

Together

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HEADLINE NEWS

NCUA Announces Philadelphia Workshop

The NCUA Office of Small Credit Union Initiatives will host a Credit Union Workshop in Philadelphia, at the Renaissance Airport Hotel, on Friday, March 26, 2010.

The workshops are tailored to credit unions with assets of \$50 million or less. However, all credit unions of all asset size groups are welcome. The training is FREE. If you have any questions regarding the events listed below, please contact NCUA by phone at 703-518-6610 or e-mail OSCUITraining@NCUA.Gov

Hot issues will be discussed and latest regulatory developments will be reviewed. An outreach panel will explore resources and partnerships for credit unions. In addition, a morning session will focus on *Maximizing Your Bottom Line*; and two afternoon breakout sessions will cover *Allowance for Loan Lease Losses* and *Alternatives to Predatory Lending*. A copy of the agenda can be found at: <http://www.ncua.gov/news/express/xfiles/2010PhiladelphiaWorkshopAgenda.pdf>.

Requests for travel expense reimbursement should be submitted to NCUA by March 12. (See information on registration form.) The registration form can be found on NCUA's website at: <http://www.ncua.gov/Resources/CreditUnionDevelopment/Files/2010PhiladelphiaRegistrationForm.pdf>.

Delaware CUs Hike the Hill

Twenty-three credit union activists visited the offices of Congressman Castle, Senator Carper, and Senator Kaufman to discuss credit union issues including the economy and support for increasing the credit union member business lending (MBL) cap. In addition, the advocates also discussed proposed interchange fee and overdraft protection legislation.

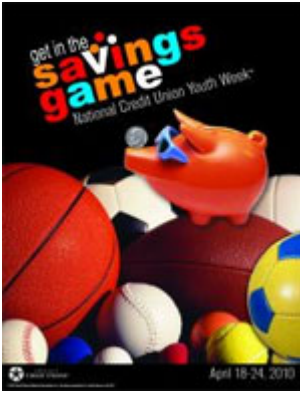
Credit unions represented on the Hike to the Hill were American Spirit, Delaware Alliance, Delaware State Police, DEXSTA, Dover, DPL, and Sussex County. Team leaders were American Spirit CEO Maurice Dawkins, Dover CEO David Clendaniel, and DEXSTA board member David Marianelli.

Ten Delawareans joined over 4,000 attendees at the 2010 CUNA Governmental Affairs Conference. Congratulations to Betsy Cole of Delaware Alliance FCU, who attended the conference for the first time as the CULAC trustee from Delaware. She succeeds Marie Davis of DEXSTA FCU, who held this position for several years.

Get Ready for Youth Week

National Credit Union Youth Week is April 18-24, 2010. Encourage youth to score big and "Get in the Savings Game" at your credit union with fun, effective, and ready-to-use promotional items.

The Youth Week website, found at http://finlit.cuna.org/youth_week.html, includes ideas for celebrations; official Youth Week products and merchandise; handouts and educational materials to be used year round in youth programs; and information on the National Youth Saving Challenge.



The National Youth Saving Challenge runs the entire month of April, officially designated as Financial Literacy month. It's a great opportunity to invite youth to open new accounts and deposit at your credit union. Plus, your credit union could be one of 10 to win \$100 for one of your young members.

Help beat last year's record of more than 139,000 youth who deposited \$26.5 million at their credit unions.

Order now! Youth Week early bird pricing ends March 12, 2010. Visit cuna.org/youthweek or call 800-356-8010, press 3.

[NCUA NOTES](#)

NCUA Equity Ratio Holds at 1.24%, NCUA Reports

While the most recent National Credit Union Share Insurance Fund (NCUSIF) report showed an equity ratio of 1.24% through this January, the National Credit Union Administration's (NCUA) Chief Financial Officer Mary Ann Woodson explained that 1.24% equity ratio does not include the billing associated with the 1% deposit, which if included would result in a 1.26% equity ratio.



NCUA staff indicated that, in the aggregate, CAMEL 4 and 5 credit unions hold approximately \$42 billion of insured shares – up slightly from the previous month. There are currently 357 CAMEL 4 and 5 credit unions, a 2.67% increase from the number reported last year.

Woodson also updated the NCUA board on the status of CAMEL 3 credit unions, of which there are currently 1,665, representing 13.69% of total insured shares. Insured shares in CAMEL 3, 4, and 5 credit unions currently represent 19.5% of total insured shares.

The number of CAMEL 3, 4 and 5 credit unions is a source of concern for the NCUA, and Chairman Debbie Matz reiterated her stance that the NCUA will closely monitor credit unions for potential red flags to “mitigate” any potential effects on the NCUSIF.

Although Woodson reported a loss expense estimate of \$750 million for 2010, she said that this amount is being used solely for budgeting purposes and does not represent expected losses. However, Woodson said that she expects 2010 to be as financially challenging as 2009 was for the NCUSIF.

