focused on our members. We pride ourselves on being at the forefront of member services trends. We are always seeking new solutions and delivering new services because our members deserve it. We've come a long way from our humble roots. This new website gives us a new presence as we celebrate our 75<sup>th</sup> anniversary in the coming year."

## EDUCATIONAL OPPORTUNITIES

### September/October QuickBites Teleconferences

One-hour sessions run from 11 a.m.-noon:

- 09/30 Improving Your Collections Department
- 10/06 Marketing Tips for Small CUs
- 10/15 Hot Topics for Compliance
- 10/28 Generational Marketing

The 1 ½ hour session runs from 11 a.m.-12:30 p.m.

- 10/20 Safe Deposit Box Fundamentals

The two-hour sessions run from 11 a.m.-1 p.m.

- 09/24 Account Administration
- 10/22 Organizing an ALM Process

The fee for the one-hour session is \$99; the 1 ½ hour-session fee is \$129; and the two-hour session fee is \$169. The deadline to register with Bernadette Hines: one week before the session.

**Recognizing Emerging Fraud Practices** – Tuesday, September 22, from 10 a.m.-noon at the League office. Chetta Hebron-Byrd, risk manager for CUNA Mutual Group, will lead the discussion on check frauds, computer-related fraud, identity fraud, wire transfer and inheritance fraud. Fee: \$99 for the first person from a credit union; \$75 for additional attendees. Space is still available.

**Marketing Council Meeting** – Wednesday, September 30, from 10 a.m.-noon at the League office. Topic: "Social networking." Juli Anne Callis, CEO of NIH FCU, will lead a discussion on various social networking opportunities (Twitter, Facebook, etc.) and will explore the challenges associated with your credit union using them. There is no fee for council members; non-members - \$100. **Registration deadline: September 23.**

## PLAN AHEAD

October 6	Mortgage Council: Appraisals and Credit Reporting Issues
October 7	Strategies for Economic Survival in a Mean World (for CUs under \$100M in assets)
October 14	Collection Council: EFLEX e-Filer Training with Delaware Justice of the Peace Courts
October 15	Golf Outing for Educational Scholarship Funds (Sign up by <b>October 9!</b> )

October 23-25	Volunteer Leadership Conference – Clarion, Ocean City, Maryland Hotel reservation deadline: <b>September 21</b> Conference registration deadline: <b>October 9</b>
October 28	Lending Council: Student Loans
November 4	Human Resource Council: Background Checks
November 18	IRA Basic Training
November 19	IRA Advanced Training

# At Your Service

## League Activities in August

### LEAGUE SERVICES

**Strategic Planning Services:** The Delaware League has partnered with the Maryland & DC Credit Union Association (MDDCCUA) to offer our credit unions strategic planning services. Strategic planning is important in helping credit unions meet NCUA's requirements to increase credit union effectiveness with field-of-membership issues, product and service expansion, staffing, succession planning, member penetration, lending policies, member education, hiring, staff development, and other key areas. These services are credit union-focused, facilitated by seasoned professional Kirk Fox, and very reasonably priced. Kirk Fox is senior vice president of regulatory affairs and consulting for MDDCCUA and holds CUNA's *Certified Credit Union Executive* and *BSA Certified Specialist* designations

**Invest in America Offerings Continue to Grow.** Here is a recap of the Invest in America offerings updated for this quarter. You can find information on the following member offers online at [http://www.lovemycreditunion.org/Member\\_Offers\\_270.html](http://www.lovemycreditunion.org/Member_Offers_270.html).

- **Chrysler:** Up to \$6,000 in consumer cash back on select Chrysler, Dodge and vehicles
- **GM:** Receive supplier pricing on purchases of new vehicles through year end
- **GM:** Receive exclusive credit union member lease offers
- **Ford:** Leasing pilot in our area – attractive lease offers
- **Sprint:** Credit union members save up to 15% on mobile services, equipment and accessories
- **Thor RV:** Up to \$1,000 discount on select new, untitled eligible motor homes, travel trailers, fifth wheel trailers and park models (September 1-December 31). Includes the following brands: Airstream, Breckenridge, CrossRoads, Damon Motor Coach, Dutchmen, Four Winds and Komfort.
- **Allied Van Lines Inc. and its agent Carey Moving and Storage:** Up to 60% off on moving and storage services

During these tough economic times, your credit union is looking for every advantage in attracting and retaining members. With Invest in America, you're able to offer attractive member enhancement

products at little or no cost to your credit union. Join the 17 Delaware-based credit unions already taking advantage of Invest in America. For more information, contact Jane Bailey at the League office.

### **COMMUNICATIONS/PUBLIC RELATIONS**

**Delaware League News and Risk Alerts.** In August, the League emailed 20 news alerts. The majority dealt with the Credit CARD Act, NCUA actions, media attention, and Dan Mica's stepping down. There were also four risk alerts distributed including a fraudulent letter to credit unions that was attributed to NCUA.

**League Staff Travel.** League president Pat Mahaney attended recent board meetings at Delaware Alliance FCU and New Castle County School EFCU. Jane Bailey and Bernadette Hines met with management level staff in Sussex County in mid-September.

**League Transition.** With the retirement of Susan Fallon, current League staff will now handle those job responsibilities where Susan interacted with our credit union members:

- Compliance questions/ List of officials/ *Together* distribution – Alice Smith
- Blood Bank/ Find-a-Credit-Union – Charlie Jenkins
- Employment postings/ Manager/CEO questions and answer surveys – Jane Bailey

### **GOVERNMENTAL AFFAIRS**

**CULAC Fundraising.** The League is organizing another CULAC candy sale to take place this fall. The following credit unions are participating: American Spirit, Chestnut Run, Del-One, Delaware Alliance, Delaware First, Delaware State Police, DEXSTA, ICI America, Louviers, New Castle County School Employees, Sussex County, Wilmington Police and Fire, and Wilmington Postal. There are two extra boxes (30 bars in each) if any other credit union is interested. Please contact Alice Smith.

### **EDUCATION**

**Volunteer Leadership Conference.** The deadline for hotel reservations for this annual conference is September 21. Conference registrations will be accepted until October 9. The first two credit unions to register are Peninsula Methodist and DEXSTA. Contact Alice Smith for additional information.

**Elder Abuse Task Force Update.** Bernadette Hines attended a meeting with the Deputy Attorney General and the Delaware Bankers' Association on September 3 to discuss a proposed statute that would encourage financial institutions to voluntarily report elder exploitation without fear of liability. She presented the plan for implementation of voluntary reporting of suspected financial exploitation to the Delaware Credit Union League board of directors on August 12. The board voted and approved support of the plan, pending a legal opinion from attorney Chris Pippett, which he approved. Bernadette will continue to meet with the task force to develop more details regarding training and marketing.

### **August Education Sessions**

Date	Title		# Individuals	# CUs
08/05/09	Local Involvement - Marketing Strategies	Pat Mahaney	7	4
08/12/09	Lending & Liquidity	Mid-Atlantic conference call	3	2
08/25/09	Strategic Planning Asset-Liability Management	Mid-Atlantic conference call	3	3
08/25/09	International ACH Transactions	Mid-Atlantic webinar	3	2
08/27/09	Cards Council "New Credit Card Act"	John Kilduff	22	13
	<b>Quickbites Teleconferences</b>			
9/01/09	Fee Income Strategies	Teleconference	1	3
9/10/09	Business Interruptions	Teleconference	1	1

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