[COMPLIANCE RECAP](#)

Fed Launches New Consumer Website for CARD Act

The Federal Reserve Board has launched a new interactive website to help consumers better understand the new credit card protections that take effect on February 22. These rules ban several harmful practices and require greater transparency in the disclosure of the terms and conditions of credit card accounts. The site, which can be found at www.federalreserve.gov/creditcard, summarizes the main provisions of the rules and explains how they will affect credit card users. Two interactive features will allow consumers to learn more about the terms and fees of credit card offers and about the new features of their monthly statements.

CUNA Compiles FAQ on CARD Act Queries

The Credit Union National Association (CUNA) has posted a list of frequently asked questions (FAQ) related to the *Credit Card Accountability, Responsibility and Disclosure (CARD) Act of 2009*, which

became fully effective on February 22. Many of the questions were received after CUNA's recent audio conference calls, which took place on February 2 and 11.

Topics covered by the FAQ include questions on floor rates, change-in-terms notices, increases in variable rates, limitations on increasing annual percentage rates and fees, changes in credit terms, renewal or annual fees, business credit accounts, and expedited payments.

The FAQ also seeks to answer concerns on the central changes imposed by the CARD Act. They include regulations that prohibit rate increases in the first year that a credit card account is active, require co-signors for credit card accounts taken out by an individual under 21 years of age, require that creditors obtain the consent of the cardholder before charging over-the-limit fees, and limit many of the fees associated with so-called "subprime" credit cards.

CUNA will submit some of the questions to the Fed for its interpretation and will continue to update or add additional answers as they come up.

You can find the Card Act FAQs on CUNA's website (you must have a password to access): http://www.cuna.org/compliance/member/download/eguide_regz_cardact_0210.pdf.

CU SYSTEM NEWS

2010 CU Bowl

Thirty-six bowlers took to the lanes of Bowlerama in New Castle for the 4th Annual CU Bowl held on February 12th. This business and credit union mixer was a great time for all those brave enough to exhibit their bowling skills – or lack thereof.

Participating credit unions were American Spirit, Delaware First, Wilmington Postal, and Wilmington Police and Fire FCUs. Business members bowling were BSC America - Belair Auto Auction, CUNA Mutual, and PaCUSC (Shared Branching.)

Top prizes went to Kate Toner (Wilmington Postal) for Highest Score - Female; Steve Barlow (BSC America) for Highest Score - Male; Kristen Gregory (Delaware First) for Most Unique Bowler - Female; Phil Sawyer (American Spirit) for Most Unique Bowler - Male and a special award for Most Wild & Crazy Bowler went to Enrique Campbell of American Spirit. The Gutter Dusters from Wilmington Postal FCU took home the Team Championship trophy.

Thanks to the door prize donors: Bill and Jackie Searles (Louviere FCU), BSC America, CUNA Mutual, Allpoint, Deluxe Check Printers, PaCUSC, Overton & Associates and JMFA. Special thanks to Jim Chilcutt who took photos of the event, including the one featured below.



The winning bowling team at this year's CU Bowl was "The Gutter Dusters" from Wilmington Postal Federal Credit Union. From left to right: Charles Samuels, Kate Toner, Betty Toy, and Pete Toner.

CUNA Mutual Offers Online Risk Assessment Program

CUNA Mutual Group has introduced a new online risk assessment program for its more than 4,600 credit union Plastic Card insurance policyholders. The tool is designed to assess Plastic Card program risks and indicate whether a credit union's program is in a good, fair, or cautionary state of security.

"A credit union's operations could be severely impacted if its card portfolio or plastic card program were fraudulently attacked, especially if it resulted in uninsured losses," said Becky Severson, CUNA Mutual risk manager. "That's why we felt it was critical for CUNA Mutual to help credit unions identify their plastic card program vulnerabilities and recommend actions based on risk exposure and insurance considerations."

The Plastic Card Risk Assessment functionality is quick and concise, containing 24 multiple-choice questions that can be easily completed in less than 20 minutes. The credit union receives recommendations based upon their specific responses.

This is the second online risk assessment module offered by CUNA Mutual's Credit Union Protection division, joining the Disaster Preparedness assessment tool launched in 2009. That program enables credit unions to review their vulnerabilities to disasters and take recommended action based on risks, loss controls and credit union best practices.

More online risk assessment modules will be added and announced during 2010. "Self-service risk assessments are yet another step toward our goal of being easier to do business with and complement the efforts of our risk management face-to-face credit union visits," added Severson.

Both the Plastic Card and Disaster Preparedness Online Risk Assessment tools can be found in the Protection Resource Center on www.cunamutual.com.

BauerFinancial, Inc. CU Report

Kudos to the following credit unions that received 5-star ratings from BauerFinancial, Inc., an independent financial institution rating and research firm: American Spirit, Chestnut Run, Delaware Alliance, Dover, DPL, First State Refinery, New Castle County Delaware Employees, New Castle County School Employees, U-Del, and Wilmington Postal. The ratings are based upon 2009 third quarter financial data as reported to financial regulators. Five stars (superior) is the highest rating given by the firm. Nine additional credit unions received four-star (excellent) ratings: Del-One (Delaware), Delaware First, Delaware River and Bay Authority Employees, Delaware State Police, DEXSTA, Edge Moor DuPont Employees, ICI America, Louviers, Milford Memorial, Preferred Financial, and Provident. Delaware CUs with less than \$1.5 million in assets are not rated.

[DELAWARE NOTES](#)

Congratulations to **DOVER FCU**, which broke the \$300 million asset mark on February 23. Dover is the largest credit union in Delaware by assets.

EAGLE ONE FCU capped another successful membership drive by awarding two prizes in random drawings. Seeking to raise the level of awareness among potential members in the communities it serves, Eagle One announced that the credit union had gained 186 new members during the drive. During the membership drive, when a member referred a person who signed up with Eagle One, both individuals received a \$10 reward and were entered into a drawing to win a Flat Screen TV. Members who signed up for any new e-services during the drive were entered into a drawing to win a \$100 gas card. Winners were drawn on December 31st. CEO John King said, "I am pleased with the results of our membership drive. Our staff continues to place their emphasis on high-quality member service. When members refer friends and family to us, that means that they trust Eagle One and are happy with the services we provide. That is the best compliment that we can receive." [Pictures on next page]



Picture at left: \$100 gift card winner - Donna Lewis Jackson and Jim Maloney, marketing director



Picture at right: Grand prize winner Alecia Grantham and Jose Rosario, credit union loan officer

Positions Available

Head Teller. Dover Federal CU is seeking a full-time individual to supervise the teller area at the upcoming New Castle Branch. This individual will initially train in the Dover area until the New Castle Branch opens. Requirements: high school diploma plus appropriate specialized training, at least 2 years as a teller, and 1 year of experience as an assistant head teller in a financial institution.

Greeter. Dover Federal CU is seeking a full-time greeter, who will project a positive image as a representative for the credit union in receiving visitors and guests; answer phones; perform various member service related duties; and provide routine information on credit union services or policies. This individual will initially train in the Dover area until the New Castle Branch opens. Requirements: HS diploma plus appropriate specialized training, plus 6 months of related experience.

All applicants for both positions will be subject to thorough background, criminal, and credit checks. See website (www.doverfcu.com) or stop into any branch for application. Complete and send to: Attn: HR, Dover Federal Credit Union, 1075 Silver Lake Blvd., Dover, DE 19904. *Equal Opportunity Employer M/F/D/V*

[EDUCATIONAL OPPORTUNITIES](#)

March QuickBites Teleconferences

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

- 3/2 Improve Your Memory
- 3/10 Call Center Lending Opportunities
- 3/17 UBIT Issues
- 3/25 Achieving Sales Results With Your Team
- 3/30 Minor Accounts

This two-hour session runs from 11 a.m.-1 p.m.

- 3/4 IRA – Get Technical

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

March Webcasts

- 3/3 Directors and the ALLL (reserves)
- 3/10 Members and Trust Accounts
- 3/17 Financial Privacy & GLBA Update
- 3/24 Regulations D & E for Frontline Staff
- 3/31 Reading & Understanding Personal Tax Returns: E & F
- **Reg CC Check Holds Webinar – CD only** (available February 5- August 31)

The webcasts are 90 minutes (3-4:30 p.m.). The \$189 registration fee is for EITHER the “live” webcast or the recorded CD-ROM of the complete session. When registering, you must indicate your preference. The \$219 registration fee covers both the “live session” and the CD-ROM recording.

March Live Training/Meetings

[These trainings will be held at the League office.]

- March 4 **Human Resource Council: Employment Records: Retention, Retrieval, and Destruction.** Topics: electronic record maintenance; safety and logistics protocols; keeping in compliance; and determining if how records should be stored. Speaker: Christine Kenny, Esquire, Saul Ewing, LLP. 10 a.m.-noon. Council members free; \$100 non- council members.
- March 10 **Lending Workshop: How to Use the Critical Difference of Strong Loan Underwriting in Today’s Economy.** Speaker: Rory Rowland. Topics: recognizing loan opportunities; analyzing the loan application; the credit bureau, credit scoring, and credit profiles; underwriting consumer loans; evaluating collateral; documentation to keep regulators happy; and regulatory compliance. 9 a.m.-4 p.m. \$195 per person. Deadline: March 3.

PolicyPro Program and Training.

CU PolicyPro was introduced to credit unions the second week in February. Each credit union must assign an administrator to register for CU Policy Pro. The League encourages all credit unions to send their administrators to a two-hour training session to be held on the following dates:

3/16 CU PolicyPro Training, DEXSTA FCU – Foulk Road, 1:30-3:30 p.m. or 4:30-6:30 p.m. \$25 fee.

3/16 CU PolicyPro Training, DEXSTA FCU – Foulk Road, 4:30-6:30 p.m. \$25 fee.

3/17 CU PolicyPro Training, Del Tech, Dover, 10 a.m.-noon. \$25 fee. Call Alice Smith to register if space is available.

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